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JUL 16 2020

CONSUMER PROTECTION

July 15, 2020

VIA FEDEX

Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

RE: NOTICE OF DATA SECURITY INCIDENT

Dear Sir/Madam:

We write on behalf of Quicken Loans, Inc. ("Quicken Loans") to notify you of a data security incident that Quicken Loans recently experienced. Specifically, on or around April 22, 2020, an unauthorized person gained access to email inboxes belonging to a small number of Quicken Loans employees. As a result, the intruder may have viewed certain personal information in Quicken Loans' possession. Quicken Loans discovered the incident shortly thereafter, and recently completed its review to determine those who are potentially affected.

After discovering the incident, Quicken Loans worked to determine the nature and scope of the access and ensure it was contained. The information potentially accessed includes name, bank account number, Social Security number, and address and email address. Quicken Loans is notifying one (1) New Hampshire borrower of the incident. At this time Quicken Loans does not have any evidence that any individual has suffered from identity theft as a result of the incident.

Quicken Loans is taking prompt action to assist the New Hampshire resident who may have been impacted by this event. Quicken Loans is notifying the resident, and recommending actions they can take to protect themselves, such as monitoring account statements, obtaining credit reports, and instituting a security freeze on their credit files. Quicken Loans also will make available 24 months of identity protection services from LifeLock, at no cost to the individual. A template copy of the notice sent to the individual is attached to this letter. Quicken Loans is undertaking a review of its systems to help guard against a similar incident occurring in the future.

Thank you for your attention to this matter.

Sincerely,

David S. Kantrowitz

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