



## Transportation Security Administration

### TSA Public Statement on Employee Data Security Incident

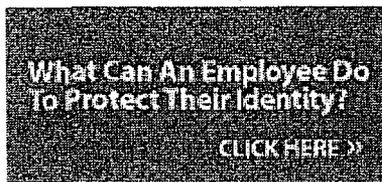
WASHINGTON – On May 7, the Transportation Security Administration (TSA) announced a benefit package to provide employees and former employees affected by the data security incident with free credit monitoring for up-to one year.

In addition to credit monitoring, the package includes ID theft insurance up to \$25,000, fraud alerts and identity restoration specialists who will complete paperwork and assist employees in the event they are a victim of identity theft. Current and former employees can register via phone, mail or online through a secure Web site. More information is available at [www.tsa.gov](http://www.tsa.gov), including a list of frequently asked questions.

#### Update on Investigation

During the weekend, extensive interviews were conducted as part of the continuing investigation for the missing hard drive. The U.S. Secret Service has been actively working with TSA since Friday morning, including gathering forensic evidence. The Department of Homeland Security Inspector General is keeping apprised of the investigation. Measures are in place to alert TSA if someone attempts to use the hard drive. To date, there is still no evidence to indicate employee data have been compromised.

TSA announced Friday a data security incident involving approximately 100,000 archived employment records of individuals employed by the agency from January 2002 until August 2005. An external hard drive containing personnel data (including name, Social Security number, date of birth, payroll information, bank account and routing information) was discovered missing from a controlled area at the TSA Headquarters Office of Human Capital on Thursday, May 3.



#### One-Stop-Shop

- [Click here to sign up for free credit monitoring service online.](#)
- [Click here to download the PDF to fax or mail in.](#)

#### Latest News & Resources

- [New! GAO Report on Lessons Learned about Data Breach Notification \(pdf, 522Kb\)](#)
- [Letter from Administrator Kip Hawley to Employees](#)
- [Public Statement on Employee Data Security Incident](#)
- Employees are encouraged to call the TSA Office of Inspections to report any potential identity theft incidents at (571) 227-1800.

#### Additional Resources

- [U.S. Treasury, Protection and Compliance Policy](#)

Enclosure 6

- [IDTheft.gov](http://IDTheft.gov) - Government Resources
- [Federal Trade Commission, Identity Theft website](http://FederalTradeCommission.gov)
- [If Your Information Is Compromised, But Not Yet Misused](#)

Transportation Security Administration | U.S. Department of Homeland Security



## Transportation Security Administration

Letter from Administrator Kip Hawley to Employees

Dear Colleague:

The Transportation Security Administration (TSA) learned on May 3 that an external hard drive containing personnel data (including name, Social Security number, date of birth, payroll information, financial allotments, and bank account and routing information) was discovered missing from a controlled area at the Headquarters Office of Human Capital. It is unclear at this stage whether the device is still within Headquarters or was stolen. TSA immediately reported the incident to senior DHS and law enforcement officials and launched an investigation.

We are notifying you of this incident because you may be one of the employees whose information was contained on the device. TSA has no evidence that an unauthorized individual is using your personal information, but we bring this incident to your attention so that you can be alert to signs of any possible misuse of your identity. We are notifying you out of an abundance of caution at this early stage of the investigation given the significance of the information contained on the device. We apologize that your information may be subject to unauthorized access, and I deeply regret this incident.

As a result of this, TSA will provide you with identity theft protection and monitoring for one year free of charge, as necessary. Credit monitoring services will include monitoring of all three national credit bureau reports, fraud alerts, detection of fraudulent activity and identify theft, and fraud resolution and assistance. Additional details on this free identity theft monitoring and protection will be provided shortly.

Here are some additional steps that you should consider to reduce the possibility of misuse of your information:

First, you should contact the financial institutions to which TSA electronically transfers your salary and other financial allotments to alert them that your account and routing information may have been compromised. Ask to be notified of any unusual activity.

Second, in addition to the identity theft service that TSA will be providing, you may want to consider immediately placing a fraud alert on your credit file to let creditors know to contact you before opening a new account in your name. Call any one of the three credit reporting agencies at the phone numbers listed below: (1) request that a fraud alert be placed on your account; and (2) order a free credit report from the agency. We recommend that you request a free credit report from each agency with four month interval between requests to each agency (i.e., a request to one agency, wait four months, then submit a request to the next agency, etc.). By spacing the requests, you can monitor your credit over time.

- Equifax, 1-800-525-6285
- Experian, 1-888-397-3742
- Trans Union, 1-800-680-7289

Third, when you receive your credit reports, review them carefully for accounts you did not open or for inquiries from creditors that you did not initiate. Also, review your personal information for accuracy. If you see anything you do not understand, call the credit agency at the telephone number on the report.

