



Attorney General Joseph A. Foster  
New Hampshire State Attorney General's Office  
33 Capitol Street  
Concord, NH 03301

151 Warren Street, Suite 200, Lowell, MA 01852 | t: 978.458.4598 | f: 978.656.9608

STATE OF NH  
DEPT OF JUSTICE

2016 APR 19 AM 11:47

April 15, 2016

Dear Attorney General Foster;

Pursuant to N.H.L. c.359-C:20, we are writing to notify you of a breach of security resulting in an unauthorized access of personal information involving two (2) New Hampshire residents and one (1) New Hampshire Sole Proprietor.

On March 17, 2016, Sage Bank was contacted by one of its customers concerning his bank statement. The customer stated that there were two check images belonging to two different individuals, both drawn on Triangle Credit Union. Jack Henry and Associates Inc., the Bank's processing center, was contacted about this issue. They found that on February 26, 2016, Santander Bank sent an image file to the Federal Reserve Bank with "mismatched MICRs" and that many items went out to many different banks. This resulted in consumers check images being shared without their authorization.

On February 29, 2016, Santander Bank realized the error and sent a corrected file which resulted in duplicate entries. Sage Bank was able to review the duplicate entries that were received on February 29, 2016 to determine if other consumer's check images were shared. Sage Bank found four (4) check images that were shared within our customer's bank statements. These images contain consumer's name, bank routing number, account number, and signature. All which may be used for fraud and identity theft.

Four (4) consumers: one (1) Massachusetts business, two (2) New Hampshire residents, and one (1) New Hampshire Sole Proprietor, were affected with this breach. The BSA Officer contacted the Fraud Departments at Triangle Credit Union and Citizen's Bank, via phone, on March 18, 2016 to ensure their customer's accounts were protected. The four consumers and both institutions were all contacted by letter on March 23, 2016.

It is unclear if the personal information has been used for fraudulent purposes. Triangle Credit Union will work with its members and Citizen's Bank will work with its customers to protect their accounts. Law enforcement has not been contacted regarding this incident.

It is also unclear if check images for Sage Bank customers were sent to other institutions. Sage Bank awaits response from Santander Bank and the Federal Reserve Bank. Sage Bank has advised its customers to close the accounts involved in this incident and to reopen new accounts.

Notification of this breach was also provided to the MA Attorney General, MA Director of Consumer Affairs and Business Regulation, and MA Division of Banks.

Please contact Jay Gallo, Chief Risk Officer, at 978-322-7075 if you should have any further questions.

Sincerely,

Heather Burns Berry  
VP, BSA Officer