



STATE OF NH
DEPT OF JUSTICE
2016 AUG 15 AM 11:42

August 10, 2016

Mr. Joseph Foster, Attorney General
NH Department of Justice
33 Capitol St
Concord, NH 03301

RE: Notification of Privacy Risk Incident

Dear Attorney General Foster:

Pursuant to New Hampshire Rev. Stat. § 359-C:20, please allow this letter to serve as FSC's ("FSC") official notification to the New Hampshire Attorney General that a privacy risk incident was recently identified.

On May 24, 2016, an FSC became aware of several fraud attempts against clients from the same FSC branch office (none of whom were NH residents), which led to an investigation to find the cause. We believe there was a cybersecurity event; however the precise source could not be determined with certainty. The branch computers contained information which potentially enabled access to information belonging to two New Hampshire residents. The information potentially accessed contained the New Hampshire residents' names, addresses and Social Security numbers. It cannot be confirmed if the information was accessed or viewed by an unauthorized individual

The computers in the branch were taken offline and were scanned, cleaned and deemed free of virus or malware infections prior to being brought back online. The branch server remains offline pending the recommendations from a qualified IT security consultant..

FSC provided written notice to the two New Hampshire residents on August 5, 2016 including 12 months of credit monitoring and identity theft protection paid for by our Company. A copy of this notification is included.

If you have any questions, please feel free to contact me directly.

Yours Truly,

A handwritten signature in blue ink, appearing to read "Hal Gilbert".

Hal Gilbert
Privacy Officer

Ph: 212.551.5536