



NATIONAL SECURITY AGENCY
FORT GEORGE G. MEADE, MARYLAND 20755-6000

FOIA Case: 78767B
3 November 2021

JOHN GREENEWALD

Dear John Greenewald:

This responds to your Freedom of Information Act (FOIA) request of 5 August 2014 for "a copy of all complaints submitted to the NSA about the NSA cafeteria. Please include all correspondence relating to this complaint (which would include internal agency communications, emails, memos, etc.) for the calendar year of 2013." A copy of your request is enclosed. Your request has been processed under the FOIA and the documents are enclosed. Certain information, however, has been deleted from the enclosures.

In our previous letter, dated 10 July 2015, we informed you that material responsive to your request was located in a prior request, FOIA Case Number 78604, and was awaiting review. We have completed our review of the material in that case and it is enclosed.

This Agency is authorized by various statutes to protect certain information concerning its activities. We have determined that such information exists in these documents. Accordingly, those portions are exempt from disclosure pursuant to the third exemption of the FOIA, which provides for the withholding of information specifically protected from disclosure by statute. The specific statutes applicable in this case are Section 6, Public Law 86-36 (50 U.S. Code 3605).

Since these deletions may be construed as a partial denial of your request, you are hereby advised of this Agency's appeal procedures.

You may appeal this decision. If you decide to appeal, you should do so in the manner outlined below. NSA will endeavor to respond within 20 working days of receiving any appeal, absent any unusual circumstances.

- The appeal must be sent via U.S. postal mail, fax, or electronic delivery (e-mail) and addressed to:

NSA FOIA/PA Appeal Authority (P132)
National Security Agency
9800 Savage Road STE 6932
Fort George G. Meade, MD 20755-6932

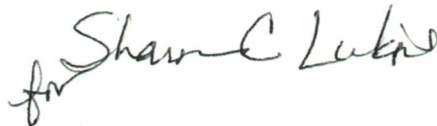
The facsimile number is 443-479-3612.
The appropriate email address to submit an appeal is
FOIA_PA_Appeals@nsa.gov.

- It must be postmarked or delivered electronically no later than 90 calendar days from the date of this letter. Decisions appealed after 90 days will not be addressed.
- Please include the case number provided above.
- Please describe with sufficient detail why you believe the denial of requested information was unwarranted.

You may also contact our FOIA Public Liaison at foialo@nsa.gov for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Rd. - OGIS
College Park, MD 20740
ogis@nara.gov
877-684-6448
(Fax) 202-741-5769

Sincerely,


A handwritten signature in black ink, appearing to read "for Shaw C. Luter", is written over the typed name.

KIMBERLY BEALL
Acting Chief, FOIA/PA Office
NSA Initial Denial Authority

Encls:
a/s

This document is made available through the declassification efforts
and research of John Greenewald, Jr., creator of:

The Black Vault



The Black Vault is the largest online Freedom of Information Act (FOIA) document clearinghouse in the world. The research efforts here are responsible for the declassification of hundreds of thousands of pages released by the U.S. Government & Military.

Discover the Truth at: **<http://www.theblackvault.com>**

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IG _____
D/IG _____
SAIG _____

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

Title:	Theft by cafeteria employee	Cross Ref.:	Fiscal/Action Year: 2013
Brief Desc.:	Possible cafeteria employee is stealing from NBP318 cafeteria after hours.	Civil Liberties: N	Threat Audit: N Senior:
N D11:	N	D13:	N
Category 1:	Personnel		
Category 2:	Other		
Category 3:	None		

Anonymous: ☐ NO Source: INTERNAL HOTLINE Conf. Status: WAIVED
 Contact Last Name: Contact First Name: Contact M.I.: DoD Hotline No.:
 Grade: GS-14 Job Title: Telephone: 963-6302 Organization:

		STATUS			
Status:	CLOSED	Date Opened:	6/20/2013	Date Closed:	1/12/2014
AIG Contacted		AIG Contacted		AIG Contacted	
Last Name:		First Name:		Middle Init:	
Lead AIG		Lead AIG		Lead AIG	
Last Name:		First Name:		Middle Init:	
Comments:					

