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CONSUMER PROTECTION

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

October 15, 2021

NH Department of Justice
Attorney General
John M. Formella
33 Capital Street
Concord, NH 03301

RE: Contained Loss of Data

Dear Attorney General: John M. Formella

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 October 14th we determined that previous employee may have used a customer's confidential information in August and September. If that is confirmed, information was compromised due the misdeeds of an ex-employee

Upon notification of the breach, we immediately began an internal investigation. Accounts affected were immediately reviewed for suspicious activity. Recipients of any possibility of suspicious activities were contacted with a message warning them of the possibility of malicious intent. Because of the possibility that nonpublic personal information (NPPI) may have been 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 with regard to an employee breach.

We are contacting the consumers who may have been affected. 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.

Again, we regret this situation has occurred. As the investigation continues, we will keep you informed.

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
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RE: Contained Loss of Data

We are writing to notify you that a potential breach of your personal information may have occurred in August and September 2021.

We were compromised by a potential ex-employee's actions. Although there is no direct evidence that your information was stolen and we have received a customer notification. This event 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 P.O. Box 740241 Atlanta GA 30374 Phone: 1-800-685-1111

Experian 475 Anton Blvd Costa Mesa, CA 92626 Phone: 1-888-397-3742

TransUnion 2 Baldwin Place Box 2000 Chester, PA 19022 Phone: 1-800-680-7289

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