



November 10, 2014

Dear Postal Customer:

The Postal Service recently learned of a cyber-intrusion of some of its information systems. We began investigating this incident as soon as we learned of it. We are working closely with the Federal Bureau of Investigation, the Department of Justice, the USPS Office of Inspector General, the Postal Inspection Service, and the U.S. Computer Emergency Readiness Team. Additionally, we have brought on private sector specialists in forensic investigation and data systems to assist with the investigation and remediation to ensure that we approach this event in a comprehensive way, and can understand the full implications of the intrusion. We are committed to taking the steps necessary to strengthen the security of our systems.

This type of intrusion is not unique. Multiple U.S. companies and other federal government agencies have fallen victim to similar intrusions. We are collaborating with other organizations—public and private—that have experienced similar intrusions to leverage best practices for investigation, response, and remediation.

Through the investigation, we identified the methods and locations that the intruders used to gain access to some of our data systems, and we have closed those access points. To improve the security of our information networks, the Postal Service performed maintenance and upgrades of its computer and information systems over the past weekend (November 8–9, 2014), bringing some systems off-line. This process allowed the organization to eliminate certain system vulnerabilities. We are also instituting additional security measures—some of which are equipment and systems upgrades that will not be visible to any users—and some of which are changes in policies and procedures that we will be rolling out in the coming days and weeks.

The investigation indicates that files containing employee information were compromised. These files include personally identifiable information (PII) such as names, dates of birth, social security numbers, addresses, beginning and end dates of employment, emergency contact information, and other information for all active employees. It may also include PII for any employee who left the organization any time from May 2012 to the present. In addition, we are aware of a possible compromise of injury claim data that we are still investigating involving a small number of employees. Individualized letters will provide everyone with specific information about their particular situation. We are unaware of any evidence that the compromised employee information has been used to engage in malicious activity.

The Postal Service's transactional revenue systems in Post Offices, as well as on *usps.com* where customers pay for services with credit and debit cards, have not been affected by this incident. There is no evidence that any customer credit card information from retail or online purchases such as Click-N-Ship, the Postal Store, PostalOne!, CAPS, change of address, or other services was compromised.

The intrusion also compromised call center data submitted by customers who contacted the Postal Service's Customer Care Center with inquiries via telephone or email between January 1, 2014, and August 16, 2014. This compromised data consists of names, addresses, telephone numbers, and email addresses for those customers who may have provided this information.

At this time we do not believe that potentially affected customers need to take any action as a result of this incident.

We are communicating with our employees directly about this situation in stand-up talks by managers, a video from the Postmaster General which will be shown to all employees, and in a letter with more customized information. We are encouraging all employees to take responsible steps to safeguard against any potential abuse of their personal information. For instance, employees should keep vigilant for incidents of fraud and identity theft by regularly reviewing their account statements and monitoring their credit reports. Out of an abundance of caution, we are providing free comprehensive credit monitoring services for one year to all impacted employees. Employees will get individualized information detailing how to take advantage of these services. Additionally, our Shared Services Center is available to employees to answer questions and provide customized help. The Postal Service is committed to helping all of our employees deal with this situation.

Sincerely,

The United States Postal Service