

E-mail from Beth Cobert – OPM Acting Director 12-01-2015

Also see the Director's blog at:

<https://www.opm.gov/blogs/Director/2015/12/1/New-Cybersecurity-Resource-Launches/> with more news and updates, as well as <https://www.opm.gov/cybersecurity/faqs/>

Dear Colleagues:

The U.S. Office of Personnel Management has launched an online verification center to help individuals impacted by the malicious cyber intrusion carried out against the Federal Government which resulted in the theft of background investigation records.

The online verification center is available to help individuals who believe their data may have been taken, but have not received a notification letter. The center will also assist those who have received a letter informing them that they were impacted by the background investigation intrusion, but have lost their PIN code.

Individuals will be able to access the verification website via a link at www.opm.gov/cybersecurity 24-hours a day, 7 days a week. The site will be available through the end of December, 2018. If individuals cannot get their questions answered online, they may request assistance by calling 866-408-4555 and speaking with an agent. The call center will be open from 9 a.m. to 9 p.m. Eastern Time, Monday through Friday.

The notification process is still continuing and because of the large volume of letters, some impacted individuals may not have received their letters. We are encouraging those who believe their data may have been taken, but have not been notified, to wait until mid-December before contacting the verification center. We anticipate mailing all letters by the end of the second week of December.

More information and some frequently asked questions are posted at www.opm.gov/cybersecurity. We will continue to refresh the site as the process unfolds and individuals may sign up for automatic updates.

OPM and our partners across government continue to work hard to protect the safety and security of the information of Federal employees, contractors, and others who entrust their information to us. The online verification center is one more way we are working to help individuals impacted receive the services available to them.

We will continue to update you as this process continues. Thank you for your patience, for your service to the American people, and for your continuing support.

Sincerely,

Beth Cobert, Acting Director, OPM