



195 Market Street  
Lynn, MA 01901-1508

RECEIVED

APR 19 2018

CONSUMER PROTECTION

April 16, 2018

Consumer Protection and Antitrust Bureau  
New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

To Whom It May Concern:

In accordance with N.H. Rev. Stat. Ann. §359-C:19, and the guidance found in Supplement A to the Interagency Guidelines Establishing Information Security Standards found in 12 CFR Part 364, app. B. Supplement A, issued by the Federal Deposit Insurance Corporation (“FDIC”), I am writing to notify you of an update on the impact of a previously reported ATM skimming incident and to report an additional security event.

As you may recall, on March 8, 2018, Eastern Bank reported that a skimming device was found at one of our ATMs. Since that date, we have since discovered that three more ATM's were similarly compromised, impacting an additional five Eastern Bank New Hampshire customers (for a total impact of ten New Hampshire residents). Eastern has continued to work with the local authorities and the FBI on this investigation and a suspect has been apprehended. Eastern Bank notified these additional impacted customers and reissued new cards on March 19, 2018 and April 4, 2018.

Eastern Bank also wants to make you aware of a recent fraud incident that did **not** result in a breach of customer data. On March 22, 2018, Eastern Bank detected numerous fraudulent transactions associated within our business debit card portfolio. It was determined that these transactions were the result of a debit card brute force attack, where randomized card numbers were being generated and used at targeted online merchants located in the United States, United Kingdom, Israel, and Canada. These online merchants do not require the submission of a Card Verification Value (CVV) number. This was not a data breach incident and the business names were not identified, but rather was an attempt by fraudsters to determine legitimate card number and expiration date combinations. A total of 26 Eastern Bank New Hampshire business cards were impacted. Eastern Bank notified its impacted customers and reissued new cards on March 26, 2018. Additionally, to mitigate this threat, Eastern Bank implemented a series of debit card transaction controls to decline transactions when specific criteria related to this attack is met.

Please do not hesitate to contact Steve Antonakes, EVP - Director of Enterprise Risk Management at 781-596-8998 if you have any questions.

Very truly yours,

Jeffrey Hansen  
VP, Senior Risk Manager