

PATRICK R. DONAHOE
POSTMASTER GENERAL, CEO



Dear _____

I am writing to inform you that the U.S. Postal Service has recently learned of a cyber intrusion of some of our information systems, including those systems containing information about our employees. We are actively investigating this incident. However, though the investigation continues, we have determined that the information potentially compromised in the incident included some of your personally identifiable information such as your name, date of birth, social security number, address, beginning and end date of employment, and emergency contact information.

This type of cyber intrusion is not unique; you likely have read multiple news stories on similar intrusions into U.S. companies and other federal government agencies. We are collaborating with other organizations—public and private—who have fallen victim to similar intrusions to leverage best practices for investigation, response, and remediation. We are unaware of any evidence that the compromised employee information has been used to engage in malicious activity or to enable identity theft crimes.

Postal Service forensic investigators are conducting a thorough review of the affected databases. If the ongoing investigation determines that additional personally identifiable employee information has been compromised, you will be notified promptly.

The privacy and security of your personal information is of the utmost importance. We have implemented additional security measures designed to substantially reduce the risk of a recurrence of this type of incident and to protect the information of our employees and customers. Additionally, we are closely working with the Federal Bureau of Investigation, Department of Justice, the USPS Office of Inspector General, the Postal Inspection Service, and the U.S. Computer Emergency Readiness Team on a comprehensive investigation and response to this incident.

Because of the personal nature of the information involved, here are some steps you should take to protect yourself:

- Enroll in Equifax Credit Monitoring—the Postal Service is making this product available to all employees at no charge for one year. You have ninety (90) days from the date of this letter to take advantage of these services, which are designed to protect you. We encourage you to take advantage of this service. (Your unique activation code is at the top of this letter. See attachment for details and activation instructions).
- Keep vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring your credit reports. If you discover any suspicious or unusual activity on your accounts or you suspect fraud, be sure to report it immediately to your financial institutions and to local law enforcement. Additionally, the Federal Trade Commission (FTC) provides comprehensive information at www.ftc.gov/idtheft, or call the FTC's identify theft clearing

house at 1-877-438-4338 (TTY: 1-866-653-4261), or write to Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580-0001.

- On an ongoing basis, you should obtain a free copy of your credit report from each of the three major credit reporting agencies once every twelve months by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, Georgia 30348-5281. You can print a copy of the request form at <https://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>.

In addition to the free copy option, you can also purchase a copy of your credit report at any time by contacting one of the three national credit reporting agencies directly, through the following telephone numbers and addresses:

- Equifax: 1-800-685-1111; or www.equifax.com; or P.O. Box 740241, Atlanta, Georgia 30374-0241.
- Experian: 1-888-397-3742; or www.experian.com; P.O. Box 9532, Allen, Texas 75013-9532
- TransUnion: 1-800-916-8800; or www.transunion.com; P.O. Box 1000, Chester, Pennsylvania 19022-1000

To address any questions you may have, we have created a site on the homepages of Blue and Lite Blue. If you need to speak with someone directly about your situation, please contact our Human Resources Shared Service Center 1-877-477-3273, and chose option 5 (option 1 for TDD/TTY), Monday through Friday from 7 a.m. to 8:30 p.m. ET. You can also discuss this matter with your local human resources representative.

Despite devoting a lot of time and attention to the security of our information systems, we have now joined the growing list of major companies and governmental agencies that are victims of cyber intrusions. We know you count on us to safeguard your personal information and this is a responsibility we take very seriously. Please accept my apology for this situation, which impacts all of us in the organization. The entire leadership of the Postal Service is committed to taking steps to strengthen the security of our systems and to provide you with the resources you need as a result of this incident.

Sincerely,



Patrick R. Donahoe

Enclosure

EQUIFAX CREDIT MONITORING INSTRUCTIONS

About the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.

Equifax Credit Watch provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- Wireless alerts and customizable alerts available (available online only)
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance ¹ with \$0 deductible, at no additional cost to you
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information
- 90 day Fraud Alert ² placement with automatic renewal functionality* (available online only)

How to Enroll: You can sign up online or over the phone

To sign up online for **online delivery** go to www.myservices.equifax.com/tri

1. Welcome Page: Enter the Activation Code provided at the top of this letter in the “Activation Code” box and click the “Submit” button.
2. Register: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
3. Create Account: Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. Verify ID: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. Order Confirmation: This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. Activation Code: You will be asked to enter your enrollment code as provided at the top of this letter.
2. Customer Information: You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. Permissible Purpose: You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. Order Confirmation: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your credit file, visit: www.fraudalerts.equifax.com or you may contact the Equifax auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

1 - Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age)

2 - The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC