

July 22, 2021

Superintendent William Lund
Department of Professional & Financial Regulation
Bureau of Consumer Protection
35 State House Station
Augusta, ME 04333-0035

Re: Notification of website issue

Dear Superintendent Lund:

I am writing to inform you of a disclosure of personally identifiable information impacting two Maine residents. This exposure occurred when personal information was displayed on a Principal employee's computer screen that was visible in the background of a photograph posted to the employee's personal Facebook page. Principal was informed of the Facebook post on or around July 6, 2021, and the post was deleted shortly thereafter.

Information disclosed included name, date of birth, and Social Security number. We are notifying the impacted customers and are offering one year of credit monitoring services. Attached is a copy of the consumer notification letter.

How Discovered – Another employee saw the Facebook post and informed the employee that posted it that it should be deleted.

Has lost, stolen, or breached information been recovered – N/A

Have individuals involved in the incident (both internal and external) been identified – Yes

Has a police report been filed – No

Type of information lost, stolen or breached – Name, date of birth and Social Security number.

Was information encrypted – No

Lost, stolen or breached information covers what period of time – July 6, 2021

How many Maine resident affected – 2

Results of an internal review identifying either a lapse in internal procedures or confirmation that all procedures were followed – Principal was informed of the Facebook

post on or around July 6, 2021, and the post was deleted shortly thereafter. Appropriate disciplinary action has been taken.

Regulated entity contact person for the Department to contact regarding the incident –
Michele Ramsey, AVP – Chief Privacy Officer.

Other regulatory or law enforcement agencies notified – N/A

We take the matter of information security and our customers' privacy very seriously. Please do not hesitate to contact me if you have any questions.

Sincerely,

/S/ Michele M. Ramsey

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Attachment