



The Lincoln National Life Insurance Company
RECEIVED herein referred to as ('Lincoln')

JUL 27 2020

July 20, 2020

CONSUMER PROTECTION

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 one New Hampshire residents to be subject to unauthorized access.

Lincoln Financial Securities recently discovered that the email accounts of one of its independent financial advisors had been accessed by an unauthorized person from May 1, 2020 to May 3, 2020. We determined on Thursday, July 2, that the personal information of the New Hampshire resident, such as name, address, Social Security number, date of birth, bank account information, driver's license number, medical information and/or financial account information, may have been exposed due to this unauthorized access.

When Lincoln learned of the access to the email account of the independent advisor, Lincoln quickly took action to assist the advisor in securing their account. Lincoln provided an alert to all advisor regarding a phishing email that had been directed at advisors, required all advisors to do a password reset for their email accounts, and worked with the third party service provider that managed the email accounts of the independent advisors to determine the nature of the access to the accounts and make configuration changes to the email accounts. Attached is a draft notification which will be mailed to New Hampshire residents on or around July 24, 2020 and will include an offer of complimentary credit monitoring services for one year. The letter will also be mailed with a copy of the additional resources insert.

We continue to work diligently to minimize the impact of this incident and enhance our cybersecurity posture, as appropriate.

I trust that this notice 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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