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# NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE  
1851 South Bell, Crystal Mall 3  
Arlington, Virginia 22240-5291

Press Release 0110-002  
**For Immediate Release**  
January 13, 2010

## **2009 Military Retiree Account Statement printing error**

Indianapolis (Jan. 13, 2010) -- On December 28, 2009, the Document Automation & Production Service (DAPS) printed Concurrent Retirement and Disability Pay annual increases information to military retirees on behalf of the Defense Finance and Accounting Service (DFAS). The statements were subsequently mailed to retirees by a DFAS vendor beginning January 6, 2010.

During the printing of one file containing the statements, the document duplicating system malfunctioned. The malfunction was fixed, but upon restarting the printing run the data streams, with information for the front and back of the statement forms, were no longer synchronized correctly.

As a result, approximately 18,000 recipients of the statements in the Norfolk, Virginia area received letters containing another retiree's data on Page 2 of their form. The other retiree was not fully identified on the Page 2 but the information included data such as allotment type (insurance, savings bonds, etc.) the name of the payee (bank name, insurance company name, etc.) and the amount of the allotment.

There is no indication that anyone other than the intended recipients received privacy data such as Social Security Numbers, bank account numbers or phone numbers.

Recipients of the misprinted statements will be asked to destroy the erroneous statements and corrected forms will be reissued.

Maintaining the privacy of customers is of the utmost importance to DAPS and DFAS who proudly serve our nation's military personnel. Both organizations regret the error and will work to ensure quality control procedures are improved and followed.

Retirees that have any questions regarding their accounts, should contact DFAS at 1-800-321-1080.

- 30 -

**Media Point of Contact:**

Defense Finance and Accounting Service  
Corporate Communications  
703-607-0122

**About DFAS**

The Defense Finance and Accounting Service provides responsive, professional finance and accounting services to the men and women who defend America. DFAS pays about 6 million people and in FY 2009 made 7.8 million travel payments, paid 12.8 million commercial invoices, made \$553 billion in disbursements to pay recipients, and managed \$426.7 billion in military retirement and health benefits funds. For more about DFAS visit <http://www.dfas.mil>.