



UNITED STATES POSTAL INSPECTION SERVICE

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HOUSTON DIVISION

December 4, 2023

Postal Customer:

The U.S. Postal Inspection Service recently became aware of a security incident at Circle C, 5919 La Crosse Avenue, Austin, Texas 78739, on or around **Sunday, November 26, 2023**. I am also aware of possible other mail thefts that may have occurred throughout Circle C. We regret any loss and inconvenience caused by this situation. The theft of your mail is of vital interest and concern to the U.S. Postal Inspection Service. Please be assured of our continued attention to the security of mail while in the custody of the U.S. Postal Service.

Please furnish me with any information you may obtain indicating your financial items or personal identifying information stolen from your mail, i.e. checks, money orders, credit cards, etc., have been negotiated or attempted to be negotiated by unauthorized parties and any unauthorized financial accounts opened or unauthorized purchases with your personal information. This may include copies of negotiated checks, money orders, credit card statements, new unauthorized credit inquiries on your credit report, new unauthorized lines of credit, new unauthorized loans, and new unauthorized accounts from your/other financial institution(s). Additionally, if you expected, but did not receive a parcel or mail piece, (containing an electronic, unique, or serialized item), please advise me. You may call and ask to speak to me between 8:00-5:00 M-F at 877-876-2455, or via mail to my attention at the address below.

Please see reverse side of this sheet for Mail & Personal Information Security Tips – by following these simple and easy practices, you can reduce the chances of your identity or mail being compromised. Please feel free to share these tips with neighbors, family and/or your neighborhood crime watch group.

Thank you for your assistance in this matter.

Sincerely,

J. Kim  
U.S. Postal Inspector  
Houston Division  
PO Box 142148  
Austin, TX 78714

Enclosure(s)

## **MAIL & PERSONAL INFORMATION SECURITY TIPS**

- Retrieve mail from mailbox as soon as possible after delivery
- Use the Postal Services' Hold Mail Service when out of town – it's convenient and free
- Deposit outgoing mail at a Post Office or give it directly to your letter carrier. Raising the flag on your mailbox could alert thieves to a possible check inside.
- Don't give out personal information on the phone, through the mail, or over the Internet unless you know who you are dealing with
- Shred financial documents and paperwork with personal information before you discard them
- Protect your Social Security number - don't carry your Social Security card in your wallet or write your Social Security number on a check - give it out only if absolutely necessary or ask to use another identifier
- Keep your personal information in a secure place at home, especially if you have roommates, employ outside help, or are having work done in your house
- Review financial statements and billing statements regularly, looking for charges you did not make – report any fraudulent charges immediately to your bank – if you do not receive an expected financial statement, credit card or check report it promptly to the issuing entity
- Order and inspect your free credit report once a year from each credit bureau to check for accuracy and fraud use - you can order it online at [annualcreditreport.com](http://annualcreditreport.com) or by calling 1-877-322-8228
- Never click on links sent in unsolicited emails; instead, type in a web address you know - use firewalls, anti-spyware, and anti-virus software to protect your home computer; keep them up-to-date - visit [OnGuardOnline.gov](http://OnGuardOnline.gov) for more information
- Don't use an obvious password like your birth date, your mother's maiden name, or the last four digits of your Social Security number
- Report mail theft or a fraudulent change of your address immediately to the U. S. Postal Inspection Service at <http://uspis.gov>