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CONSUMER PROTECTION

February 3, 2020

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

RE: Exposure of customer information

To Whom It May Concern,

As part of the Bank's reporting requirements and in accordance with New Hampshire RSA 359-C: 19-20, the purpose of this letter is to notify you of a situation that resulted in the exposure of personal information.

The exposure of information affected one Bank employee when human resources was delivering W2s. When passing them out at a branch the HR representative noticed she was one form short. She double checked her car and office and could not locate it. She assumed that it was mailed out with other W-2s and called the post office to try and see if they could track but they could not because it was not certified. The employee still has not received it and is concerned.

After being alerted of the incident the information security officer reached out again and confirmed the W2 had not been received in the mail. It had not and has not been located by HR staff. We are filing this under the assumption it was lost in a public space. Going forward we are looking for ways to offer a more secure roll out of W2 forms and considering a paperless option.

Sincerely,

Elizabeth A. Carney
VP / Information Security Officer
The Provident Bank
5 Market Street
Amesbury, MA 01913