



May 12, 2023

Office of the Attorney General
109 Sewall St.
Augusta, ME 04330

To Whom It May Concern:

On behalf of TD Bank, N.A. ("TD"), and pursuant to Me. Rev. Stat. Ann. tit. 10 § 1348(5), this letter provides notice of a vendor ransomware incident involving Maine residents.

On or about February 1, 2023, one of TD Bank's vendors, NCB Management Services, Inc. ("NCB"), suffered a ransomware attack. The incident did not impact TD systems; however, NCB maintains personal information about TD customers as a third-party collection agency used by TD to perform post-charge off recoveries.

NCB discovered on Feb. 4, 2023, that an unauthorized party gained access to its systems on Feb. 1, 2023. NCB took action to eliminate the threat and safeguard its systems. We understand they notified and are cooperating with federal law enforcement authorities. We further understand NCB has since completed its investigation and implemented a number of additional security measures to harden its network and increase its ability to monitor and detect any threats.

NCB notified TD on April 14, 2023, that PII about TD customers had been compromised. The information stored on the system included name, address, account number, date of birth and social security number of 560 Maine residents. At the time of writing this letter, we have no information suggesting that any personal information was misused as a result of this incident.

TD anticipates sending these individuals formal notice via mail beginning on May 12, 2023. A draft notification letter is enclosed. As stated in the attached notice, TD is offering to provide individuals 24 months of free identity theft and credit monitoring services through Merchant Information Services. TD has a call center to respond to individuals' questions.

TD takes the protection of personal information of all of its stakeholders seriously and is committed to answering any questions that you may have. Please do not hesitate to contact me at +1.856.242.6345 or USPrivacyEvents@td.com.

Sincerely,

A handwritten signature in black ink that reads "Stephanie Price". The signature is written in a cursive, flowing style. The first letter 'S' is large and loops around the first part of the name. The last name 'Price' is written in a similar cursive style.

Stephanie Price
Head of US Privacy
TD Bank, N.A.