Contact Outcome:	REFERRED	Proposed Recoupment Amount:	\$	Final Recoupment Amount:	\$
Referred To:	SECURITY	Management Referral Results:	N/A		
Date Findings Sent to ER:		Date Response Received from ER:			
Specific ER/Other Action Taken:	Referral sent to [REDACTED]		1/14/2014		
Total # Referrals: 0	Followup Req: NO				(b) (3)-P.L. 86-36
Comments:					
Discrepant Hours	False/Inaccurate: 0	Out of Scope: 0		Total: 0	
Date Sent for Collection:		Date of Collection:			

NOTES

NOTICE: The following entries are a chronological account of activity related to this contact. The entries may be a personal record of actions taken or a downloaded copy of an email pertaining to this contact. To reduce storage space and improve readability, portions of the e-mails may have been abbreviated and redundant copies of e-mails removed. No information relevant to the issue has been removed.

Note 1 Created: 6/20/2013 Modified: 3/4/2014

-----Original Message-----
From: OIG Website@nsa.ic.gov [mailto:OIG_Website@nsa.ic.gov]
Sent: Thursday, June 20,
2013 9:13 AM
To: DL ighotline (ALIAS) D14
Subject: Report Fraud, Waste, or Mismanagement

Classification:
UNCLASSIFIED

fromsid:

fromname

msasubject: Theft

msgtext: 1 am

contacting the IG because while working Part Time over in building NBP318 I have noticed some suspicious activity during the 6 months I have been over there. There is an individual that frequently comes over to the NBP318

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(b) (3) - P.L. 86-36

cafeteria and is removing food items from the place. She comes in with an empty green recycle bag and leaves with the bag full. She always comes around about 1600 or so when all the cafeteria staff members are gone. What made it suspicious was that 3 days ago she was going to badge out the front entrance like she normally does, but apparently saw someone she did want to see and proceeded to exit out of the back door of the building. I and others have witness her taking items on numerous occasions and the Blue Blazers have failed to stop and check her bag in every instance. I am pretty sure she works in the cafeteria because I've seen her open up areas that require a key.

Classification:

UNCLASSIFIED//FOR OFFICIAL USE ONLY

Note 2 Created: 6/20/2013 Modified: 3/4/2014

6/20/2013 Case will be forwarded to Security. A request was forwarded to complainant asking that he waiver his confidentiality so that his name as a witness to the theft can be provided. Case will be forwarded as soon as approval is received.

Note 3 Created: 1/12/2014 Modified: 3/4/2014

6/20/2013 Received waiver from [redacted] to provide his name to security. [redacted]

Note 4 Created: 1/12/2014 Modified: 3/4/2014

1/14/2014 Forwarded information to [redacted] for action. Inquiry will be handled by [redacted] Contact referred to [redacted] Security for action.

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DYNAMIC PAGE - HIGHEST POSSIBLE CLASSIFICATION IS

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DYNAMIC PAGE - HIGHEST POSSIBLE CLASSIFICATION IS

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IG _____
D/IG _____
SAIG _____

IGMIS : EDIT Contact

CO-13-0671

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

GENERAL INFORMATION

Title: Cashier in OPS2A cafeteria is stealing money **Cross Ref.:** Fiscal/Action Year: 2013
Brief Desc.: A cashier in the OPS2A cafeteria is taking the money a person offers as payment and then does not ring the items up
Civil Liberties: N **Threat Audit:** N **Senior:** N **D11:** N **D13:** N
Category 1: Security
Category 2: None
Category 3: None

CONTACT SOURCE INFORMATION

Anonymous: NO **Source:** INTERNAL HOTLINE **Conf Status:** WAIVED
Contact Last Name: [REDACTED] **Contact First Name:** [REDACTED] **Contact M.I.:** [REDACTED] **DoD Hotline No.:** [REDACTED]
Grade: [REDACTED] **Job Title:** [REDACTED] **Telephone:** 969-7732 **Organization:** [REDACTED]

COMPLAINT AGAINST / INQUIRY OF

STATUS

Status: CLOSED **Date Opened:** 7/22/2013 **Date Closed:** 7/22/2013
AIG Contacted **AIG Contacted** **AIG Contacted**
Last Name: [REDACTED] **First Name:** [REDACTED] **Middle Init:** [REDACTED]
Lead AIG **Lead AIG** **Lead AIG**
Last Name: [REDACTED] **First Name:** [REDACTED] **Middle Init:** [REDACTED]

