

From: Credit Union National Association [mailto:ekcuc@cuna.org]
Sent: Monday, November 28, 2005 4:08 AM
To: John M. Smith
Subject: CUNA Limited Account

Credit Union is constantly working to ensure security by regularly screening the accounts in our system. We recently reviewed your account, and we need more information to help us provide you with secure service. Until we can collect this information, your access to sensitive account features will be limited. We would like to restore your access as soon as possible, and we apologize for the inconvenience.

Why is my account access limited?

Your account access has been limited for the following reason(s):

* We would like to ensure that your account was not accessed by an unauthorized third party. Because protecting the security of your account is our primary concern, we have limited access to sensitive Credit Union account features. We understand that this may be an inconvenience but please understand that this temporary limitation is for your protection.

(Your case ID for this reason is PCU1-410-320-3334.)

At Credit Union, one of our most important responsibilities to you, our customer, is the safekeeping of the nonpublic personal ("confidential") information you have entrusted to us and using this information in a responsible manner. Appropriate use of the confidential information you provide us is also at the heart of our ability to provide you with exceptional personal service whenever you contact us.

How can I restore my account access?

Please confirm your identity here: Restore [My Online Banking](#) and complete the "Steps to Remove Limitations."

Completing all of the checklist items will automatically restore your account access.