



**Simmons First
National Corporation**

December 20, 2022

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

VIA EMAIL

attorneygeneral@doj.nh.gov

Subject: Notice of Data Security Incident

Dear Attorney General John M. Formella,

Simmons Bank is an Arkansas state-chartered bank with locations throughout the Mid-South region. In accordance with New Hampshire Revised Statutes § 359-C:20, we are writing to inform your office of a cybersecurity incident involving personal information related to one (1) New Hampshire resident.

Nature of Event

On October 9, 2022, Simmons Bank was informed by its vendor, Overby-Seawell Company, of a cybersecurity incident. Unfortunately, customer data may have been accessed and/or acquired by an unauthorized third party during this incident. The information that may have been subject to unauthorized access or acquisition includes the first name, last name, address, and certain account numbers of certain Simmons Bank customers. Social Security numbers were not impacted by this event.

Notice to Consumers

On December 20, 2022, Simmons Bank began providing written notice of this incident to affected individuals. A template notice letter is enclosed with this letter.

Other Steps Taken

Simmons Bank has also notified the three major Credit Reporting Agencies.

Should you have any questions regarding this notification or other aspects of the cybersecurity incident, please contact me at alyssa.selby@simmonsbank.com.

Sincerely,

Alyssa Selby
Counsel II

Enclosures: Consumer Notification Letter



[Date]

BY MAIL

[Insert Recipient's Name]

[Insert Address]

[Insert City, State, Zip]

RE: Notice of Third Party Data Breach

Dear [INSERT FIRST NAME],

Simmons Bank is committed to protecting our customers' privacy and security. For this reason, we want to inform you of a potential security concern that involves your data.

What happened? On October 9, 2022, Simmons Bank was informed by a vendor, Overby-Seawell Company ("OSC"), of a cybersecurity incident affecting OSC. OSC is a vendor that provides property insurance validation for banks and lenders, including Simmons Bank. On July 11, 2022, OSC became aware that certain information related to some Simmons Bank customers may have been accessed and/or acquired. OSC reviewed the impacted files and determined that the files contained information related to you. OSC has seen no evidence of misuse of any information related to this incident and Simmons Bank's systems were not impacted by this incident.

What information was involved? The information involved includes your name, address, and certain account numbers. Your Social Security number was not impacted by this event.

What are we doing? Upon discovery, OSC immediately commenced an investigation to confirm the nature and scope of the incident. This incident has been reported to law enforcement and OSC is cooperating and assisting in the investigation. We are taking steps to implement additional safeguards and review policies and procedures relating to data privacy and security.

What can you do? We understand you may have concerns about this incident. To that end, we have included further information about identity theft or fraud in the "Additional Resources" guidance enclosed with this letter. This section includes recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, please call 1-866-246-2400, Monday through Friday, from 7:30 a.m. to 6:00 p.m. Central Time and Saturday 8:00 a.m. to 12:00 p.m. Central Time.

We take the privacy and security of your information very seriously. We sincerely regret any inconvenience this matter may cause and invite you to call the number above with any questions.

Sincerely,

Simmons Bank



ADDITIONAL RESOURCES

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 303485281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9702
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Fraud Alert

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax®
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
www.equifax.com/personal/credit-report-services

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion®
P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax®
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion®
P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
www.transunion.com/credit-freeze



MEMBER FDIC

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Federal Trade Commission and State Attorneys General Offices

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft, including the use of fraud alerts and security freezes. You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/ 1-877-IDTHEFT (438-4338).

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. **Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

New Mexico residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580. **New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>. **North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.