



CUSTOMER SERVICE RESPONSE: CYBERSECURITY BREACH AT OPM

Protecting You, Protecting Your Family, Protecting Each Other

WHAT HAPPENED?

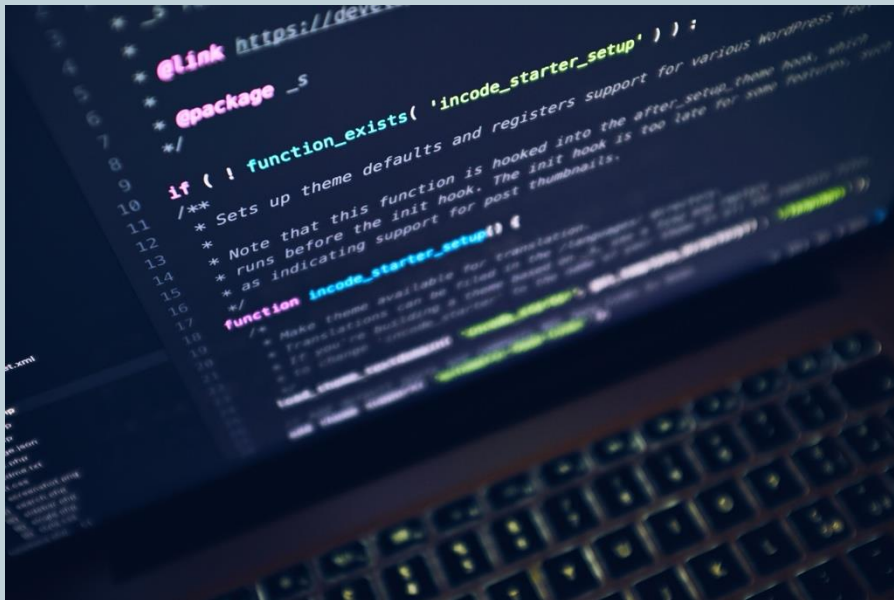


Photo by [Luca Bravo](#) on [Unsplash](#).

- 2 cybersecurity breaches in April and May of 2015.
- No evidence that personal information has been misused in any way.



WHO IS AFFECTED?



- Employees and contractors who underwent an OPM background investigation in 2000 or later.
 - Your families.
 - Personal contacts.
 - Business relations.

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WHAT INFORMATION WAS ACCESSED?



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THE JOHNSON FAMILY



Family photo by [Eye for Ebony](#) on [Unsplash](#); other images from Pixabay.com under [CC0 license](#).

HOW THE OPM IS GOING TO KEEP YOU SAFE GOING FORWARD



NEXT STEPS



- Client service coaching (voluntary).
- Sign up with the link in your email.
- Go to **Meeting Room C** to meet with the coaching team now.

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YOU ARE OUR PRIORITY



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- OPM's most valuable asset is its people.
- We are committed to the protecting the safety and security of all federal employees, contractors, and their families.
- We are committed to helping everyone who has been or may be affected by these cybersecurity breaches.

