



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
2405 GUN SHED ROAD
FORT SAM HOUSTON, TEXAS 78234-1223

SEP 8 2011

Office of the Deputy Commanding General, Support

Dear Former NAF Employee:

On August 30th, Personal Identifiable Information (PII) pertaining to you maintained by the Department of the Army may have been compromised. The information was on a diskette containing three separate folders (annuity logs, refund logs and military purchase logs) belonging to the G-9 NAF Employee Benefits Division of the U.S. Army Installation Management Command. The potentially compromised PII information includes your name and social security number and dependent on the log may also include your type of retirement, retirement date, the amount of life insurance carried into retirement, dollar amount of refund, term data, birth dates and dates of service.

The potential compromise occurred when an employee requested the data be mailed to her as her hard drive was accidentally erased. When the envelope was received it was found to be opened and the diskette was missing.

The potential compromise was immediately reported to the member's supervisor and Security Manager. The Security Manager notified the United States Computer Emergency Readiness Team (US-CERT) and Army Records Management and Declassification Agency that the diskette contained PII information. A full inquiry is now being conducted into the matter. Although we cannot say with certainty, based on these circumstances, we believe there may be the possibility that the information may have been acquired and used for unlawful purposes. We also believe you should consider taking action to protect against the potential that someone might use the information to steal your identity.

You should be guided by the actions recommended by the Federal Trade Commission (FTC) at its website at: <http://www.ftc.gov/idtheft>. The FTC urges that you immediately place an initial fraud alert on your credit file. The fraud alert is for a period of 90 days during which creditors are required to contact you before a new credit card is issued or an existing card is changed. The site also provides other valuable information that can be taken now or in the future if problems should develop. The Social Security Administration has a toll-free number, 1-800-772-1213, and additional contact information is found on their website: <http://www.ssa.gov/reach.htm>. You may also want to monitor your credit reports by contacting: Transunion: <http://www.transunion.com/>, Equifax: <http://www.equifax.com/> and Experian: <http://www.experian.com/>.

The above listed actions are not an exhaustive list of protective measures you may choose to take. There may be additional organizations or people with whom you may wish to consult, depending on your circumstances.

The Army takes this loss very seriously and is reviewing current policies and practices with a view to determine what can or must be changed to preclude a similar occurrence in the future. At a minimum, we will be providing additional training to personnel to ensure that they understand that PII must be treated at all times in a manner that preserves and protects the confidentiality of data.

We deeply regret and apologize for any inconvenience and concern this compromise may cause you. Should you have any questions, please call Ms. Kimberli Henderson, Program Manager (Retirements) at 210-466-1630 or email Ms. Becky Habick at rebecca.a.habick.civ@mail.mil.

Sincerely,

A handwritten signature in black ink, appearing to read "John Uberti". The signature is fluid and cursive, with a large initial "J" and "U".

John Uberti
Brigadier General, US Army
Deputy Commanding General, Support