

# Mandatory Stand-Up Talk

(For facilities where video message is not available for viewing)

Nov. 10, 2014

## Notification of USPS Cyber intrusion and Employee Data Compromise

### **NOTE TO MANAGERS/SUPERVISORS — BEFORE DELIVERING STAND-UP TALK:**

- 1. This Stand-Up-Talk is intended for those facilities where no video capabilities are available. If you have video capability, please show the PMG Video to All Employees.**
- 2. Make sure you have enough copies of the 1-page “*Employee Handout*” to share with every employee after you deliver the stand-up talk.**
- 3. Ensure you have a copy of the “*Employee Frequently Asked Questions*” to assist you in answering employee questions after the talk.**

Good morning and thanks for your attention. I’ve been asked to read a message from the Postmaster General, to bring you up to date on some difficult news. Here is the message:

“Today, I’ve got some tough news to deliver.

The Postal Service recently learned of a cyber intrusion into some of our information systems. This basically means that someone who didn’t have permission was able to get into some of our computer networks.

This type of security intrusion isn’t unique. You’ve probably heard about recent cyber intrusions into U.S. companies and several Federal Government agencies.

We began investigating the intrusion into our systems as soon as we discovered it.

We are now working closely with all the agencies you’d expect — the FBI, the Department of Justice, the Inspector General, our Postal Inspection Service, and the U.S. Computer Emergency Readiness Team. Additionally, we’ve brought on outside experts who specialize in investigations and data systems to help us understand what happened and how to improve our security.

Because of the ongoing investigation — and the fact that letting anyone know about it could have kept us from fixing the problem — I couldn’t tell you anything about this until

now.

Here's what we've found: a file containing employee information was compromised. That file includes names, dates of birth, social security numbers, addresses, dates of employment, and emergency contact information for all active employees. We also are aware of a possible compromise of injury claim data, which we are still investigating, and that involves a small number of employees. Individualized letters will provide everyone with specific information about their particular situation. The compromise also may include the same information for employees who left the organization any time after May 2012 to 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.

We have seen no evidence that this information has been used for malicious activity, or for identity theft.

This incident impacts every employee in the organization — including me.

When we say that the information is compromised, it means that we can't be sure that the data was actually stolen from our network, but we cannot rule it out.

That's why we're taking some precautionary steps for every employee. Every employee is being offered a comprehensive credit monitoring product which the Postal Service will pay for. Every employee will receive a personalized letter at their home address in the coming week, with directions about how to enroll in the free credit monitoring.

We're also going to provide other assistance.

Today you'll receive some materials and hear from your managers about this incident. We're making the Human Resources shared services line available to help with any specific questions or concerns you may have. We're also providing resources on our Blue and LiteBlue websites about this incident and offering suggestions for protecting against identity theft crimes.

So, where do we go from here regarding this incident?

We've already implemented some important security measures — that was the reason our network was off and on over the weekend. We will also roll out other new security measures in the coming days and weeks — some of which are changes in policies and procedures — so stay tuned for that.

If you are asked by customers about this situation, you can tell them that it appears that no customer credit card or financial data was compromised. Our networks are functioning, mail and packages are being delivered, and it is business as usual for nearly every aspect of our operations.

On a personal note, I'd like to say how bad I feel that the whole organization has been victimized. The Postal Service has put in a lot of effort over the years to protect our computer systems and the bad guys haven't been successful until now.

You have my sincerest apology that this has happened. You also have my commitment that we will help all of our employees deal with this situation.

We are a resilient organization and we'll get through this.

Thank you very much for your attention and for the great work you do every day."

The message is signed:

Sincerely,  
Patrick R. Donahoe  
Postmaster General

The PMG's message also is recorded as a video, which you can view on the USPS *Blue* website from any postal computer, or on the Postal Service YouTube channel, at "[youtube.com/user/uspstv](https://www.youtube.com/user/uspstv)" (YouTube-dot-com, slash user, slash USPS TV).

<p><b>NOTE TO MANAGERS / SUPERVISORS — PASS OUT COPIES OF THE EMPLOYEE HANDOUT, MAKING SURE EVERY EMPLOYEE RECEIVES A COPY.</b></p>
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Here is the handout that was mentioned in the message. It should help answer some questions, and we will continue to give you updates if any additional information becomes available.

Also remember, for specific concerns you may have, as always, the Employee Assistance Program is available, at EAP4YOU.com online, or by phone at 800-327-4968; TTY 877-492-7341.

Now let's take a few minutes to read the handout together, and then go through questions you may have.

Thanks for listening.

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