



STATE STREET.

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STATE OF NH
DEPT OF JUSTICE
2016 NOV 30 AM 9:58

November 29, 2016

Office of the Attorney General
Department of Justice
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

I write on behalf of State Street because we have learned of a data security incident in which one of our vendors inadvertently shared personal information with a third-party financial institution that was not authorized to receive the information. We do not believe that this incident involves any risk of, or has resulted in, harm to the affected individuals. The incident is described below.

On August 3, 2016, we learned from one of our vendors that on July 16, 2016, it inadvertently shared certain customer information with US Bank. The data transfer was meant to transition customers of one of our clients to US Bank, another custodian bank. During the transfer, because of a software error, 178 records containing sensitive information that should not have been transferred were shared with US Bank. Of these records, 1 record relates to a New Hampshire resident. The personal information that was inadvertently shared with US Bank included names, Social Security and taxpayer ID numbers, dates of birth, addresses, phone numbers, and email addresses.

The vendor discovered the error on August 2, 2016 and alerted State Street on August 3, 2016. The vendor deleted the erroneously captured records on August 5, 2016. US Bank deleted all instances of the erroneously captured records on their systems and reported that it has no indication that the information was accessed during the period it was on their system. Upon learning of the error, we and our vendor investigated the cause of the incident and performed a complete review. Our vendor is putting controls in place, including changes to its merge data conversion programming utilities, to ensure this issue does not recur.

Law enforcement was not notified, and this letter was not delayed by a law enforcement investigation.

Consistent with our obligations under state data breach law, we are sending on November 29, 2016 via U.S. mail to the 1 affected resident of New Hampshire a copy of the attached letter notifying the person of the incident. The letter also discusses steps that the resident can take to prevent the misuse of his information and explains how he can take advantage of our offer of two years of free credit monitoring through Experian.

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "David A. Shaw". The signature is written in a cursive style with a long horizontal stroke at the end.

David A. Shaw