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APR 04 2022

CONSUMER PROTECTION

**VIA U.S. MAIL**

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

**Re: Data Incident Communication**

Dear Sir or Madam:

With this letter, the Texas Department of Insurance (TDI) is notifying your Office of a recent data incident that may affect personal information relating to certain New Hampshire residents. Please note, this communication is being provided as a courtesy. Accordingly, TDI does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On or about January 4, 2022, TDI was alerted to an issue with a TDI web application. TDI promptly took the server offline and began an investigation to determine the nature and scope of the issue. Through the investigation, TDI determined that there was a programming error in the web application and, as a result, certain files were accessible via the internet. On January 26, 2022, TDI determined that certain files on the web application were viewed by unauthorized individuals outside of TDI through the internet due to the misconfiguration. TDI also determined that it could not conclusively rule out access to certain other records on the web application during the timeframe of the misconfiguration.

Based on this determination and as part of TDI's investigation, TDI worked to determine those files that were or may have been viewed from the internet. TDI then promptly began a review of the potentially impacted files and its internal systems to identify the information involved and to whom it related. Based on the investigation, the information that may have been subject to unauthorized access includes certain personal information.

In response to this issue, TDI moved quickly to investigate and respond to the incident, assess the security of its systems, and determine what information may be affected and to whom it relates. TDI has also been working diligently to remediate the misconfiguration and enhance the security of its system moving forward. On or about March 29, 2022, TDI will provide written notice of this incident to affected individuals and potentially affected

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individuals pursuant to Texas law. Based on its investigation, TDI determined that written notice of this incident is being provided to seven (7) New Hampshire residents. This notice will include information on steps the individuals may take to protect their information from potential misuse, as well as a complimentary offer of access to credit monitoring services.

We thank you for your attention to this matter.

Sincerely,

*James Person*

James Person  
General Counsel