



STATE OF NH  
DEPT OF JUSTICE  
2016 AUG 25 AM 9:35

Toyota Financial Services  
19001 South Western Avenue  
Privacy Compliance, EF12  
Torrance, CA 90501-1106

August 23, 2016

Attorney General Office  
James Boffetti - Chief of Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301

Bank Commissioner, Consumer Credit Division  
New Hampshire Banking Department  
53 Regional Drive, Suite 200  
Concord NH 03301

To Whom it May Concern:

Toyota Motor Credit Corporation (TMCC) would like to advise you of a potential security incident that was discovered on June 28, 2016.

On June 28, 2016, a TFS associate mistakenly emailed a spreadsheet containing customer information to her personal email account. The email was sent using an encrypted transmission method. The following customer information belonging to some of your State residents may have been included in the email: Account Number and one or more of the following: First Name, Last Name, Telephone Number, Payoff Amount and Maturity Date.

I can advise that 85 TMCC customers residing in New Hampshire were impacted by this incident.

As soon as the incident was discovered, an investigation was initiated and an analysis commenced to identify affected customers. Corrective measures are being taken to help prevent issues such as this from occurring in the future.

At this time TMCC does not have evidence that such personal information has been used for fraudulent purposes. However, as a result of our commitment to protecting our customer's assets and the confidentiality of our customer's personal financial information, TMCC sent letters to the affected customers offering a year's worth of a credit monitoring service. A copy of the letter is attached.

Please contact me should you have further questions regarding this incident at (469) 786-8341.

Sincerely,

Toyota Motor Credit Corporation

A handwritten signature in black ink, appearing to read "Brandt Taylor". The signature is fluid and cursive, with a long horizontal stroke at the end.

Brandt Taylor  
National Manager Enterprise Compliance