



BANK OF THE WEST
BNP PARIBAS

December 5, 2017

Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

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CONSUMER PROTECTION

To whom it may concern:

Pursuant to New Hampshire RSA 359-C:20 we are writing to notify you of a breach of data security and personal identifying information involving three New Hampshire residents.

On October 5, 2017, Bank of the West was informed by Dallas-Ft. Worth Airport Police that an individual had been arrested and was in possession of documents related to Bank of the West loan accounts. The Bank's Security Department immediately began conducting an internal investigation to identify the source of the documents confiscated by the Dallas-Ft. Worth Airport Police. Based on our investigation, we have reason to believe an employee inappropriately accessed loan applications and identity documents from a loan center in San Ramon, California. The loan documents contain personal information, such as names, addresses, phone numbers, Social Security numbers, driver's license numbers, and dates of birth.

We have identified three New Hampshire residents whose loan and personal information were part of the accessed documents. We are not aware that these consumers' personal or credit information has been used. Written letters of explanation will be sent on December 5, 2017 to the individuals affected, including offers of credit monitoring services.

Reports have been made to law enforcement but due to jurisdictional issues no actual investigation has been initiated, other than by Dallas-Ft. Worth Airport Police from their arrest.

Please feel free to contact me should you have any questions or need additional information.

Sincerely,

Anna Poeschel
AVP, Sr. Investigator
Corporate Security
Anna.Poeschel@bankofthewest.com