



## **Pay Attention: Prevent Mail Theft**

Postal Service employees have a duty to protect the sanctity and security of the mail. When mail theft occurs, there may be warning signs.

Look for patterns in mail theft complaints. Is there a commonality, such as a single route, zip code, or type of mail piece missing?

Pay attention to customer complaints as well as employee behavior, including suspicious activity or sudden changes in demeanor. Refer employees to the Employee Assistance Program as appropriate.

If you suspect an employee is stealing mail, refer the allegation to the Office of Inspector General (1-888-877-7644) for investigation. By staying cognizant, you contribute to reducing mail theft.

And that's smart business.