

New England Regional Mortgage Corporation
90 Stiles Road Suite 201
Salem NH 03079 NMLS 2813

RECEIVED
OCT 15 2018
CONSUMER PROTECTION

October 10, 2018

NH Department of Justice
Attorney General Gordon MacDonald
33 Capital Street
Concord, NH 03301

RE: Contained Loss of Data

Dear Attorney General MacDonald:

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 September 25 , 2018 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 within New England Regional Mortgage. The email was a request for borrower to accept wiring instructions to send funds for a Clear to Close. The other two accounts had an auto forward set up to a Dump Account. 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 emails were reset. We also implemented 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. New England Regional Mortgage Corp 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 New England Regional Mortgage Corp. The information regarding this is contained in the letter to the borrowers.

[REDACTED]

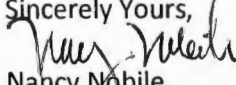
[REDACTED]

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

Phone: 1-800-894-1230- X 117

Email: nnobile@newenglandregional.com

Mail: New England Regional Mortgage Corporation
90 Stiles Road Suite 201
Salem NH 03079 NMLS 2813

Sincerely Yours,

Nancy Nobile
President

New England Regional Mortgage Corporation
90 Stiles Road Suite 201
Salem NH 03079 NMLS 2813

[REDACTED]

[REDACTED]

[REDACTED]

RE: [REDACTED]

Dear [REDACTED]

We are writing to notify you that a potential breach of your personal information may have occurred on September 25, 2018

We were compromised by a "phishing" attack. Although there is no direct evidence that your information was stolen and we have received no customer complaints, this attack may have resulted in unauthorized access to your personal information and possibly your payment information.

Out of an abundance of caution we are passing along the following simple steps that security experts generally recommend you take to protect yourself:

1. Monitor your credit card account statements and credit reports to ensure that your credit card information is not being used fraudulently.
2. Consider putting a "freeze" on your credit report, which prevents a credit reporting company from releasing your credit report without your consent, by contacting one of the three credit reporting agencies listed below.
3. Be cautious if you receive any emails asking for your personal information, as they could be "phishing" attacks or other attempts at identity theft. To be clear, New England Regional Mortgage Corp. will never ask for your personal information or login credentials in an email. In particular, do not respond to emails that threaten to take action if you do not immediately provide personal information.

4. Report suspected incidents of identity theft to local law enforcement.

5. You can obtain two free credit reports, which you are entitled to by law, to help you monitor your credit status. Go to www.annualcreditreport.com, call 1-877-322-8228, or contact one of the three agencies directly:

Equifax
685-1111

P.O. Box 740241 Atlanta GA 30374

Phone: 1-800-

Experian
397-3742

475 Anton Blvd Costa Mesa, CA 92626

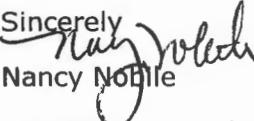
Phone: 1-888-

TransUnion
7289

2 Baldwin Place Box 2000 Chester, PA 19022

Phone: 1-800-680-

We want to assure you that we maintain rigorous security practices to protect our customer data. We sincerely regret any inconvenience this incident may have caused you. Thank you for your attention to this matter

Sincerely

Nancy Nobile

nnobile@newenglandregional.com

Direct 603 458 7517