Comments:

FINAL DISPOSITION

Contact Outcome: REFERRED **Proposed Recoupment Amount:** \$ **Final Recoupment Amount:** \$
Referred To: SECURITY **Management Referral Results:** N/A
Date Findings Sent to ER: **Date Response Received from ER:** [REDACTED]
Specific ER/Other Action Taken: [REDACTED]
Total # Referrals: 0 **Followup Req:** NO
Comments: [REDACTED]
Discrepant Hours **False/Inaccurate:** 0 **Out of Scope:** 0 **Total:** 0
Date Sent for Collection: **Date of Collection:** [REDACTED]

NOTES

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Note 1 Created: 7/22/2013 **Modified:** 7/24/2013

-----Original Message-----

From: [REDACTED]
Sent: Monday, July 22, 2013 12:02 PM
To: DL ighotline (ALIAS) D14
Cc: [REDACTED]
Subject: IG Hotline Submission, Fraud in the cafeteria

Classification: UNCLASSIFIED // ~~FOR OFFICIAL USE ONLY~~

Name: [REDACTED]
SID: [REDACTED]
Organization: [REDACTED]

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Message: I think I witnessed a cashier in OPS2 stealing at lunch today. The man in front of me ordered a meal from Manchu Wok and she told him the total was \$6.04 but she had the pennies. He handed her \$6.00. She looked around the cafeteria a few times and then put the money in the drawer and didn't ring the item in. She then wrote a tally mark on a little receipt she had in front of the register (I think it made the

fourth mark). She then rang my item up and I paid with credit card.

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Classification: UNCLASSIFIED

I contacted [redacted] and requested her permission to release her name to ADS&CI in case they needed additional information. [redacted] agreed and also provided additional information that included the employee's first name, [redacted]

An case referral was sent to [redacted] providing the details of [redacted] complaint. Contact Closed with no further action.

Note 2 Created: 7/23/2013 Modified: 7/24/2013

23 Jul 13: Case Reviewed. [redacted]

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DYNAMIC PAGE - HIGHEST POSSIBLE CLASSIFICATION IS

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8/4/2014

DYNAMIC PAGE - HIGHEST POSSIBLE CLASSIFICATION IS

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IG _____
D/IG _____
SAIG _____

IGMIS : EDIT Contact

CO-14-0109

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

GENERAL INFORMATION

Title:	Sodexo charging tax in excess of state rate	Cross Ref.:	Fiscal/Action Year: 2014
Brief Desc.:	Employee claims Sodexo is charging 6.13% state tax instead of the MD state tax rate of 6.00%	Civil Liberties:	N
Threat Audit:	N	Senior:	N
D11:	N	D13:	N
Category 1:	Contracting and Procurement		
Category 2:	Administration		
Category 3:	Other		

CONTACT SOURCE INFORMATION

Anonymous:	YES	Source: INTERNAL HOTLINE	Conf. Status: IN EFFECT	
Contact Last Name:		Contact First Name:	Contact M.I.:	DoD Hotline No.:
Grade:		Job Title:	Telephone:	Organization:

COMPLAINT AGAINST / INQUIRY OF

1. Last Name: First Name: M.I.: SSN: Emp. ID:
Grade: Job Title: Telephone: Org/Function:
Location: NSAW Affiliation: CON Contractor: SODEXHO

STATUS

Status: AIG Contacted Last Name: Lead AIG Last Name:	<div>CLOSED</div> <div></div>	Date Opened: AIG Contacted First Name: Lead AIG First Name:	<div>11/18/2013</div> <div></div>	Date Closed: AIG Contacted Middle Init: Lead AIG Middle Init:	<div>1/9/2014</div> <div></div>
Comments: 11/18/13 - Under review. Will request response from LL3 for response. 11/18/13 - 12/04/13 Multiple emails exchanged between Hotline and Dep Chief LL3, in effort to obtain information					

