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**Attention:** The State of New Hampshire, Office of New Hampshire Attorney General, Gordon MacDonald:

I serve as the Privacy Officer of People's United Bank, and pursuant to N.H. Rev. Stat. § 359-C:20, I am writing on behalf of People's United Bank ("People's United") to notify you of a breach of security involving computerized data impacting one New Hampshire resident. On August 5, 2021, an electronic copy of the customer's business signature card, containing their name, address, date of birth, Social Security Number and account numbers were provided to an unauthorized individual. The Privacy Officer was notified on September 7, 2021.

Bank representatives have spoken with the impacted resident since becoming aware that the personal information was sent to an unauthorized individual and written notification along with credit monitoring was sent on September 15, 2021 via United States Postal Service. The impacted account was closed and the account profile was deleted. We have arranged for TransUnion *myTrueIdentity* to help protect the resident's identity and credit information. The New Hampshire resident has been provided with information within the notification letter on how to enroll in *myTrueIdentity* identity theft protection and a prepaid code which can be redeemed for two years of credit monitoring.

There is no law enforcement investigation underway or planned and therefore the customer notification has not been delayed. Should you have any questions or require additional information please don't hesitate to contact me by email or phone.

Attached please find a redacted copy of the notification that was sent to the New Hampshire resident.

Thank you,  
Dionne T. Pulcinella

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**Dionne T. Pulcinella, CIPP/US**

FVP, Senior Compliance Officer, Privacy, Deposits & Payments

850 Main Street | Bridgeport, CT 06604

P: 203-338-6615

E: [Dionne.pulcinella@peoples.com](mailto:Dionne.pulcinella@peoples.com)



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The information transmitted is intended solely for the individual or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, re-transmission, dissemination, or other use of or taking action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you have received this e-mail in error, please contact the sender and delete the material from the computer.



September 15, 2021

CUSTOMER NAME  
ADDRESS LINE 1  
ADDRESS LINE 2

Dear CUSTOMER:

I am following up to the disclosure of your personal information that we have previously informed you about, that occurred on August 5, 2021. An electronic copy of your business signature card containing your name, address, date of birth and Social Security Number was emailed to an unauthorized individual.

You are a valued customer and we apologize for this error. To help you protect your identity at no cost to you, we have arranged for myTrueIdentity through TransUnion. Information on how to enroll in this program and activation codes have been included below.

We regret that this incident occurred. Your business is important to us. Please be assured that People's United Bank is taking steps to ensure that an incident of this nature will not happen in the future.

If you have any further questions regarding this incident, you can call me at [REDACTED]

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Ferrucci". The signature is fluid and cursive, with a large initial "T" and "F".

Todd Ferrucci  
Senior Vice President, Market Manager  
People's United Bank  
1750 Elm Street  
Manchester, NH 03104  
T: 603-222-5915



## **WHAT WE ARE DOING**

### **Complimentary Credit Monitoring Service**

You are a valued customer and we apologize for this error. While the Bank has no evidence or belief that your information has been, or will be used for fraudulent purposes, and while we believe there is a low likelihood of fraud related to this incident, as a safeguard, we have arranged for you to enroll, at no cost to you, in an online three bureau credit monitoring service (*myTrueIdentity*) for two years provided by TransUnion, one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* website at [REDACTED] and in the space referenced as "Enter Activation Code", enter the following 12 letter Activation Code **XXXXXXXXXXXX** and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll free hotline at [REDACTED]. When prompted, enter the following 6 digit telephone pass code [REDACTED] and follow the steps to enroll in the offline credit monitoring service, add **an** initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **December 31, 2022**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score. The daily three bureau credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, Experian, and Equifax, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

## **WHAT YOU CAN DO**

### **Fraud Alert Information**

Whether or not you enroll in credit monitoring, we recommend that you consider placing a "Fraud Alert" on your credit file. Fraud Alert messages notify potential credit grantors to verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Call only one of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion, Equifax, or Experian. As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert



request to the other two nationwide credit reporting companies so you do not need to contact each of them separately. The contact information for the three nationwide credit reporting companies is:

Equifax  
PO Box 740256  
Atlanta, GA 30374  
[www.alerts.equifax.com](http://www.alerts.equifax.com)  
1 800 525 6285

TransUnion  
PO Box 2000  
Chester, PA 19016  
[www.transunion.com/fraud](http://www.transunion.com/fraud)  
1-800 680-7289

Experian  
PO Box 9554  
Allen, TX 75013  
[www.experian.com/fraud](http://www.experian.com/fraud)  
1-888 397-3742

### **Free Credit Report Information**

Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call [REDACTED] or make a request online at [REDACTED]. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly. If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the Federal Trade Commission (FTC) at [www.identitytheft.gov](http://www.identitytheft.gov) or at [REDACTED]. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations. Also visit the FTC's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) to review their free identity theft resources such as their comprehensive step by-step guide "Identity Theft – A Recovery Plan".

