



April 2, 2018

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New Hampshire Department of Justice  
Gordon MacDonald, Attorney General  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General MacDonald:

Pursuant to NH Rev. Stat. §359-C:20, I am writing to notify you of an incident that may have caused the personal information of 16 New Hampshire residents to be subject to unauthorized access.

Lincoln recently discovered that two home office employees were the victim of a phishing campaign which resulted in a third party gaining limited access to the first employee's email account for a period of time between January 29 and 31, 2018 and the second employee's email account for a period of time between February 8 and 9, 2018. We have determined that the personal information of the residents, including a combination of an individual's name, address, date of birth, driver's license number, policy number, claim number, Social Security number and in limited circumstances health information may have been exposed due to this unauthorized access.

Notification will be sent to the affected residents by first-class mail on or about April 2, 2018. The notice to each 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 each 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 have enhanced 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".

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