



January 17, 2014

Mr. Joseph Foster  
Attorney General  
Office of Attorney General  
33 Capitol Street  
Concord, NH 03301

RE: NAIC # 71730 Important Notifications

Dear Mr. Foster:

At Continental American Insurance Company (CAIC), we take great care to protect the privacy and confidentiality of our customers' information. Regretfully, we are writing to inform you that a former CAIC temporary employee accessed personal information in an unauthorized manner.

The information included the Social Security Numbers and full names of 1 New Hampshire resident. Please be assured that the former employee in question has no further access to our customers' information and the appropriate measures have been taken to resolve the issue.

There is currently no indication information has been inappropriately used. However, in response to this incident, we have partnered with ConsumerInfo.com, Inc., an Experian® company, to provide the affected insureds with a one-year subscription to the ProtectMyID<sup>SM</sup> monitoring membership. This membership provides comprehensive credit monitoring for all three major credit reporting agencies and will enable them to identify possible fraudulent use of their information.

If you have any questions, please do not hesitate to contact me at the number listed below.

Sincerely,

Shannon D. Hinson, MCM, CIPP/US/IT  
Manager, Market Conduct & Privacy Compliance  
Aflac Group Insurance  
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Continental American Insurance Company (CAIC), a proud member of the Aflac family of insurers, is a wholly-owned subsidiary of Aflac Incorporated and underwrites group coverage. CAIC is not licensed to solicit business in New York, Guam, Puerto Rico, or the Virgin Islands.

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