



August 28, 2019

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

RECEIVED
AUG 30 2019
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 notify you of a situation that resulted in the exposure of customer information.

The exposure of information affected one bank customer. Two customers share the same first and last name. When one of these customers came in to unlock their online account they gave the bank representative what they thought was their user name: fist initial and last name. The bank representative brought up the account with that user name, unlocked the account, and gave the customer a temporary password. Unfortunately the customer was mistaken and gave the representative the wrong user name, which was in use by the other customer of the same name. After logging on the customer realized the mistake and immediately called the bank. The bank representative immediately disabled the online account and reviewed the recent activity for anything that had taken place while the wrong customer had access. No transactions had been initiated and all NPPI except check images is redacted on the site.

It is unclear if the customer had viewed any check images. It is believed that he contacted the bank as soon as he realized the profile was for a different customer and did not access any potentially sensitive information. A customer representative has reached out by phone and email to the customer that was affected. He has not yet responded.

Sincerely,

Elizabeth Carney
VP / Information Security Officer