

April 27, 2026

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Via Email:

Attorney General John M. Formella

Office of the Attorney General
Consumer Protection Bureau
1 Granite Place South
Concord, NH 03301

Re: Cybersecurity Incident Involving Charles River Insurance Brokerage, Inc.

Dear Attorney General Formella:

Wilson Elser Moskowitz Edelman and Dicker LLP (“Wilson Elser”) represents Charles River Insurance Brokerage, Inc. (“CRIB”), a property and casualty insurance agency located at 5 Whittier St 4th Floor, Framingham, MA 01701 with respect to a recent cybersecurity incident that was first discovered by CRIB on September 19, 2025 (hereinafter, the “Incident”).

This letter will serve to inform you of the nature of the Incident, what information may have been compromised, the number of New Hampshire residents being notified, and the steps that CRIB has taken in response to the Incident. We have also enclosed hereto a sample of the notification made to the potentially impacted individual, which includes an offer of free credit monitoring services.

1. Nature of the Incident

On September 19, 2025, CRIB detected suspicious activity on its system. Upon discovery of this incident, CRIB immediately disconnected the affected systems and promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the Incident. The forensic investigation concluded on or about November 20, 2025, and determined that there was unauthorized access to CRIB’s network.

Based on these findings, CRIB began reviewing the information on the affected systems to identify the specific individuals and types of information that may have been compromised. While this process remains ongoing, CRIB is notifying affected individuals by mail on a rolling basis as they are identified. On or about April 15, 2026, CRIB finalized its list of potentially affected individuals to notify who are either current or former employees of CRIB. and confirmed the following data elements may have been impacted as a result of the Incident: first and last name, address, date of birth, Social Security number, bank account and routing number, and insurance policy details.

2. Number of New Hampshire residents affected.

At this time, CRIB has identified and notified one hundred and ninety-seven (197) individuals potentially affected by this Incident. Of those, five (5) were residents of New Hampshire. Notification letters to these individuals will be mailed on April 27, 2026, by U.S. first class mail. A sample copy of the notification letter is included with this letter as **Exhibit A**.

3. Steps taken in response to the Incident.

CRIB is committed to ensuring the privacy and security of all personal information in its care. Since the discovery of the Incident, CRIB has taken and will continue to take steps to mitigate the risk of future issues. Upon discovery of the Incident, CRIB moved quickly to investigate and respond to the Incident and assessed the security of its systems. Specifically, CRIB promptly engaged a specialized third-party cybersecurity firm and IT personnel to assist with securing the environment as well as to conduct a comprehensive forensic investigation to determine the nature and scope of the Incident. In addition, CRIB has taken and will continue to take steps to mitigate the risk of future issues. Specifically, CRIB has engaged a specialized cybersecurity firm to conduct a forensic investigation to determine the nature and scope of the incident. Also, CRIB restored operations in a safe and secure manner, enhanced security measures, hardened our remote entry points, strengthened our access controls, and took steps and will continue to take steps to mitigate the risk of future harm.

CRIB has offered 12 months of complimentary credit monitoring and identity theft restoration services through Kroll to the impacted New Hampshire residents to help protect their identity. Additionally, CRIB provided guidance to the affected individuals on how to better protect against identity theft and fraud, including providing information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and the contact details for the Federal Trade Commission.

4. Contact information

CRIB remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at jennifer.stegmaier@wilsonelser.com or 312.821.6167.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

Jennifer S. Stegmaier