



MERRIMACK MORTGAGE

A HARBOR ONE Bank COMPANY

STATE OF NH  
DEPT OF JUSTICE  
2016 SEP -6 PM 12:14

NH Department Of Justice  
Attorney General Joseph Foster  
33 Capitol Street  
Concord, NH 03301

September 2, 2016

RE: Contained Loss of Data

Dear Attorney General Foster,

Pursuant to N.H. Stat. §§ 359-C:19, -C:21; 189:66, we are writing to notify you of a potential loss of data.

On August 3<sup>rd</sup>, 2016, three (3) of our employee email accounts were compromised due to a phishing attack on our organization. The phishing attack consisted of a message appearing to come from a legitimate person with a link to click on which would take them to a document. The link brought them to a form to fill out to retrieve the document and the form was used to collect our employee's login information. One of the accounts that was hacked was used to send a similar message to her address book and the other two showed no signs of outbound activity. It is unclear what, if any, data was accessed during this time.

Upon notification of the potential breach, we immediately began an internal investigation. Accounts affected were immediately suspended and reviewed for suspicious activity. Recipients of any suspicious emails sent from the one account were contacted with a message warning them of the malicious intent of the message and to delete it immediately. After further consideration to ensure the threat was eliminated, all passwords for all employee email accounts were reset. We also enforced 2-Step Verification for all employees to avoid any future occurrence of this type of an attack. Because of the possibility that nonpublic personal information (NPPI) was compromised, although we feel it is unlikely, we reviewed all available messages within the affected accounts for any NPPI and are notifying the affected consumers of this breach. As part of our ongoing employee training program, we will be incorporating a thorough review of best practices in regards to electronic security.

We are contacting the affected consumers and have attached the letter for your records. Merrimack Mortgage takes great pride in our work and service to our customers. We strive to be a best practices organization. We have taken the step of offering the affected consumers credit watch protection service for one year paid by Merrimack Mortgage. The information regarding this is contained in the letter to the borrowers.

Merrimack Mortgage Company, LLC.  
1045 Elm Street, Suite 601 Manchester, NH 03101-1824  
Phone: 603-625-1498 or 1-800-877-8686

The borrowers affected are:

See Exhibit A

Again, we regret this situation has occurred. Please feel free to contact me at:

Phone: 1-800-877-8686 or (603) 606-3288  
Email: [gkorn@merrimackmortgage.com](mailto:gkorn@merrimackmortgage.com)  
Mail: Merrimack Mortgage Company  
1045 Elm Street, Suite 601  
Manchester, NH 03101

Sincerely Yours,



Gregory Korn  
VP Chief Risk Officer

cc: Merrimack Mortgage Company CEO; Daniel J. McKenney