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March 5, 2021

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301

Dear Attorney General MacDonald:

I write on behalf of my client, Metromile Insurance Company ("Metromile"), an auto insurance provider, to inform you of an information security incident involving driver's license numbers of certain individuals.

On January 19, 2021, a product manager who was monitoring a user interaction tool identified an irregular interaction. Upon investigation, the company determined that threat actors identified an unlawful way to obtain an individual's driver's license number using Metromile's online quote form and application process, which uses a third-party vendor to pre-fill certain information. Metromile immediately launched an internal investigation and has engaged a cybersecurity firm to assist in the company's review.

Once identified on January 19th, the issue was contained on January 20th. It appears the issue arose in early December 2020 (our investigation is ongoing as to this timeframe). The company initially believed that only residents of limited states were affected, but recently learned that residents of New Hampshire were affected as well. The company is continuing to work diligently with security experts to ascertain how this occurred, the effectiveness of its controls, and further containment and remediation efforts. At this time, we are not aware of fraud or misuse of individuals' information.

Our investigation is ongoing, and we intend to cooperate with law enforcement and provide notifications to other regulators as necessary. The company has also identified potentially affected individuals and is working with a third-party vendor to send notices, including free identity protection services and guidance on steps individuals can take to protect themselves. To date, we have identified approximately 46 affected New Hampshire residents. We will provide notice to affected individuals on or around March 5, 2021.

Should you have any questions or concerns, please contact me at dnavetta@cooley.com or 720-566-4153.

Sincerely,

David J. Navetta

Enclosure.