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August 29, 2025

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**VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)**

The Honorable John Formella  
Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, New Hampshire 03301

***Re: Notification of a Data Security Incident***

To Whom It May Concern:

We represent Carter Federal Credit Union (“Carter”) in connection with an incident that may have involved the personal information of certain New Hampshire residents. Carter is reporting the incident pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While Carter is providing notice of this incident, Carter does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

**NATURE OF THE INCIDENT**

On July 2, 2025, Carter learned that an unauthorized third party gained temporary access to Carter’s network. Carter immediately took steps to contain and remediate the incident and Carter began an investigation, with the assistance of a leading cybersecurity firm. Carter also reported the incident to law enforcement. The forensic investigation recently concluded and determined that the unauthorized third party accessed certain files on Carter’s network between June 25, 2025 and July 2, 2025. Carter’s review of the involved files is ongoing. Thus far, Carter has determined that the files contain the personal information of one hundred one (101) New Hampshire residents. The information varied by individual and included name, date of birth, Social Security number, driver’s license/state identification number, passport number, credit/debit card number, financial account number, financial account history, retirement/401(k) benefits information, limited medical treatment/diagnosis information, and health insurance information. Carter is not aware of any fraud or identity theft to any individual as a result of the incident.



August 29, 2025

Page 2

## **NOTICE TO RESIDENTS**

Carter is notifying one hundred one (101) New Hampshire residents of the incident via first-class United States mail today, August 29, 2025. The notification letter describes the incident, provides information on protecting against potential fraud and identity theft, and includes an offer of complimentary credit monitoring services. Carter has also arranged for a dedicated call line to assist in responding to inquiries regarding the incident. Enclosed is a sample of the notification letter.

## **STEPS TAKEN RELATING TO THE INCIDENT**

Upon learning of the incident, Carter promptly took steps to further secure its systems and engaged a forensic security firm, through counsel, to assist with Carter's investigation of the incident. Carter is undertaking further efforts to reduce the risk of this type of incident from occurring in the future, including enhancing its technical security measures. Finally, as discussed above, Carter is notifying involved individuals, offering complimentary credit monitoring services, and providing information on how to protect against fraudulent activity and identity theft.

## **CONTACT INFORMATION**

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

A handwritten signature in cursive script, appearing to read 'Bruce C. Radke'.

Bruce Radke

Enclosure