



United States Department of State

Washington, D.C. 20520

October 6, 2008

Customer Name
Street Address
City, State Zip

Dear Customer Name:

We were recently notified by law enforcement officials that the State Department's database containing your passport record has been breached. This database contains a copy of your passport application that you submitted when you applied for a passport. Investigation to date has identified several accomplices working together to steal identifying information for the sole purpose of committing credit card fraud. The investigation by law enforcement officials is on-going.

We recommend that you thoroughly review bank and credit card statements and obtain a copy of your personal credit history. If you identify any suspicious charges or credit accounts, please contact the Department's Diplomatic Security Service at 571-345-9052. Also, you should immediately report suspicious or unusual activity to the financial institution involved and contact the Federal Trade Commission's (FTC) Identity Theft Hotline at 1-877-438-4338. You will find useful information on protecting yourself from identity theft on the FTC websites, <http://www.consumer.gov/idtheft> or www.ftc.gov/idtheft.

In an effort to help protect against the theft of your identity, the Department has flagged your passport record in our database that will alert us if a passport application is submitted under your identity. Additionally, we have made arrangements to provide you with free credit monitoring for one year. This service monitors your credit record at one credit reporting agency and notifies you when there are certain changes to your credit bureau file. In addition, the policy will reimburse you for certain out-of-pocket expenses and lost wages in the event you are a victim of identity theft. Please see the enclosed document for more information regarding the credit monitoring service and enrollment instructions.

We apologize for any inconvenience and concern this incident has caused you. I want to assure you that we are doing everything possible to ensure that an incident such as this will not happen again. We are thoroughly examining every aspect of our

information security systems and procedures to safeguard against unauthorized access of passport records. Please feel free to contact us at 202-663-2465 if you have additional questions.

Sincerely,

Florence G. Fultz, Acting
Managing Director,
Passport Services