



300 Continental Drive
Newark, DE 19713

November 9, 2017

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CONSUMER PROTECTION

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

Email: attorneygeneral@doj.nh.gov

Dear Sir or Madam:

Pursuant to New Hampshire Right to Privacy Act – Section 359-C:20(I), we are writing to notify you of an unauthorized access of personal information involving two New Hampshire state residents. Sallie Mae is located at 300 Continental Drive, Newark, DE 19713.

On October 23, 2017, our third party service provider, SmartyPig LLC d/b/a Q2 Labs, notified us of attempts to access the residents' SmartyPig savings accounts from an unknown address through use of their login credentials fraudulently obtained from unknown sources. The information that may have been accessed includes: name, address, and Financial account number, in combination with the security code, access code, password, or PIN for the account.

We investigated the incident, immediately contacted customers identified as potentially having suspicious activity, and acted promptly to prevent this unknown source from gaining further access to information regarding our customers' accounts.

The affected individuals received notification of the improper access and an opportunity to enroll in a complimentary 12 months credit monitoring plan which includes a website and telephone number for additional identity theft assistance.

Should you have questions or concerns regarding this matter, please do not hesitate to contact Sallie Mae at 302-451-0354 between 8am – 5pm EST Monday through Friday.

Sincerely,

SALLIE MAE BANK PRIVACY OFFICE