



NEWS RELEASE

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Beneficiaries notified about loss of laptop containing medical information *Precautionary measures taken despite low risk of compromised data*

VILSECK, Germany - - Notification letters have been mailed as a precaution to U.S. Army Medical Activity Bavaria beneficiaries, and beneficiaries from other regional medical commands (RMCs) in the United States, advising them a lost laptop may have contained some of their personal information. Officials believe there is a low risk of compromised personal or medical information.

The laptop was in a backpack that disappeared Oct. 4 at the Nurnberg main train station. The incident was reported immediately to U.S. military and German authorities and, though a search and subsequent investigations were launched, the laptop has not been recovered.

Though the names, Social Security numbers and health information of 26 beneficiaries have been confirmed to be on medical documents stored on the laptop, letters were sent to 6,000 other beneficiaries whose personal information may have been on clinic lists or reports on the missing computer.

Connection to a U.S. government network, a secure Common Access Card, and a password are required to access the computer. Encryption software, which makes stored files unreadable by unauthorized users, is installed on the computer.

As a precaution, however, the notification letters were mailed Nov. 24 to advise beneficiaries to keep an eye on their personal finances. They were provided information about government Web sites that provide free credit reports, along with other contact numbers and resources.

Schneider said a beneficiary hotline and E-mail address have been established for those who received letters. The E-mail address is BMEDDAC.Privacy@amedd.army.mil. The hotline is DSN 314-476-4627, or commercially 09662-83-4627 from within Germany / (49) 9662-83-4627 outside of Germany, between 7 a.m. to 9 p.m. Central European Time or 1 a.m. to 3 p.m. Eastern Standard Time.

“The Army and our organization take this loss very seriously, and are reviewing current policies and practices to preclude a similar occurrence in the future,” said Col. Theresa Schneider, BMEDDAC commander.