

Sovereign[®]



August 19, 2010

Michael Delaney, Esquire
Attorney General of New Hampshire
State House Annex
33 Capitol Street
Concord, NH 03301-6397

Dear Attorney General Delaney,

On July 20, 2010, Sovereign Bank (the "Bank"), a federally chartered savings bank, was informed of an issue with respect to customer information for a resident of New Hampshire. We determined that an overnight package was damaged and the customer's paid mortgage note was lost. The information included on the note was name, address, loan amount and number.

The Bank was notified by UPS, at which time the Bank followed up with an investigation. The customer has been notified, and a copy of the letter is enclosed. Please let me know if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Carol S. Pockrus".

Carol S. Pockrus
SVP/Chief Privacy Officer
Mail Code: 11-900-CO2
1130 Berkshire Boulevard
Wyomissing, PA 19610

Sovereign



August 18, 2010

Dear

We regret to inform you that on July 20, 2010 a package containing your paid mortgage note was damaged in transit. The note has not been recovered; however, the information contained in the note is public information as recorded on your mortgage deed; name, address, amount of loan and loan number.

Be assured that safeguarding our customers' personal data is a top priority at Sovereign Bank. While the threat of someone obtaining this information to commit identity theft is unlikely, we wanted you to be aware of the situation.

Please consider the following steps to protect yourself:

- Review activity on your account statements on a regular basis;
- Report any suspected incidents of identity theft to local law enforcement or to your state attorney general;
- Request a free credit report annually from each of the three main credit reporting agencies by going online at www.annualcreditreport.com;
- You may also contact the credit reporting agencies to place a freeze on your credit. More information is available online by typing "security freeze" into the search box on each site, or by calling one of these toll free numbers:
 - Equifax: 1-877-322-8228; www.equifax.com; Security Freeze, P.O. Box 105788, Atlanta, GA 30348
 - Experian: 1-888-397-3742; www.experian.com; P.O.Box 9554, Allen, TX 75013
 - TransUnion: 1-888-909-8872; www.transunion.com; P.O. Box 6790, Fullerton, CA 92834

Again, please accept our sincerest apology for this unfortunate situation, and please know that Sovereign Bank is here to assist you in any way necessary. Please feel free to contact me with any questions or concerns you have regarding this matter.

Sincerely,

Christine Ramoutar
Loss Prevention & Security
2 Morrissey Blvd.
Dorchester, MA 02125