

APWU Family,

As you are all aware there have been many employees who have had their direct deposit of their Postal Service pay stolen from them by nefarious actors. These criminals change the employee's direct deposit information through **Liteblue** and **PostalEase** with credentials they have stolen somehow. The thefts were at their highest in Pay Period 26 of 2022 and continued into Pay Period 1 of 2023 that the APWU is aware. These thefts led the Postal Service to shut down the employee apps on **LiteBlue** and through **PostalEase** on any computer or device not connected to an internal Postal Service Intranet network.

Employees have been left to deal with the theft of their pay. They have had to call the Eagan Accounting Service Center to report the issue, contact HRSSC to cancel or change their direct deposit information, and to seek pay advances for the stolen money.

Unfortunately, the Postal Service has taken the position that the loss of pay was the employee's fault. We are aware the Postal Service is taking the position that the employees were the ones to blame because they went to "fake" **LiteBlue** websites to make changes to their information and then had their password information stolen. **The Postal Service has yet to provide any proof to the APWU that this was the case.** The APWU believes that the Postal Service must shoulder much of the blame for these issues. We are aware that the Cyber Security unit was informed on at least one occasion of these fake **LiteBlue** websites but took no action to stop them or warn the employees well in advance of the thefts. It is also well known that the Postal Service was aware of security threats to the **LiteBlue** application because they had been working on creating the **Multifactor Authentication** (MFA) process in mid-2022 and only notified the APWU of this in the last week of November 2022.

The banking industry and just about every website in the United States has been utilizing MFA processes for years because of the everyday security threats on the internet. Yet the Postal Service chose not to implement these processes.

The Postal Service has now taken the position that they will not reimburse any employee who lost monies to these direct deposit thefts unless the money is recovered from the banks. The APWU does not agree with this position and we are taking steps at the national level to address the issue.

Although not every APWU represented employees had their deposits stolen, we understand that anyone who lost money has been affected deeply and these issues must be addressed by the Postal Service.

I am asking that for those who have had their direct deposit stolen do the following:

1. Call the Accounting Service Center to report the fraud at 1-866-974-2733
2. Report the loss to the USPS Cybersafe unit at cybersafe@usps.gov
3. Call the Human Resources Shared Service Center (HRSSC) at 1-877-477-3273 and either change the direct deposit information or cancel it entirely
4. Request a pay advance, but note the advance will more than likely be denied as the Postal Service takes the position that due to employee negligence, no advance is owed
 - a. A grievance can be filed on the denial of the advance at this point
5. The employee can file a PS Form 2146

The PS form 2146 is a claim for the employees lost personal property that is a result of the employee's connection with or incident to the employee's employment while on duty or while on postal premises¹. An employee's pay is considered personal property and it is connected the employee's employment because it is what they get for working at the Postal Service. As part of this document is an example of a way to fill out the form.

Once the claim has been submitted, the Postal Service must act on it. The Supervisor must complete their portion, send to the Area, and a decision must be rendered within 30-days of receipt at the Area Level². The employee and local officers and stewards will need to make sure it is submitted to Area ASAP. If a negative decision is rendered, the denial should be appealed directly to arbitration.³ There is no guarantee this will lead to the Postal Service paying the lost funds to the employee--***this is only one possible action an employee can take on the issue and it is up to the each employee whether or not to make such a claim.***

If the Postal Service recovers the funds lost and returns them to the employee, each employee and union official must then evaluate any grievances or claims currently active and make a determination on the continued processing of such grievances or claims.

¹ Article 27, page 132 of CBA paragraph 1.

² Article 27, page 133 of the CBA paragraph 2.

³ JCIM Article 27 page 2 (page 177 of 2022 JCIM).



EMPLOYEE'S CLAIM FOR PERSONAL PROPERTY

Type or write legibly in ink. Submit in triplicate to your supervisor within 14 days (if you are a bargaining employee), or 90 days (if you are a non-bargaining employee) from the date that loss or damage occurred.

