



Lisa Presley
Privacy Official
Legal Department

September 28, 2018

VIA EMAIL: DOJ-CPB@doj.nh.gov
Consumer Protection and Antitrust Division
New Hampshire Office of the Attorney General

RE: Data-Security Breach Incident

Dear Attorney General MacDonald:

This letter is being sent in accordance with N.H. Rev. Stat. §359-C:19, et seq. to inform you of an incident involving a business email system hosted by a third party. Through Aflac's data security detection systems, we discovered potential unauthorized access to certain Office365 email accounts that occurred on various dates between approximately September 8, 2017 and May 9, 2018.

On August 2, 2018, for some sales agents' accounts, Aflac determined that further tools and analysis could not conclusively rule out access to the accounts. Therefore, as a company that cares about its customers and their privacy, and in an abundance of caution we are reaching out to potentially affected individuals identified as a result of our internal review.

Based on data analysis which was completed in September 2018, the information in some accounts may have included the following: first and last name, home address, date of birth, policy/certificate number, group number, and social security number. Aflac is not aware of any misuse of the personal or health information at this time. We continue to further enhance security measures and provide additional security training and education to the agents.

In an abundance of caution, we will be reaching out to eleven (11) New Hampshire residents to let them know of the incident and the measures we have taken in response and to offer them one year of credit monitoring where applicable. The notifications will be issued beginning September 28, 2018.

Please be assured Aflac takes this incident very seriously and we have taken the appropriate measures to mitigate the incident. If you have any questions or concerns, please feel free to contact me via e-mail at: PrivacyOffice@aflac.com or phone (706) 320-2316.

Sincerely,

Lisa Presley

Lisa Presley, Aflac Privacy Director
Aflac Privacy Office