



2100 Southbridge Pkwy, Suite 650, Birmingham, AL 35209

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CONSUMER PROTECTION

June 13, 2024

VIA U.S. MAIL

Attorney General John Formella
Office of Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of a Security Incident

Dear Attorney General Formella:

Pursuant to N.H. Rev. Stat. Ann. § 359-C:20, I am writing on behalf of our client, Doxim, Inc. ("Doxim" or the "Company"), regarding a security incident involving the personal information of approximately one hundred and eighty-seven (187) New Hampshire residents. Doxim is a third-party service provider that assists credit unions with statement preparation.

On or around December 30, 2023, Doxim experienced a security incident that resulted in the temporary unavailability of some of its computer systems. Upon discovering the situation, Doxim immediately took these systems offline, contacted law enforcement, and notified its credit union customers, providing regular updates until the situation was resolved.

Over the past few months, we have been overseeing an investigation into the security incident. That process has entailed an in-depth review of files that we determined were removed from Doxim's network between December 25 and December 30, 2023. Some of those files included the personal information of credit union members. While the exact information tended to vary by record and member, we identified documents that included

Doxim has been working with its credit union customers to finalize notices to members whose information was involved. Doxim began notifying affected individuals on May 31, 2024. A copy of the individual notice is enclosed. This effort will continue over the coming weeks, and we will update your office when all notices have been mailed.

Doxim has partnered with cybersecurity experts to strengthen its cybersecurity defenses and retained a third-party service to monitor online forums and marketplaces for any information relating to this event. To date, Doxim has found no evidence that any files, including those containing personal information, have been misused.

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Please let us know if any additional information would be helpful to receive.

Sincerely,

J.T. Malatesta

Enclosure