Bank of America Warns Customers of Possible Data Breach

March 17, 2025 - Bank of America has alerted some customers to a potential data breach after a third-party vendor mishandled sensitive documents late last year.

On December 30, a company hired to destroy bank documents failed to properly secure them during transport. Some materials were later found outside their containers at a financial center, exposing customer information. Because the vendor couldnâ€™t determine whose documents were affected, the bank issued a broad warning to potentially impacted individuals.
The exposed documents may have contained:

- Names, email addresses, and phone numbers
- Dates of birth and sex
- Home and business addresses
- Social Security numbers and government ID details
- Financial account information

This type of data exposure increases the risk of identity theft and fraud.

Bank of America hasnâ€™t disclosed how many customers were affected or in which states. However, its notification letter included contacts for attorneys general in Massachusetts, New York, Oregon, and Washington, D.C.

Massachusetts records show at least two residents had their Social Security numbers, financial accounts, and credit/debit card details compromised.

The bank says it is monitoring accounts for suspicious activity and is offering affected customers two years of free identity theft protection through Experian.

If you received a notification or suspect you might be affected, take these steps:

- Sign Up for Identity Protection â€“ Use the free Experian membership Bank of America is offering.
- Monitor Your Accounts â€“ Regularly check bank statements for unauthorized activity.
- Place a Fraud Alert or Credit Freeze â€“ Contact Experian, Equifax, or TransUnion to prevent identity thieves from opening accounts in your name.
- Beware of Scams â€“ Criminals may impersonate bank representatives. Verify any communication before providing personal information.
- Check Your Credit Reports â€“ Get free reports from AnnualCreditReport.com to spot fraudulent activity.

Though this breach involved physical documents rather than a cyberattack, it highlights the importance of securing personal data. If you received a warning letter, take action now to protect yourself from potential fraud.
by Jim Malmberg
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