

Private Loans
Firstmark Services
PO Box 82522
Lincoln NE 68501-2522



Monday through Friday 7:00 am - 8:00 pm CT 888.538.7378 www.firstmarkservices.com

RECEIVED
APR 16 2018
CONSUMER PROTECTION

04/09/2018

Gordon J. McDonald
New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General McDonald:

In accordance with Title XXXI, Chapter 359-C:20 of the New Hampshire Revised Statutes, we are notifying you of a security breach experienced by Firstmark Services, a subsidiary of Nelnet, Inc. involving one New Hampshire resident.

Our records indicate that on April 04, 2018, an email sent to one of our customer's included another customer's personal information. This customer was the only one affected. The information inadvertently disclosed was the customer's name and account number.

We do not believe this information will be used inappropriately; however we have provided the consumer all necessary precautions to protect their identity. A letter was sent to the customer on April 9, 2018 to notify them of the privacy breach (See enclosed).

If you have questions, regarding this matter, I can be reached at 402.458.1468. My hours are 11:30 a.m. to 8:00 p.m. (Central), Monday through Friday.

Sincerely,

Mackenzie Q.

Firstmark Services Customer Service

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04/09/2018

[REDACTED]
[REDACTED]
[REDACTED]

Account #: [REDACTED]

Important notice about your personal information

Dear [REDACTED]

As you know, Firstmark Services has been servicing your student loan since [REDACTED]. Our records indicate that on April 04, 2018, an email intended for another existing customer inadvertently included your information.

The email sent included your first name and the above account number.

We do not believe your information will be used inappropriately; however, there are recommended steps all consumers should consider taking to monitor their credit and protect their identity. It's always important to examine your monthly statements, watch for and report any suspicious account activity, and periodically obtain credit reports from each of the nationwide consumer reporting agencies. You can request a free credit report from one or all of the organizations listed below.

Report suspected identity theft or fraud incidents to your financial institution and one of the nationwide consumer reporting agencies listed below to have any fraudulent account information removed from your credit file. For more information on identity theft, please visit the Federal Trade Commission online at www.consumer.gov/idtheft or call 877.IDTHEFT.

It is also recommended that you place a fraud alert with the nationwide consumer reporting agencies, which tells creditors to contact you before they open any new accounts or change your existing accounts. A fraud alert is simple to initiate—just contact any of the agencies listed below. As soon as one consumer reporting agency confirms your fraud alert, the others are notified to place fraud alerts on your credit file. If a credit account is opened without your authorization, contact each of the consumer reporting agencies and request it be removed from your credit file.

Equifax
800.685.1111
www.equifax.com

Experian
800.520.1221
www.experian.com

Innovis
877.261.7685
www.innovis.com

TransUnion
800.888.4213
www.transunion.com

Although we believe your information will not be used inappropriately, we ask that you closely monitor all credit activity over the next 12 to 24 months and immediately report suspected identity theft or fraud incidents to your financial institutions and the consumer reporting agencies. If you would like more information about identity theft, please visit the Federal Trade Commission's (FTC) website at www.consumer.gov/idtheft or contact the FTC directly at 877.IDTHEFT.

Please know that we regret any inconvenience or concern this incident may cause you. We believe there is little risk of your personal information being compromised, and Firstmark Services remains committed to protecting our customers' privacy. We value you as a customer and appreciate the opportunity to serve you. If you have questions, please visit our

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website at FirstmarkServices.com, or call us at 888.538.7378. Our business hours are 7 a.m. to 8 p.m. (Central), Monday through Friday.

Sincerely,

Mackenzie Q.

Firstmark Services Customer Service