Credit Card Scam Being Resolved

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I wish to comment on the recent electronic system fraud affecting many of our residents and provide some clarification. I can assure you that this particular scam was not a result of a breach of secured information directly caused by the Bank of Rio Vista. Unfortunately, at times random merchants have their payment systems compromised, and customers using any type of credit or debit card at that business during the period of breech can fall prey to information theft. In this recent case, an unnamed local merchant's card process system was compromised causing many of their customer's card information to be stolen.

For security purposes, Bank of Rio Vista and other financial service groups cancelled the debit and credit cards of at risk customers in a timely manner, and issued replacement cards. This is an unfortunate and very inconvenient outcome for many in our community. We can assure the public that there are many controls in place to mitigate risks of this type, but the sad reality is, it does sometimes happen. All in all it's a tough situation for everyone involved, but I'm very proud that our staff dedicated many man hours to correction of this issue and providing quality customer service.

If you have any questions or comments, please do not hesitate to contact me.

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