### **Security Freeze Information**

You can request a "Security Freeze" on your credit file by sending a request in writing, by mail, to each of the three nationwide credit reporting companies. When a Security Freeze is added to your credit report, all third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. The Security Freeze may delay, interfere with or prohibit the timely approval of any subsequent request or application you make that involves access to your credit report. This may include, but is not limited to, new loans, credit, mortgages, insurance, rental housing, employment, investments, licenses, cellular phone service, utility service, digital signature service, Internet credit card transactions and extension of credit at point of sale. Placing, temporarily lifting, or removing a Security Freeze with each of the nationwide consumer reporting companies is free, although placing a credit lock may have monthly fees. To place a Security Freeze on your credit files at all three nationwide credit reporting companies, write to the addresses below and include the following information:

Equifax Security Freeze  
PO Box 105788

TransUnion Security Freeze  
PO Box 2000

Experian Security Freeze  
PO Box 9554



Atlanta, GA 30348

[www.freeze.equifax.com](http://www.freeze.equifax.com)

1-800-685-1111

Chester, PA 19016

[www.transunion.com/freeze](http://www.transunion.com/freeze)

1-800-909-8872

Allen, TX 75013

[www.experian.com/freeze](http://www.experian.com/freeze)

1-888-397-3742

- Your full name (first, middle, last including applicable generation, such as JR., SR., II, III, etc.)
- Your Social Security Number
- Your date of birth (month, day and year)
- Your complete address including proof of current address, such as a current utility bill, bank or insurance statement or telephone bill
- If you have moved in the past 2 years, give your previous addresses where you have lived for the past 2 years
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)

Within 5 business days of receiving your request for a security freeze, the consumer credit reporting company will provide you with a personal identification number (PIN) or password to use if you choose to remove the freeze on your consumer credit report or to authorize the release of your consumer credit report to a specific party or for a specified period of time after the freeze is in place.

**Special note for minors affected by this incident:**

The same services referred to above may not be available to affected minors. As an alternative, parents/legal guardians can check to see if your child may be a victim of identity theft by using TransUnion's secure online form at [www.transunion.com/childidentitytheft](http://www.transunion.com/childidentitytheft) to submit your information so TransUnion can check their database for a credit file with your child's Social Security Number. After TransUnion's search is complete, they will respond to you at the email address you provide. If they locate a file in your child's name, they will ask you for additional information in order to proceed with steps to protect your child from any impact associated with this fraudulent activity.

**Special note to Massachusetts residents:**

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. Based on the nature of this incident, no police report has been filed. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

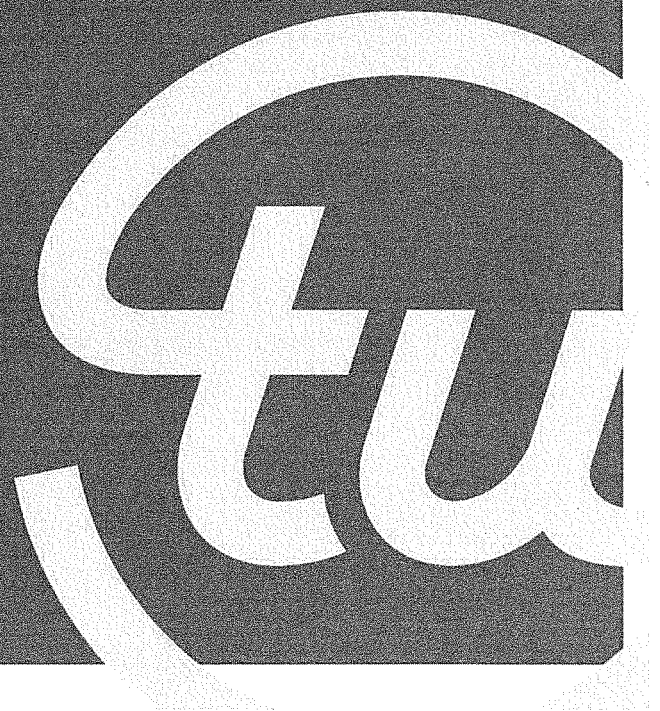
Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

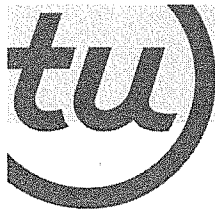


## ***myTrueIdentity***

**Step-by-Step Instructions  
for New Members**

([www.mytrueidentity.com](http://www.mytrueidentity.com))





## myTrueIdentity Enrollment Step-by-Step Guide

### SIGN UP

Navigate to [www.mytrueidentity.com](http://www.mytrueidentity.com) and enter your 12-letter Activation Code, which was provided in your notification.

