



October 12, 2018

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 notify you of a situation that resulted in the exposure of customer information.

The exposure of information affected one Bank customers. An employee at one of our NH locations opened an envelope from our bill pay company and deposited the checks included into one of our business customer's accounts. The employee did not realize that our bill pay company sends all checks together in one envelope when mailing to the same branch, not separate envelopes per transaction. In performing the transaction, the employee deposited a check that was meant for a different account, which then placed an image of the check in the transaction details. The name, address, and account number of the affected party was exposed. The transaction was corrected and the funds placed into the correct account.

The Head of Retail had an email sent out to all of Retail informing them of how the bill pay company sends checks - branches will use extra caution when receiving these envelopes and making the check deposits.

Sincerely,

Sarah L. Corneau
VP / Information Security Officer