

**UNDER SECRETARY OF STATE
FOR MANAGEMENT
WASHINGTON**

November 3, 2015

As you may know, OPM recently began sending notification letters to the individuals, including Department employees (employees living overseas should see para 2), whose personal information was stolen in the cyber intrusion involving background investigation records. Impacted individuals are being notified by OPM via U.S. Postal Service mail. Email is not being used. The letters describe the comprehensive suite of identity theft protection and credit monitoring services that will be provided by Identity Theft Guard Solutions LLC (ID Expert) for at least three years, at no cost, to impacted individuals and to their dependent minor children. The letters include a twenty-five digit PIN, which must be used in conjunction with the last four digits of your Social Security Number to access the webpage that will allow you to sign up for services.

It was recently brought to the Department's attention that employees serving overseas have been unable to enroll through the webpage. We immediately consulted with officials at OPM, who informed us this was due to a technical issue: a phone number is required to enroll, and the default field only accepts 10-digit numbers, creating a problem for individuals entering an international number. OPM advises individuals living overseas to enroll by telephone at 1-800-750-3004 until this technical issue is fixed.

With over 21.5 million affected individuals, the notification process will take time. Indeed, many of us have yet to receive our respective letters. We understand and share your frustration and are grateful for your patience. We'll continue to work to share the latest information as it becomes available and recommend you visit the OPM Cyber Security Resource Center at www.opm.gov/cybersecurity/stay-informed/ to sign up for email updates.

Sincerely,

Patrick F. Kennedy
Under Secretary for Management