Click <<"Sign Up Now">>

The screenshot displays the myTrueIdentity website interface. At the top, the TransUnion logo and a 'Member Login' link are visible. The main heading reads: 'Keep your identity safe and your credit health sound. Rest easy with credit monitoring alerts and access to the resources you need to protect your information.'

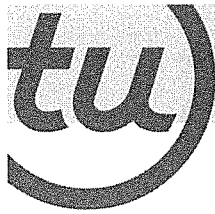
On the left, a tablet displays the myTrueIdentity app interface, showing sections for 'ID Protection Alerts (5)', 'Credit Alerts (2)', 'My TransUnion Credit Score' (810), and 'My Credit Overview' (\$1,898).

On the right, the website's sign-up process is shown. It includes a field for 'Enter Activation Code', links for 'What is an Activation Code?' and 'Don't have an Activation Code?', and a prominent 'Sign Up Now' button. Below this, the 'myTrueIdentity Key Features' are listed:

- Alerts informing you of changes to your credit file
- Access to identity protection support (if you believe you've become a fraud victim)
- Quick tips & in-depth articles on identity protection and credit health
- TransUnion credit report and score
- National score comparison, score factors and score trending

A concluding statement reads: 'myTrueIdentity helps you keep your identity and credit safe. Rest easy, knowing you'll get alerts any time your credit file changes. And should the unthinkable happen, you'll have the identity protection support you need.'

At the bottom, a disclaimer states: 'This site is hosted and operated by TransUnion Interactive, Inc., a wholly owned subsidiary of TransUnion, LLC. Copyright 2016 TransUnion Interactive. All Rights Reserved.' The TransUnion logo is also present in the bottom right corner, along with links for 'FAQs', 'Terms and Conditions', and 'Privacy Policy'.



## myTrueIdentity Enrollment Step-by-Step Guide

### STEP 1: CREATE YOUR ACCOUNT

Create a Username, (5 or more characters, no spaces)

Create a Password, (8 or more characters, letters and numbers, no spaces)

Enter your First Name, Middle Name (if you have one), and Last Name

Choose a Secret Question;  
Provide your Secret Answer

Enter your email address and phone number

Click <<"Continue to Step 2">>

TransUnion

Member Login

It's your credit information. See it today for FREE.

Step 1 Create your account

Step 2 More about you

Step 3 Verify your identity

myTrueIdentity

All fields are required (except where noted)

Username

Password

First Name

Middle Name

Last Name

-choose a secret question-

Secret Answer

Email Address

Phone Number

TransUnion Credit Score

832

90% / A

B

ScoreLaden

TransUnion - Empower Your Credit

Where You Stand

37% Very Good

12% Good

10% Fair

832

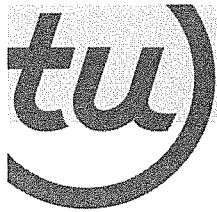
800-850

Detect fraud.  
Monitor your credit  
information. Learn how you  
can protect your identity  
and credit health.

Continue to Step 2

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TransUnion



## myTrueIdentity Enrollment Step-by-Step Guide

### STEP 2: MORE ABOUT YOU

Enter your date of birth and current mailing address

If you have not lived at your address for more than 6 months, also input your previous address

Enter the last 4 digits of your Social Security Number

Read Terms and Conditions

Click <<"I Accept & Continue to Step 3">>

TransUnion<sup>SM</sup> [Member Login](#)

Please tell us just a little more to complete the process.

**Step 1** Create your account   **Step 2** More about you   **Step 3** Verify your identity

All fields required

Date of Birth (MM/DD/YYYY)

MM DD YYYY

Address and Unit Number

City

State Zip

Have you lived here for more than six months?

☒ Yes ☐ No

Last four digits of Social Security Number

XXX XX

You understand that by clicking on the "I Accept & Continue to Step 3" button below you agree to TransUnion Consumer Interactive's Terms and Conditions and you are providing "written instructions" authorizing TransUnion Interactive, Inc. to obtain information from your personal credit profile from TransUnion in order to confirm your identity and display your credit data to you

**I Accept & Continue to Step 3**

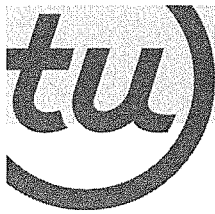
Almost there!  
Before you can access your Credit Alerts and Identity Protection services, we need to verify your identity.

