

STATE OF NH
DEPT OF JUSTICE
2017 FEB 10 AM 11:17



February 2, 2017

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

Dear Attorney General Foster:

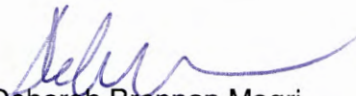
On behalf of Citibank, N.A. ("Citi"), we are writing to inform you about a recent incident involving personal information relating to one New Hampshire resident.

Specifically, we learned that an employee of a contractor used by Citibank to process credit card applications attempted to take information reflected on the applications from the processing center. The information included names, addresses, telephone numbers, Social Security and/or passport numbers, and dates of birth. As the employee was caught on his first day at the location in the act of attempting to leave the premises with this information, we do not believe it was used or disseminated to anyone else. The contractor terminated this employee.

We have taken steps to notify the impacted individual of this incident. Attached is a sample of the letter that we are providing to the New Hampshire resident.

Please do not hesitate to contact me at 904-954-3027 if you have any questions or concerns.

Sincerely,


Deborah Brennan Magri
General Counsel
Citibank, N.A.

Attachment

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February 2, 2017

<Client Name>
<Address Line 1>
<Address Line 2>
<City, State Zip>

Re: Your Citi credit card application

Dear <Client Name>,

On approximately November 25, 2016, we learned that an employee of a contractor used by Citibank to process credit card applications attempted to take information reflected on your application from the processing center. The information included your name, address, telephone number, Social Security and/or passport number, and date of birth. As the employee was caught in the act of attempting to leave the premises with this information, we do not believe it was used or disseminated to anyone else. The contractor terminated this employee. We apologize for any inconvenience this incident may have caused.

We have arranged for you at your option to enroll in a credit monitoring service at no cost to you for at least the next 12 months. To activate this coverage, please call the toll-free number or visit the website listed below and enter the redemption code. The redemption code is required for enrollment, and you will also need to provide your Social Security number. If you have questions or concerns about this, please call us.

For credit monitoring service coverage:
Toll-Free: 1-800-480-5830
Web Site: www.itacsentinel.com/alert
Redemption Code: <insert redemption code>

We recommend that you take the following steps to monitor for any potential misuse of your personal information:

- You should remain vigilant during the next 12 to 24 months by monitoring your account activity and reviewing your monthly billing statements. Promptly report suspected identity theft or fraud to us at the number on the back of your card. Citi also offers free personalized identity theft solutions to assist Citi customers in taking appropriate steps if they believe they are a victim of identity theft.
- To learn more about protecting yourself from identity theft and to report incidents of identity theft, you may contact the Federal Trade Commission (at the address on the following page), or your local law enforcement agency or state Attorney General.
- You have the right to place a fraud alert on your credit file. A fraud alert lets creditors know to follow certain procedures to protect you before opening new accounts. However, it also may delay your ability to obtain credit. To place a fraud alert on your credit report, contact the three nationwide consumer reporting agencies at the addresses below.

- Under Federal law, you are entitled to obtain one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies. In addition, you may have any information contained in your credit report that resulted from fraud deleted. You can obtain a free copy of your credit report from each of the three nationwide consumer reporting agencies by calling 1-877-322-8228 or online at: www.annualcreditreport.com.

We apologize for any inconvenience this incident may have caused. The security of your information is our priority. If we can be of further assistance to you, please do not hesitate to call us toll free at 1-800-950-5114.

Sincerely,

Customer Service

IMPORTANT CONTACT INFORMATION

Consumer Reporting Agencies contact information:

Experian
1-888-397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

Equifax
1-877-478-7625
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

TransUnion
1-800-680-7289
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

Federal Trade Commission contact information:

Federal Trade Commission
1-877-ID-THEFT (1-877-438-4338)
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20850
www.consumer.gov/idtheft