

November 1 2022

**VIA PORTAL**

**Maine Attorney General**

**Re: Arvest Bank – Incident Notification**

Dear Sir or Madam:

Buckley LLP represents Arvest Bank (“Arvest”), which is a state-chartered bank. I am writing to notify you of an incident at Overby-Seawell Company (“OSC”), an insurance company that provides property insurance validation for banks and lenders, including Arvest, that may affect the security of personal information of approximately two Maine residents. As a client of OSC, Arvest provided personal information to OSC for OSC to perform such services. Arvest’s investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, Arvest does not waive any rights or defenses regarding the applicability of Maine law or personal jurisdiction.

On July 11, 2022 Arvest was notified that, on July 5, 2022, OSC discovered suspicious activity on certain computer systems. OSC immediately launched an investigation with the assistance of third-party forensic specialists to determine the nature and scope of the activity. OSC’s investigation determined that there was unauthorized access to specific OSC servers beginning on May 26, 2022. On July 11, 2022, OSC determined that certain information had been stolen from OSC’s network. OSC undertook a review of the impacted files and later determined that those files contained certain information related to Arvest’s customers. As far as we know this incident was limited solely to OSC, and in particular none of Arvest’s own information systems were affected by this incident. The type of personal information exposed varied but may have included affected residents’ customer name’s, loan amount, loan number, mailing address and insurance policy information.

To date, Arvest is not aware of any identity fraud or improper use of any information as a result of this incident. Nevertheless, out of an abundance of caution, Arvest wanted to inform you (and the affected residents) in Maine of this incident and to explain the steps that it is taking to help safeguard the affected residents against identity fraud. Arvest is providing the affected residents with written notification of this incident commencing on or about October 31, 2022 in substantially the same form as the letter attached hereto. Arvest is offering affected residents complimentary one-year memberships with Arvest’s IDProtect® credit monitoring services. Arvest is also advising affected residents about the process for placing fraud alerts and/or security freezes on their credit files and obtaining free credit reports. Finally, Arvest will provide all affected residents with the contact information for the three primary nationwide consumer reporting agencies as well as the Federal Trade Commission.

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Arvest is committed to maintaining the privacy of customers' personal information and has implemented technical, physical, and administrative safeguards to protect customers' data. Arvest continually evaluates and modifies its data security practices, internal controls, and third-party relationships to enhance the security and privacy of personal information in its possession.

Should you have any questions regarding this notification, please feel free to contact me at 202-349-8089 or [alawrence@buckleyfirm.com](mailto:alawrence@buckleyfirm.com).

Sincerely,

Amanda Lawrence

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