



August 1, 2016

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

We are writing to notify you of an unauthorized access or use of personal information involving one (1) New Hampshire resident.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS:

On July 17, 2016, the Santander Bank Fraud Card Detection group discovered suspicious ATM withdrawals that occurred that day. Upon further investigation, it was determined that a magnetic stripe skimming device had been placed on the ATM vestibule door of our ATM located at 1822 Massachusetts Avenue, Lexington, MA. It is believed that a device was placed on the ATM vestibule door on May 27, 2016 and removed May 29, 2016, and that a device was again placed on the vestibule door on June 4, 2016 and removed June 5, 2016. The personal information potentially compromised included the customer's name, card number, card expiration date, card security code, and card PIN number.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED:

The incident affected one (1) New Hampshire resident. This resident received notice in a letter mailed on or about July 26, 2016. Enclosed, please find a sample of the letter that was mailed to the affected resident.

STEPS TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT:

This incident was identified by the Santander Bank Fraud Card Detection group, escalated to the Bank's Privacy Office, and an investigation was initiated. The investigation revealed that some of the personal information obtained was used for fraudulent purposes. The cards for all impacted individuals were immediately closed and new cards were reissued. The Bank is working closely with the United States Secret Service and continuing to monitor Santander Bank ATMs and vestibule doors and suspicious customer electronic transactions.

CONTACT INFORMATION:

Santander Bank values the security of its customers' information and regrets this unfortunate incident. Please contact James Massa, the Santander Bank Fraud Investigator assigned to this case, directly at (718) 355-6975 should you have any questions or require additional information.

Sincerely,


Michelle Guttman
Chief Privacy Officer

Enclosures: Notification Letter to Affected Resident