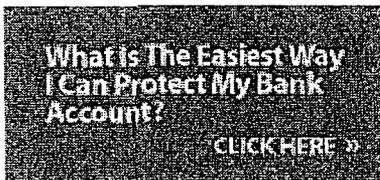
Fourth, if you find any suspicious activity on your credit reports, file a report with your local police.

Additional information about identity theft can be obtained from the Federal Trade Commission's Web site: [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). TSA's Web site, [www.tsa.gov](http://www.tsa.gov), also contains useful information on dealing with identity theft. Please note that TSA will NOT contact you to confirm any of your personally identifiable information, so if you are contacted by anyone purporting to act for TSA asking for your information, do not provide it.

TSA is committed to maintaining the privacy of employee information and takes many precautions for the security of personal information. In response to incidents like this one and the increasing number of data breaches in the public and private sectors, the agency is continually monitoring its systems and practices to enhance the security of personal and sensitive information. We profoundly apologize for any inconvenience and concern that this incident has caused you.

Sincerely,

Kip Hawley  
Administrator



### One-Stop-Shop

- [Click here to sign up for free credit monitoring service online.](#)
- [Click here to download the PDF to fax or mail in.](#)

### Latest News & Resources

- [New! GAO Report on Lessons Learned about Data Breach Notification \(pdf, 522Kb\)](#)
- [Letter from Administrator Kip Hawley to Employees](#)
- [Public Statement on Employee Data Security Incident](#)
- [Employees are encouraged to call the TSA Office of Inspections to report any potential identity theft incidents at \(571\) 227-1800.](#)

### Additional Resources

- [U.S. Treasury, Protection and Compliance Policy](#)
- [IDTheft.gov - Government Resources](#)
- [Federal Trade Commission, Identity Theft website](#)
- [If Your Information Is Compromised, But Not Yet Misused](#)

Transportation Security Administration | U.S. Department of Homeland Security



**Transportation  
Security  
Administration**

## Was My Data Lost?

[CLICK HERE FOR THE ANSWER »](#)

TOP 5 QUESTIONS: [1](#) [2](#) [3](#) [4](#) [5](#)

### How can I tell if my information was compromised?

At this point there is no evidence that any missing data has been improperly used.  
[Read More »](#)

### How many people are affected?

Approximately 100,000 individuals were possibly affected.  
[Read More »](#)

### What is TSA doing to ensure this security breach does not happen again?

TSA is investigating this incident and is reviewing its policies and procedures to prevent future occurrences.  
[Read More »](#)

#### One-Stop-Shop

- [Click here to sign up](#) for free credit monitoring service online.
- [Click here to download](#) the PDF to fax or mail in.

#### Latest News & Resources

- [New! GAO Report on Lessons Learned about Data Breach Notification](#) (pdf, 522Kb)
- [Letter from Administrator Kip Hawley to Employees](#)
- [Public Statement on Employee Data Security Incident](#)
- Employees are encouraged to call the TSA Office of Inspections to report any potential identity theft incidents at (571) 227-1800.

#### Additional Resources

- [U.S. Treasury, Protection and Compliance Policy](#)
- [IDTheft.gov - Government Resources](#)
- [Federal Trade Commission, Identity Theft website](#)
- [If Your Information Is Compromised, But Not Yet Misused](#)



## Credit Monitoring Services – Enroll Now!

Welcome to the Credit Protection Services enrollment web site powered by Identity Force. When you enroll online you will have instant access these benefits including:

### Experian Credit Report

Unlimited Instant Access to your Experian credit report - discover errors, identity theft, or fraud that can affect your ability to get credit, insurance, employment and housing.

### Experian Credit Monitoring

Daily Alerts of important changes to your Experian credit report - spot identity theft or fraudulent activity and protect your reputation and credit.

### Identity Firewall

Stops identity thieves from opening fraudulent credit accounts in your name, by telling creditors to call you to verify your identity first.

### Identity Theft Insurance \$25,000

Up to \$25,000 reimbursement for certain out of pocket expenses and lost wages related to identity theft. Coverage not available to residents of New York and may not be available in other jurisdictions.

### Identity Restoration Advisor

Talk with a real person who will complete paperwork, notify creditors and make calls to clear your good name - avoid the time consuming and frustrating process of restoring your identity.

Id  
ui  
pe  
cc  
M-  
re

The enrollment process is quick, easy and secure. Please enter your:

First Name:

Last Name:

E-mail Address:

Verify E-mail Address:

Click continue to complete the enrollment process.



Questions? Comments? We want to hear from you!

CUSTOMER FEEDBACK

[About Identity Force](#) | [Press](#) | [Contact](#) | [Legal/Privacy](#)

Member Services: 1-877-MY-IDFORCE