State  
 Telephone  
 Previous Address  
 Social Security

TransUnion<sup>®</sup> Secure Server

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[FAQs](#) [Terms and Conditions](#) [Privacy Policy](#)



## myTrueIdentity Enrollment Step-by-Step Guide

### STEP 3: VERIFY YOUR IDENTITY

A series of questions will be asked to ensure you are really you. Please answer the question by clicking on the appropriate circle.

Click <<"Verify My Identity">>

TransUnion<sup>tu</sup>

For your protection, we need to make sure you are really Kirsten. Please verify your identity by answering a few questions only you would know.

Step 1 Create your account

Step 2 More about you

Step 3 Verify your identity

You have one chance to answer each question correctly.

If none of the answers look correct, select "none of the above".

If you need to consult your records, for an answer, log in later to continue where you left off.

If you have difficulty, a toll-free number will be provided.

What state was your social security number issued (this could be the state in which you were born or had your first job)?

☐ New Mexico

☐ California

☐ Louisiana

☐ North Carolina

☐ None of the above

What is the monthly payment of your most recent auto loan or lease?

☐ \$400 - \$499

☐ \$500 - \$599

☐ \$600 - \$699

☐ \$200 - \$299

☐ None of the above

What is the monthly payment on your student loan?

☐ \$300 - \$349

☐ \$400 - \$449

☐ \$200 - \$249

☐ \$350 - \$399

☐ None of the above

Verify My Identity

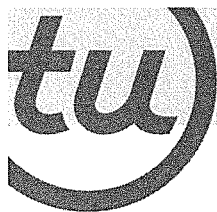
TransUnion<sup>tu</sup> Secure Server

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TransUnion<sup>tu</sup>

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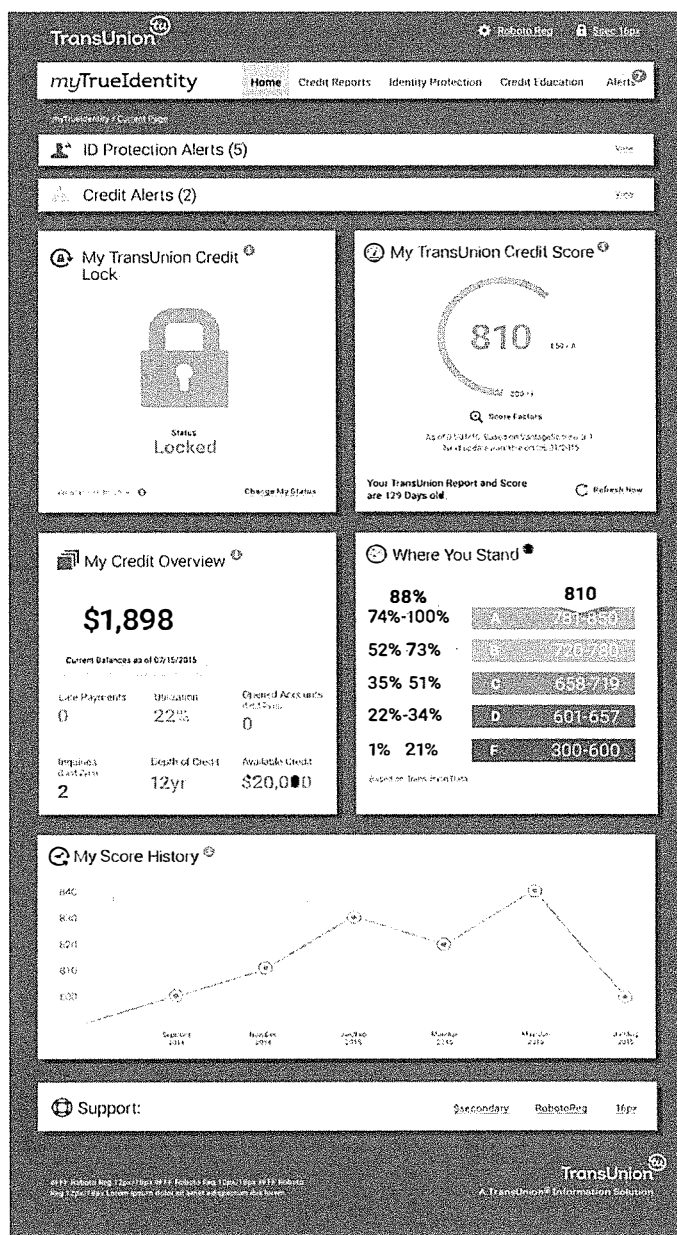
TransUnion<sup>tu</sup>



## myTrueIdentity Enrollment Step-by-Step Guide

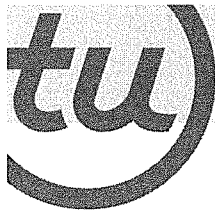
### WELCOME TO myTrueIdentity

Upon successful completion of the three steps, you will be brought to the myTrueIdentity dashboard "Home" page where you can access all of the benefits that were provided to you.



