Feb. 16, 2014

Our bank sends monthly statements and Tax information through the mail. This year is the 1st time they used the last 4 digits of our Ss #. I have asked in the past that they use only the last 4 digits of the account number as well. This they will not do.

Since April 2013, we have had 5 bank statements delivered to the wrong address. The last one we changed the account number on the advice of the bank. The bank feels this is the fault of the Post Office and we should take our complaints to them. We have.

Our bank has a pamphlet called protecting your identity. They warn of mail being stolen from boxes and advise people to pick up their mail as soon as it is delivered. It's delivered between 10:30 a.m. and 5:00 p.m. We can't sit by the window waiting. We get other peoples mail and they sometimes get ours.

If they can change their practice of using the whole Social Security # to the last 4 digits, and use only the last 4 account numbers on their deposit slips, they should be able to use only the last 4 digits of account numbers on all mailed statements.

Phyllis Chester
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