FINAL DISPOSITION

Contact Outcome:	UNSUBSTANTIATED	Proposed Recoupment Amount: \$	Final Recoupment Amount: \$
Referred To:	N/A	Management Referral Results:	N/A
Date Findings Sent to ER:		Date Response Received from ER:	
Specific ER/Other Action Taken:			
Total # Referrals: 0	Followup Req: NO		
Comments:			
Discrepant Hours	False/Inaccurate: 0	Out of Scope: 0	Total: 0
Date Sent for Collection:	Date of Collection:		

NOTES

NOTICE: The following entries are a chronological account of activity related to this contact. The entries may be a personal record of actions taken or a downloaded copy of an email pertaining to this contact. To reduce storage space and improve readability, portions of the e-mails may have been abbreviated and redundant copies of e-mails removed. No information relevant to the issue has been removed.

Note 1 Created: 11/18/2013 Modified: 1/9/2014

From: anonymous@nsa.ic.gov [mailto:anonymous@nsa.ic.gov]
Sent: Friday, November 15, 2013 12:14 PM

8/4/2014

To: DL ighotline
(ALIAS) D14
Cc: anonymous@nsa.ic.gov
Subject: IG Hotline Submission, Improper Tax Rate Charged by Sodhexo

Classification: UNCLASSIFIED

SID: anonymous

Message: Over the course of the past week, Sodhexo has consistently charged me 6.13% tax at the cafeteria when the MD State Tax rate is 6%. The per-customer increase could amount to a lot of money given the customer frequency

Classification: UNCLASSIFIED //

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Note 2 Created: 12/5/2013 Modified: 1/9/2014

11/18/13 - Sent [redacted] Dep LL3 email, notifying him of complaint that SODEXHO is charging 6.13% state sales tax instead of 6%. [redacted]

Note 3 Created: 12/5/2013 Modified: 1/9/2014

11/18/13 - [redacted] responded asking for more specific information, and to advised that since SODEXHO register system is so old it would take a long time to search every register in every cafeteria. - [redacted]

Note 4 Created: 12/5/2013 Modified: 1/9/2014

11/19/13 - Offered LL3 a compromise. Asked him to provide approx 10" strips of register receipts from each register in the Big 4 FANX and R&E cafeteria. Asked for 6 Dec 13 suspense. - [redacted]

Note 5 Created: 12/5/2013 Modified: 1/9/2014

11/26/13 - Sent f/u email asking if compromise suggestion was doable, since he did not respond to my 11/19/13 email. [redacted]

Note 6 Created: 12/5/2013 Modified: 1/9/2014

11/26/13 - Per [redacted] info will be available by Monday, 12/02/13. [redacted]

8/4/2014

Note 7 Created: 12/5/2013 Modified: 1/9/2014

12/04/13 - Email sent to [REDACTED] to advise receipts were not received on Monday as he indicated. - [REDACTED]

Note 8 Created: 12/5/2013 Modified: 1/9/2014

12/04/13 - [REDACTED] advised SODEXH. informed them they need answers from American Register before they could provide the correct answer. That meeting was scheduled for 12/04/13. Acknowledged receipt or [REDACTED] update. - [REDACTED]

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Note 9 Created: 1/9/2014 Modified: 1/9/2014

12/04/13 - Met with SODEXHO reps, Meagan Sears, and Nancy Jones in their OPS1 cafeteria spaces. They provided information regarding how the registers compute MD state tax, and the process the cashiers have to go through to complete an accurate transaction. Chief LL3, [REDACTED] met briefly with me after our meeting. Based on information provided it appears this question of the state tax rate being applied by Agency cafeteria's will be a non-issue based on the information received. Attached in the contact file is the Maryland State Sales and Use Tax chart which is used to calculate the 6% sales tax. Since the chart provides for a range 16 cents on a taxable sale, the % of tax applied will not always equate to a 6% charge. (E.G. a sale between \$2.01 and \$2.16 will result in small fractions to variance from the 6% rate. The complainant notes their tax charged on their cafeteria bill equalled 6.15 %, which would be typical difference for charge a customer incurs when using a tax charge that allows for a 16 cent difference that charges 6% for all charges within that 16 cent range. - [REDACTED]

