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November 29, 2017

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CONSUMER PROTECTION

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

Dear Attorney General McDonald:

Pursuant to NH Rev. Stat. § 358-A:3(I), I am writing to notify you of an incident that may have caused certain personal information to be subject to unauthorized access.

Lincoln recently discovered that a home office employee was the victim of a phishing attack which resulted in a third party gaining limited access to the employee's email account for a period of time between October 19 and 20, 2017. We have determined that this unauthorized access may have exposed the personal information, consisting of name and Social Security number of 6 residents.

Notification will be sent to the affected residents by first-class mail on or about December 4, 2017. The notice to the potentially affected individual will alert the person to the unauthorized access of their personal information and enable the person to take immediate steps to protect their information against possible identity theft or other monetary damage. The notice will include an offer of a complimentary one-year membership in Kroll's identity monitoring service.

Lincoln quickly took action to limit the risks posed by this incident. We secured the employee's email account and initiated a full investigation of the unauthorized access. We continue to work diligently to minimize the impact of this incident and will enhance our cybersecurity policies and procedures, including enhanced cybersecurity awareness training, as appropriate.

I trust that this letter will provide you with all of the information required to assess this matter. Please let me know if you have any additional questions, or if I may be of further assistance.

Sincerely,

A handwritten signature in black ink that reads "Jenna Moore".

Jenna Moore
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