

Additional info. # 15406

Butts, Nicholas A (SCA)

From: Hansen, Jeffrey <J.Hansen@easternbank.com>
Sent: Tuesday, September 10, 2019 1:21 PM
To: Butts, Nicholas A (SCA)
Cc: Hotchkiss, Anne (SCA); Breaches, Data (SCA)
Subject: RE: Follow Up - Breach Reporting / Eastern Bank
Attachments: June_2019_Breach_Info_Customer_Notification_Eastern Bank.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Nick,

Thanks for the email and voicemail. I'll respond via email and we can discuss over the phone if you have additional questions. Responses to your questions/requests are below.

Jeff

From: Butts, Nicholas A (SCA) <nicholas.a.butts@state.ma.us>
Sent: Monday, September 09, 2019 3:09 PM
To: Hansen, Jeffrey <J.Hansen@easternbank.com>
Cc: Hotchkiss, Anne (SCA) <anne.hotchkiss@state.ma.us>; Breaches, Data (SCA) <data.breaches@state.ma.us>
Subject: RE: Follow Up - Breach Reporting / Eastern Bank

[External Email] This message originated from outside of Eastern.

Hi Jeff – Thanks again for the confirmation! We did receive the notification dated August 12th. However, based on our review the letter from the 12th (#15553..see attached) is summarizing breaches for the month of July, and does not make any mention of the breaches reported for June 2019 (breach #15406..see attached). We are still looking for the date of initial notification for the breaches that occurred during the month of June. **[Hansen, Jeffrey] See attached, which includes a list of June breach alerts from Mastercard, the date Eastern was notified and the date we notified impacted customers.**

In addition, can you please clarify for us the number of MA residents that were affected by the breaches that occurred during the month of July. The notice mentions that 80 active cards were affected, can you tell us how many of those cards are held by MA residents? **[Hansen, Jeffrey] Our debit card reissue process is currently being enhanced to allow for reporting by state. Given the vast population of Eastern Bank customers are Mass residents (over 95%), we rely on the overall count for the identification of Mass residents impacted. This may overstate our impact a bit, and we will refine our process/numbers with some enhancements to our reporting.**

Also, it would be extremely helpful moving forward if Eastern Bank would provide our office with a similar table of data that was used on August 12th each time a breach notification is submitted. **[Hansen, Jeffrey] The August 12th letter is our newly revamped format. All letters going forward will contain the table.**

Thanks,
Nick

Nicholas A. Butts
Deputy Director of Agency Performance & Administration

Date Notified of Breach	Customer Notified	Alert #
6/3/2019	6/5/2019	ADC006319-US-18-2
6/4/2019	6/5/2019	ADC007137-US-19-1
6/4/2019	6/5/2019	ADC007270-US-19-1
6/5/2019	6/6/2019	ADC007216-US-19-2
6/5/2019	6/14/2019	ADC007394-US-19-1
6/5/2019	6/6/2019	ADC007394-US-19-2
6/7/2019	6/10/2019	ADC007338-CAN-19-1
6/7/2019	6/10/2019	ADC005031-US-18-4
6/14/2019	6/14/2019	ADC007344-US-19-1
6/14/2019	6/14/2019	ADC007345-US-19-1
6/14/2019	6/14/2019	ADC007403-US-19-1
6/14/2019	6/14/2019	ADC007387-US-19-1
6/14/2019	6/18/2019	ADC007100-US-19-3
6/17/2019	6/18/2019	ADC007360-US-19-1
6/17/2019	6/18/2019	ADC007378-US-19-1
6/17/2019	6/21/2019	ADC007381-US-19-1
6/17/2019	6/18/2019	ADC007408-US-19-1
6/18/2019	6/21/2019	ADC007375-EU-19-1
6/18/2019	6/21/2019	ADC007446-US-19-1
6/18/2019	6/21/2019	ADC007363-US-19-1
6/18/2019	6/21/2019	ADC007331-US-19-1
6/18/2019	6/21/2019	ADC007438-US-19-1
6/20/2019	6/21/2019	ADC007421-US-19-1
6/20/2019	6/21/2019	ADC007449-US-19-1
6/20/2019	6/21/2019	ADC007380-US-19-1
6/20/2019	6/21/2019	ADC006991-US-19-2
6/21/2019	6/21/2019	ADC007466-US-19-1
6/24/2019	6/28/2019	ADC007105-US-19-2
6/25/2019	6/28/2019	ADC007471-US-19-1
6/25/2019	6/28/2019	ADC007304-US-19-2
6/27/2019	6/28/2019	ADC007155-US-19-1
6/28/2019	6/28/2019	ADC007464-US-19-1
6/28/2019	6/28/2019	ADC006319-US-18-4