

QBE
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July 3, 2017

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RECEIVED

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Re: Information Security Incident

CONSUMER PROTECTION

Dear Mr. Foster:

We are writing to inform you of a recent incident involving personal data of one New Hampshire resident maintained by QBE North America ("QBE").

QBE was subject to a phishing attack that targeted QBE North America employee email accounts on May 31, 2017. Suspicious email behavior was reported to us by one of the individuals targeted by the phishing attack on June 1, 2017. An investigation by us identified credentials were obtained from five email accounts, and a successful attempt to access the mailboxes was made from Lagos, Nigeria.

Security Operations staff is continuing to analyze the mailboxes to determine what information was accessed. On June 27, 2017, they completed a portion of their analysis and provided Legal with the contents of those mailboxes. We identified personal information of one New Hampshire resident included in the mailbox. The information was included on pilot record forms used to underwrite aviation insurance.

QBE has taken steps to contain the incident and further understand its impact. The employees who accessed the phishing site have been identified and have had their passwords reset. We are also continuing our efforts to inform and educate users of phishing techniques and train employees how to properly identify and react to suspicious email behavior.

We are continuing our investigation, and will be notifying the impacted individuals of the incident.

If you need any further information regarding this incident, please contact me at 608-825-5827.

Sincerely,

Jennifer Vernon
Privacy Official
QBE North America

Enclosure