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CONSUMER PROTECTION

April 29, 2019

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 1 Bank customer. During an internal communication, an email was sent to multiple employees, but one address included that of another customer when the intended party was meant to be a lending employee. Included in the email were business documents, but also a personal financial statement. Once notified by one of the employee recipients, the lender attempted to recall the message. The Bank's IT department did review the email logs and confirmed the recall attempt, but there was no confirmation as to the success/failure of it. The IT department also confirmed that the filters did not auto-encrypt the message because the attachments were scanned documents and the personal financial statement hand-written. I was notified of the event and explained next steps to the lender – 1) to follow up with the recipient and request the deletion of the message and, 2) to notify the exposed customer.

Later confirmation indicated that the recipient deleted the email from their inbox and trash mailbox. The customer who had their information exposed indicated that he was not concerned about the information sent, noting that he works with a lot of different parties and Banks, and shares his financials with many. He did, however, express his appreciation for the notification and service he was receiving. The employee involved has been made aware of the importance of verifying all identifying information to ensure sensitive information is protected and shared correctly.

Sincerely,

Sarah L. Corneau
VP / Information Security Officer