

**From:** Privacy Office [<mailto:privacyoffice@aflac.com>]  
**Sent:** Monday, October 03, 2016 5:15 PM  
**To:** DOJ: Consumer Protection Bureau  
**Cc:** Privacy Office  
**Subject:** Notification of Security Breach (10/03/16)  
**Importance:** High

Hello,

Per the data breach notification requirement for New Hampshire, this is to advise that on 09/30/2016 Aflac notified one (1) New Hampshire resident of an incident. Attached is a sample copy of the notification.

Please note the following:

1. This incident occurred due to an outside party inappropriately obtaining credentials belonging to an Aflac associate and possibly viewed emails. The associate did have emails containing personal information belonging to a New Jersey resident, for business purposes. This information could have included name and Social Security Number.
2. Mitigation plan to prevent future occurrences:
  - a. 2017 project for advanced authentication for associates to reduce risk of compromise rules have been established in monitoring systems. Our 3rd party monitoring service has been advised to issue a category 2 notification alert in the future with a phone call. Our 3<sup>rd</sup> party monitors for this activity and if this occurs, we are contacted any hour of the day or night for immediate response.
  - b. Credentials can be compromised in many ways. Although we may be able to strengthen encryption we are continuously working on methods of detection. The faster an incident is detected the sooner we can contain the incident.

Thank you,

**Aflac HQ Privacy Office**

**E-mail: [PrivacyOffice@aflac.com](mailto:PrivacyOffice@aflac.com)**

---

**Confidentiality Notice:**

This e-mail and any attachments may contain confidential information intended solely for the use of the addressee. If the reader of this message is not the intended recipient, any distribution, copying, or use of this e-mail or its attachments is prohibited. If you received this message in error, please notify the sender immediately by e-mail and delete this message and any copies. Thank you.