



UNITED STATES POSTAL INSPECTION SERVICE

CRIMINAL INVESTIGATIONS

April 13, 2017

The Honorable Jerry McNerney  
Member, U.S. House of Representatives  
Attention: Patrick Arness  
2265 Rayburn House Office Building  
Washington, D.C. 20515-0001

Dear Congressman McNerney:

On behalf of Chief Postal Inspector Guy Cottrell, I am responding to your recent correspondence regarding consumer fraud involving criminal manipulation of the Postal Service's Change of Address and Hold Mail products.


The United States Postal Inspection Service shares your concern for the safety of our customers and the security of the U.S. Mail. The Postal Inspection Service combats this issue by enforcing criminal statutes against those who steal mail through manipulation of these services and circumvention of security measures designed to protect consumers. We also act in a consultative capacity with USPS product managers, to help assess opportunities to improve security measures based on the fraud trends observed. These measures are evaluated against and balanced with consumer requirements for accessibility, ease of use, and commercial enterprise.

Although the incidents of compromise are minimal compared to the volume of address change and hold mail requests processed, we have spent the past several months identifying trends and evaluating opportunities to further strengthen consumer protections, with a goal to mitigate the possibility of fraud across all channels—online, in-person, and mailed requests. We are working with the USPS product management groups to determine the best strategy to select and deploy product security enhancements that will achieve this goal.

The evolving nature of these crimes requires our continued attention to both the business process and the criminal methodology, as thieves continue their assault on consumers. We are committed to working with the USPS product management stakeholders to continue to strengthen consumer protection safeguards across all product lines.

Thank you for your interest in this matter. If I can be of assistance in other Postal Inspection Service matters, please let me know.

Sincerely,

*for*   
Nicole J. S. Davis  
Regina L. Faulkerson  
Inspector in Charge