

June 27, 2019

Client-Matter: 48890-033

BY EXPRESS MAIL

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

RECEIVED

JUN 28 2019

CONSUMER PROTECTION

To the Office of the Attorney General:

We are writing to notify you, out of an abundance of caution, that as a result of an inadvertent incident involving one of our third party vendors, the personal information of eleven (11) customers of Toyota and Lexus Financial Services with addresses in New Hampshire may have been exposed to unauthorized third parties. Specifically, it appears that the vendor that manages Toyota and Lexus Financial Services' online billing statement portal inadvertently made certain billing statements viewable to other customers for a short period of time. The incident was limited to the time period from approximately May 24-28, 2019.

The personal information that was involved in the incident may have included names, address, and account number. While we cannot confirm that individual customers' billing statements were actually accessed or viewed by an unauthorized third party, we wanted to provide notice out of an abundance of caution.

Toyota and Lexus Financial Services takes this matter very seriously and apologizes for any inconvenience caused. Upon learning of the incident, we immediately began working with the vendor to investigate the extent of the incident, and we successfully ended the exposure the very same day. We are working to ensure that the vendor deploys additional security procedures to prevent future incidents.

We have attached an anonymized draft of the notice letter to be sent by mail on June 27, 2019 to the individuals with addresses in New Hampshire that may have had personal information compromised as a result of this incident. The letter includes an offer for 12 months of credit monitoring and identity theft protection services.

New Hampshire Department of Justice
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Best regards,

A handwritten signature in black ink, appearing to read 'Brandon P. Reilly', with a long horizontal flourish extending to the right.

Donna L. Wilson
Brandon P. Reilly
Counsel for Toyota and Lexus Financial
Services

Enclosure
cc: Toyota and Lexus Financial Services

Toyota and Lexus Financial Services
6565 Headquarters Drive, Mailstop W2-5D
Plano, TX 75024

[DATE]

[NAME]
[ADDRESS]

Dear [NAME]:

We are writing to notify you, out of an abundance of caution, that as a result of an inadvertent incident involving one of our third party vendors, some of your personal information may have been exposed to unauthorized third parties. Specifically, it appears that the vendor that manages Toyota and Lexus Financial Services' online billing statement portal inadvertently made certain billing statements viewable to other customers for a short period of time. The personal information that was involved in the incident may have included your name, address, and account number. While we cannot confirm that your billing statement was actually accessed or viewed by an unauthorized third party, we wanted to notify you out of an abundance of caution.

Toyota and Lexus Financial Services takes this matter very seriously and apologizes for any inconvenience caused. Upon learning of the incident, we immediately began working with the vendor to investigate the extent of the incident, and we successfully ended the exposure the very same day. We are working to ensure that the vendor deploys additional security procedures to prevent future incidents.

We are offering you identity theft prevention and mitigation services at no cost for a period of 12 months. To activate those services, please go to <https://www.experianidworks.com/3bplus> and provide the following individualized activation code [] and Engagement Number: DB12926. Enrollment ends on June 4, 2020.

We have established a confidential assistance line so you can contact us should you have any questions regarding the incident or the contents of this letter. This confidential assistance line is operational Monday through Friday, 8:00 a.m. to 8:00 p.m. in your local time zone. Please call, toll-free, 866-383-7943.

We remain committed to protecting your personal information. We again sincerely apologize for any inconvenience caused by this incident. We are undertaking measures to further secure your personal information, and are continuously monitoring our processes to prevent similar incidents in the future.

Sincerely,

Toyota and Lexus Financial Services