Part One – This Page Completed by Employee

Name of Claimant Jane Doe	SSN Use EIN 03052XXX	Job Title of Claimant Mail Processing Clerk
Claimant's Home Address 9999 13th Street Anywere, USA 99999	Claimant's Work Address/Work Phone Number 475 L'Enfant Plaza Washington, DC 99999	
Date Loss/Damage Occurred List date of pay day here	Total Amount of Claim \$ Amount of direct deposit lost	
Article(s) for Which Claim is Made		
<p><i>(Include paid receipt or other evidence showing purchase date and original price of lost or damaged article. If repairable, include an estimate for repair. If not repairable include a statement from a tailor, dry cleaner, etc., to substantiate. If claim is for eyeglasses, state exactly what part(s) are broken. Include an itemized receipt for the REPLACEMENT of damaged part(s). Replacement must be of the same quality as the damaged part(s).</i></p> <p>Amount of Pay for all hours worked during pay period (pay period or periods lost)</p>		
Description of Loss or Damage		
<p><i>(Give place, extent of damage, and circumstances of accident involving loss or damage. State salvage value.)</i></p> <p>On [pay day date] my direct deposit in the amount of \$XXXX.XX was stolen from me and directed to an account I did not authorize. I did not change any direct deposit information with the Postal Service at anytime. The Postal Service did not have appropriate security protocols in place to prevent such losses.</p>		
Insurance Coverage/Recovery Attempt		
Homeowners Insurance <input type="checkbox"/> Yes <input type="checkbox"/> No Collision <input type="checkbox"/> Yes <input type="checkbox"/> No Comprehensive <input type="checkbox"/> Yes <input type="checkbox"/> No Other (Specify):	Name & Address of Insurance Company	
Has Claim been Filed with Insurance Company? <input type="checkbox"/> Yes <input type="checkbox"/> No	Amount of Deductible \$	
If "yes", action taken: If you haven't filed a claim the answer should be "no" throughout this section.	If damage/loss result from the negligence of another party, has an attempt been made to recover from that party? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes" explain on separate sheet.)</i>	
<p>I certify that the damage, loss, or destruction was not caused in whole or in part by any negligence or wrongful act of the claimant, or his agent or employee. All articles listed on this sheet (or additional sheets made part of this form) have been privately purchased and are not government property. No previous claim has been made to the government for the property for which this claim is made (except as explained on the attached sheet). This claim does not duplicate any made under the Workman's Compensation Program.</p> <p>If any of the property for which claim is made is later recovered, claimant agrees to give written notice immediately to the US Postal Service.</p>		
<p>I make the foregoing claim with full knowledge of the penalties involved for willfully making a false claim. (US Code, Title 18, Section 287, provides for a maximum fine of \$10,000 or imprisonment for 5 years, or both.)</p> <p>I hereby assign to the United States to the extent of any payment of this claim accepted by me all my right, title, and interest in and to any claim that I may have against any insurer or other party, arising out of the damage, loss, or destruction to the property described on this form and will, upon request, furnish such evidence as may be required to enable the United States to enforce such claim.</p>		
<p>PRIVACY ACT: The collection of this information is authorized by 39 USC 1001 & 2008. It will be used to reimburse you for a loss of personal property. As a routine use, this information may be disclosed to an appropriate law enforcement agency for investigative or prosecutorial purposes, to a congressional office at your request, to OMB for review of private and relief legislation, to a labor organization as required by the NLRA, to the Office of EEOC when investigating an EEO complaint and where pertinent, in a legal proceeding to which the Postal Service is a party. Completion of this form is voluntary, however, if this information is not provided, it will result in your not receiving reimbursement for a personal loss.</p>		
Date of Claim	Claimant's Signature	

Part 2 – Completed by Union Steward (Bargaining Employees)

Recommendation

The APWU recommends that the employee be reimbursed for the lost pay due to the Postal Service's failure to implement security best practices such as MFA prior to the theft of the funds and because the Postal Service was aware of fake LiteBlue websites.

Date of Recommendation

Signature

Name of Union

Part 3 – Completed by Employee's Supervisor

(Forward non-bargaining unit claims immediately to: General Manager, Field Division (for Field Units); Regional Director, Human Resources (for Regional Office Units); and General Manager, Headquarters Personnel Division (for Headquarters and Related Units). Forward bargaining unit claims immediately to: Regional Labor Relations Office.)

1. Was Claim Submission Timely? Yes No *(If "no", explain.)*

Is Part 1 Complete? Yes No

Is Part 2 Complete? Yes No

2. Was possession of lost/damaged property reasonable, proper, and necessary to the performance of the employee's employment?

Yes No *(If "no", explain.)*

3. Was there any negligence on the part of the employee which contributed to the loss/damage?

Yes No *(If "no", explain.)*

4. Supervisor's Review *(State facts related to claim developed through your investigations, e.g., caused by faulty equipment. Provide basis for recommendation of payment or denial.)*

5. Based on the above, do you recommend payment?

Yes No

Date of Report

Finance No. of Postal Installation

Signature and Title of Supervisor