



United States Coast Guard
U.S. Department of Homeland Security

CG National Retiree Help Desk – Personally Identifiable Information

CG NATIONAL RETIREE HELP DESK (NRHD) NOTICE - HIGH IMPORTANCE: The CG NRHD has received G-Mail sent to NRHDesk@gmail.com containing Personally Identifiable Information (PII). The contents of this G-Mail, including PII, may have been compromised and subject to credit fraud and/or other types of fraud and abuse. PII includes: Name, email, home address, phone number. Sensitive PII (SPII) includes:

IF STAND-ALONE:

- Social Security Number
- Driver's License or State ID #
- Passport Number
- Alien Registration Number
- Financial Account Number
- Biometric Identifiers
- EMPLID

IF PAIRED WITH ANOTHER IDENTIFIER:

- Citizenship or Immigration Status
- Medical Information (e.g. VA Disability Rating %)
- Ethnic or Religious Affiliation
- Sexual Orientation
- Account Passwords
- Last 4 Digits of SSN
- Date of Birth
- Criminal History
- Mother's Maiden Name

If you must communicate PII/SPII to the NRHD, it is best to communicate by phone, leaving a V-Mail at 202-275-5381. If you need to send PII/SPII using G-Mail to NRHDesk@gmail.com, you MUST save PII/SPII in a password protected PDF file and send as an attachment. The password should be sent in the text of a separate G-Mail. The above information and instructions on creating a password protected PDF file are accessible at: <https://cg.portal.uscg.mil/units/ppc/Documents/PIITrainingJuly2017.pptx>

Please also see "Cyber Month: Emails containing personally identifiable information" at: <http://allhands.coastguard.dodlive.mil/2016/10/18/cyber-month-emails-containing-personally-identifiable-information/>

Those with questions/concerns concerning this notice may contact Bob Hinds, CG Retiree Services Program Manager, by phone (work) 202-475-5451, (cell) 410-627-3039 or e-mail at Robert.C.Hinds@uscg.mil.

Bob Hinds, MS, PMP
Retiree Services Program Manager
<http://www.dcms.uscg.mil/retiree>
USCG Commandant (CG-13)