

Dear Colleagues,

Since 2015, the U.S. Office of Personnel Management has offered credit monitoring and identity protection services at no charge to individuals impacted by the personnel records and background investigations cyber incidents. I am writing to let you know of an upcoming service provider change that will affect a subset of the individuals impacted by these incidents.

OPM has taken steps to ensure that while this change is occurring there are no gaps in identity restoration and identity theft insurance coverage. Most impacted individuals will not need to take any action and can keep their current services, while others may need to enroll with a new provider if they want to continue to use credit monitoring services.

For more information about this provider change, and about the 2015 OPM cybersecurity incidents, please visit our Cybersecurity Resource Center at <https://www.opm.gov/cybersecurity>.

Am I affected by this change?

Two service providers, ID Experts (MyIDCare) and Winvale/CSID, currently support impacted individuals. ID Experts (MyIDCare) currently makes coverage available to 97 percent of the total population impacted by the cyber incidents.

- If you are covered by ID Experts (MyIDCare) for the background investigations incident, there is NO CHANGE to your current available coverage from ID Experts and NO ACTION is required from you at this time.
- If you are covered by Winvale/CSID for the personnel records incident, this coverage will expire on December 1. However, the same type of coverage will be available to you from a different vendor. If you would like to **continue receiving credit monitoring services**, please go to the Cybersecurity Resource Center website for information about how to re-enroll. If you are enrolled for credit monitoring services with Winvale/CSID, you will likely receive a communication from Winvale/CSID in the coming days explaining that your coverage is expiring.
- If you don't know if you are impacted, don't know your service provider, or need a copy of your notification letter, please visit the Cybersecurity Resource Center at <https://www.opm.gov/cybersecurity> for more information.

This change is the first step in OPM's efforts to extend coverage to all impacted individuals to 10 years. We will continue to provide you with credit monitoring and identity protection services updates. In addition, there are steps everyone can take to protect against identity theft, fraud, and other online crimes and malicious activity. For more information visit [Stop.Think.Connect™](#).

Thank you for your service to the American people.

Sincerely,

Beth Cobert
Acting Director