



June 20, 2017

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

RECEIVED
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CONSUMER PROTECTION

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, who are jointly listed, when their Escrow Account Disclosure Statement for Payoff was inadvertently sent to another customer who was also receiving an escrow statement mailing. The loan servicing department of the Bank manually handles these particular mailings and it was an error while stuffing the envelopes. The recipient of both statements brought the mailing into the Bank and returned the one they had received in error.

An attempt was made to contact the affected customers to apprise them of the error, but the number on file was disconnected. An email was then sent to the customers using the address on file to explain that the phone number the Bank has is no longer active and to also request that the customers contact the Bank. The employee who handles the in-house statement mailings was also contacted and the importance of extreme care when handling sensitive customer information was discussed. The employee was also instructed to double check the envelopes when stuffing them to ensure only one statement is present to help avoid a similar error from occurring in the future.

Sincerely,

Sarah L. Corneau
VP / Information Security Officer