**Need help? Having problems? Have a question?**

*If you have questions about your credit benefits, need help accessing your report or passing identity verification, please contact our Customer Service Team at 1-844-787-4607  
Monday - Thursday, 8am - midnight ET and Friday - Sunday, 8am - 8pm ET.*



## myTrueIdentity Enrollment Step-by-Step Guide

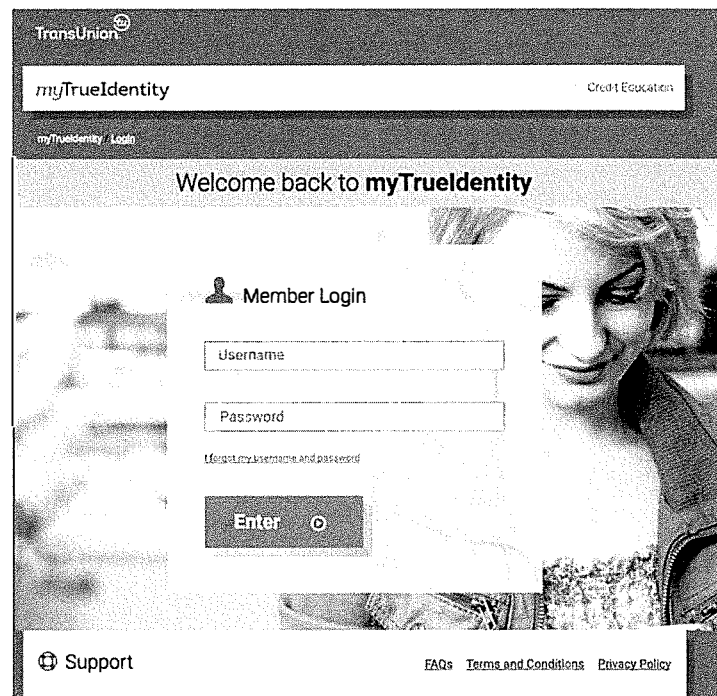
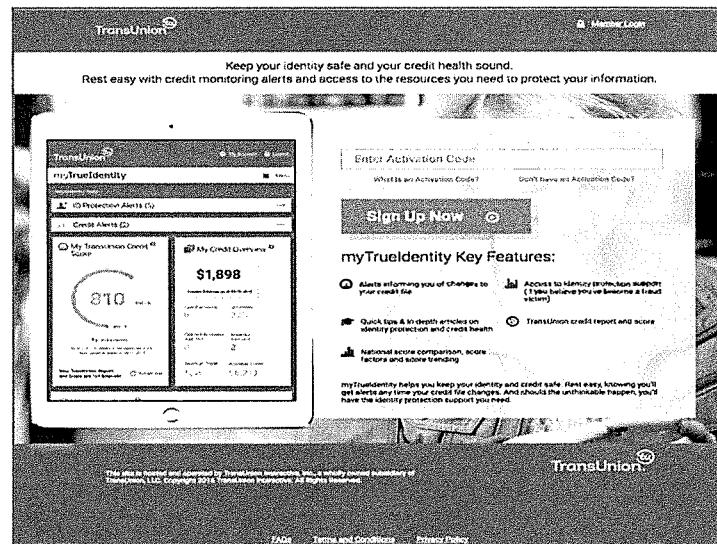
### MEMBER LOGIN

When returning to [mytrueidentity.com](http://mytrueidentity.com), click on the "Member Login" link located in the upper right corner.

Enter the Username and Password you created.

Click <<"Enter">>

If you have forgotten your username or password, please click on the "I forgot my username and password" link and complete the information requested. You will be asked to change your login information before accessing your account.



**Need help? Having problems? Have a question?**

*If you have questions about your credit benefits, need help accessing your report or passing identity verification, please contact our Customer Service Team at 1-844-787-4607  
Monday - Thursday, 8am - midnight ET and Friday - Sunday, 8am - 8pm ET.*



Thank you.

