



4 Barrell Court  
PO Box 2097  
Concord, NH 03302-2097

November 21, 2018

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

Re: Notice of Security Breach

Dear Attorney General MacDonald,

We are contacting you because we have learned of a data security incident involving some of the personal information of one NH consumer.

On Tuesday, October 30, 2018, in an attempt to fulfil a consumer's request for loan information, a secure email with account details including name, address, loan account number, and loan balance information was inadvertently sent to the email address of another consumer. We have reached out to the unintended recipient and confirmed her receipt of the email and requested that she permanently delete the email. She agreed to comply with our request and confirmed that she had not opened the email. Please note that the information did not include a social security number or date of birth.

Due to the extent of the information included in the email, we have no reason to believe that the information was misused or that it is reasonably likely to be misused. However, since we are unable to establish that determination as fact, we have notified the affected consumer of the incident and are notifying you as required.

Our investigation of this incident has determined that it was the result of an isolated instance of human error. Consequently, this will be addressed as a training issue in order to prevent any future occurrences.

Protecting the privacy of our consumers' personal and financial information is a most serious concern for GSM&R. We respect consumers' right to privacy and recognize our obligation to keep information secure and confidential.

Sincerely,

Michael Levasseur  
Vice President of Compliance and Risk Management  
Granite State Management & Resources

RECEIVED  
NOV 26 2018  
CONSUMER PROTECTION