



STATE OF NH
DEPT OF JUSTICE

2017 MAR 31 AM 11:42

March 29, 2017

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 customer information.

The exposure of information affected two Bank customers, husband and wife, when a personal financial statement was inadvertently sent to another potential client for use. The intent of the lender involved was to send the potential client a blank personal financial statement form to be completed. The customer-specific document was not saved properly and only had the generic title listed - it was assumed that it was a blank version.

The affected customers were contacted by the lender involved and apprised of the situation, and were satisfied with the Bank's corrective action. The potential client that received the personal information confirmed that the attachment was deleted and ensured its digital destruction from their mail servers as well.

Additional training was performed with the involved employee and corrective action was completed in an effort to avoid any similar error from occurring in the future.

Sincerely,

Sarah L. Corneau
VP / Information Security Officer