

Richard G. Thissen
National President



Jon Dowie
National Secretary/Treasurer

June 17, 2015

The Honorable Katherine Archuleta
Director
U.S. Office of Personnel Management
Theodore Roosevelt Building
1900 E Street NW
Washington, DC 20415-1400

Dear Director Archuleta:

On behalf of the five million current and retired federal civilian employees and their families affected by the recently announced cyberattacks on the Office of Personnel Management, I am writing to express my frustration and disappointment in OPM's handling of the situation. When I was first informed of the breach on June 4, I was ready and willing to give OPM the benefit of the doubt. Organizations representing federal employees and retirees were notified of the incident appropriately. Your team was responsive and answered questions to the best of its ability. While employees and retirees were understandably concerned, OPM's website answered some of the most pressing questions.

However, since the announcement of the second breach, OPM has failed in its basic duty to inform individuals affected. Since the announcement on June 12, the organizations representing those affected, including NARFE, have not heard from you nor has a conference call been scheduled, as was done following the first breach. Additionally, while your staff has acknowledged our numerous questions, those questions have not been answered. The OPM website with Frequently Asked Questions on the cyberattack has barely been updated since June 4. We learned about the second breach from the news media, not from OPM or the Administration. The lack of information from an official source has fueled rumors and exacerbated the unease of federal employees and retirees.

The failure of OPM to adequately safeguard the personal information of federal employees, retirees, prospective employees and their families should not be compounded by deflecting questions, the answers to which would benefit both active and retired federal employees. I call on you to provide the very information that the perpetrators of this crime already have. Attached is a list of questions (concerning both breaches) we are receiving from NARFE members and that your staff has not answered. NARFE members, as well as the entire federal community, deserve answers.

National Active and Retired Federal Employees Association

www.NARFE.org | 606 N. Washington Street, Alexandria, VA 22314 | **phone** 703-838-7760 | **fax** 703-838-7785

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Additionally, I am asking, in light of the magnitude of the records breached, the nature of the information compromised, and the potential for a lifetime of identity theft and fraud, that OPM offer free credit monitoring services for the lifetime of anyone affected and that you authorize an increase in the amount of identity theft insurance provided (in specific circumstances, unlimited coverage may be required). It may be years before the information taken is used by criminals, and it is only fair to provide continued financial protection for the many victims who spent a lifelong career in federal service.

As always, NARFE stands ready to assist you in any way we can for the benefit of all federal employees and retirees. We are committed to keeping our members informed as the scope of these incidents unfolds. But we can't do it without your help.

I look forward to your response. If you would like to discuss this further, please do not hesitate to contact me directly. Should your staff need to discuss this, they can contact NARFE's Legislative Director Jessica Klement at jklement@narfe.org or 703-838-7760, or NARFE's Federal Benefits Service Director David Snell at dsnell@narfe.org, or at the same number.

Sincerely,

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Questions from the National Active and Retired Federal Employees Association to the Office of Personnel Management regarding the cybersecurity incidents.

- By far, the most common question we're receiving is: Were retirement records exposed in the second hack, which we became aware of on June 12?
- Why were only some retirees affected in the first breach?
- Which, if any, federal agency personnel records were not included in those that were breached?
- Is there a specific date that the employment records went back to? Similarly, how long does OPM retain employment information after someone has retired?
- What are the possible national security implications of these breaches?
- Why are PINs and other information being sent via email? Is email safe?
- After the June 4 announcement, OPM repeatedly stated that it does not keep congressional or legislative branch employment data, yet several individuals who work on Capitol Hill have received notification that their personal information has been exposed. Why?
- Notifications are being sent to individuals who have died since leaving federal service. How can their next of kin take action? What if no one related to the deceased is living at the last known address? How will next of kin be notified? Why doesn't OPM know these individuals have died and send notification directly to the next of kin?
- On numerous occasions, OPM would not state explicitly what personal identifying information (PII) was "exposed," saying only that the letter to the individual would be specific regarding what PII of his/hers was exposed. However, the letter does not make that clear. The letter simply says:

You are receiving this notification because we have determined that the data compromised in this incident may have included your personal information, such as your name, Social Security number, date and place of birth, and current or former address. To help ensure your privacy, upon your next login to OPM systems, you may be required to change your password.

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How will people know what specific information of theirs was exposed?

- We are receiving reports that individuals logging in to the website with their PIN and username are getting someone else's information. Is this issue widespread? Is this issue being fixed?
- Will those affected be asked to provide their Social Security number once they provide their PIN over the phone? We have received reports of this, which is making individuals uneasy.

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