

TO: All Human Resource Directors for
Agencies Serviced by the
Bureau of Commonwealth Payroll Operations (BCPO)

FROM: Stephen R. Burns Director 
Bureau of Commonwealth Payroll Operations

DATE: March 11, 2016

RE: BCPO Payroll Memo #16-03, Response to Damaged W-2s

This memo is a follow up to [BCPO Payroll Memo #16-02](#) issued on January 27, 2016.

BCPO has since identified a total of 406 employees who have either reported receiving a damaged W-2 or whose W-2 was returned damaged from the U.S. Post Office. In response, replacement W-2s were issued to the employees in an envelope for added security and a letter was sent informing them that we were aware of the problem and we were reviewing options for providing personal credit monitoring services since there was a risk that their personal information was exposed. The letter also included information on how they could initiate a fraud alert on their credit with the three nationwide consumer reporting companies (Experian, Equifax, and TransUnion).

Upon receiving our initial memo, the Department of Revenue graciously offered to assist and placed the employees in an internal fraud filter program for protection against potential fraudulent state tax return filing. BCPO also worked through the Department of General Services (DGS) Bureau of Procurement to review options for personal credit monitoring services. This past week, DGS was able to assist BCPO in partnering with CSID, a provider of identity protection and fraud detection solutions and technologies. On March 8, 2016, a second letter was sent to the employees informing them of the services available to them through CSID and enrollment instructions, should they choose to enroll.

For the future, BCPO is working with OA-IES to implement a process whereby employees with ESS access can opt out of receiving paper W-2 forms. This will not only reduce costs associated with printing and mailing, it will eliminate the risk of personal information being exposed by damaged mail for those that opt out. DGS is also pursuing a statewide contract for data breach services should any agency have a similar need in the future.

cc: Anna Maria Kiehl, Chief Accounting Officer, Office of the Budget
James Honchar, Deputy Secretary, Human Resources & Management, Office of Administration
Jennifer Doherty, Chief Procurement Officer, Department of General Services
Jeff Snyder, Manager, IES Payroll, Office of Administration
Bureau Directors (5)