Note 10 Created: 1/9/2014 Modified: 1/9/2014

12/16/14 - Follow on email exchanges and phone calls to work through the Maryland state tax issues were addressed in emails/calls this date. Based on information provided it's clear SODEXHO's process is consistent with standard operating procedures. - [REDACTED]

Note 11 Created: 1/9/2014 Modified: 1/9/2014

1/09/14 - Emails from Ms. Sears and Bruce McClellan, American POS Service Manager, responsible for maintaining SODEXHO register system, are filed in the Contact file. Email sent to Chief/Dep Chief LL3 to confirm for them that the OIG considers this matter closed. No additional IG action required. - [REDACTED]

Return to Edit CO-14-0109

8/4/2014

DYNAMIC PAGE - HIGHEST POSSIBLE CLASSIFICATION IS
~~TOP SECRET//SI//NF//NOFORN//REL TO USA, U.S. CIV. SERV.//NF//NOFORN~~

(b) (3) -P.L. 86-36

8/4/2014

From: anonymous@nsa.ic.gov
To: [DL_ighotline \(ALIAS\) D14](#)
Cc: anonymous@nsa.ic.gov
Subject: IG Hotline Submission, Improper Tax Rate Charged by Sodhexo
Date: Friday, November 15, 2013 12:14:22 PM

Classification: UNCLASSIFIED ~~// FOR OFFICIAL USE ONLY~~

SID: anonymous

Message: Over the course of the past week, Sodhexo has consistently charged me 6.13% tax at the cafeteria when the MD State Tax rate is 6%. The per-customer increase could amount to a lot of money given the customer frequency

Classification: UNCLASSIFIED ~~// FOR OFFICIAL USE ONLY~~

I have been told that they are meeting with them today. I should have the info shortly

[Redacted]

(U//FOUO)

[Redacted]

D/Chief - LL3 - Employee Morale and Welfare
963-8661

[Redacted]

From: [Redacted]
Sent: Wednesday, December 04, 2013 10:35 AM
To: [Redacted]
Cc: [Redacted]
Subject: RE: (U) Information Received from the OIG Hotline

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

Good Morning. Unless it slipped by me somewhere, I haven't received the information from Sodexo yet? Do you know if they have sent it?

[Redacted]

Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
Suite 6247
963-2263 [Redacted]

(b) (3) - P.L. 86-36

From: [Redacted]
Sent: Tuesday, November 26, 2013 12:33 PM
To: [Redacted]
Subject: RE: (U) Information Received from the OIG Hotline

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

Sodexo will have this info for you on Monday

Ed

(U//FOUO)

[Redacted]

D/Chief - LL3 - Employee Morale and Welfare
963-8661

[redacted]
From: [redacted]
Sent: Tuesday, November 26, 2013 11:17 AM
To: [redacted]
Subject: RE: (U) Information Received from the OIG Hotline

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[redacted]
Ref my email below. Is my compromise suggestion doable for you? Didn't hear back from you, so I assumed it was. Just checking to make sure, so I could stay on top of this. Understand suspense date for this action isn't for another week.

[redacted]
Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
[redacted] Suite 6247
963-2263, [redacted]

From: [redacted]
Sent: Tuesday, November 19, 2013 7:02 AM
To: [redacted]
Subject: RE: (U) Information Received from the OIG Hotline

(b) (3) - P.L. 86-36

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

Good Morning, [redacted]

How about a compromise. Could you pull random receipts (length of 10" or so - whatever is manageable - but would provide enough info to make some analysis) from each register in the Big 4 cafeterias, FANX, and R&E, and then send them up to us for our review? Unfortunately, since the complaint was anonymous, and was very sort on details, I don't have any more information than you on what this complainant was referencing.

Would that be more manageable, and could you have that back to me by 6 December 13?

I appreciate your help with this -

[redacted]
Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
[redacted] Suite 6247
963-2263, [redacted]

From: [redacted]
Sent: Monday, November 18, 2013 10:19 AM
To: [redacted]
Subject: RE: (U) Information Received from the OIG Hotline

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[Redacted]

Do you have any further information. We need to know which cafeteria this was happening in.

Due to the old register system Sodexo has, it would take weeks to go through every line item in every cafeteria to see if it is one item that got entered wrong, or multiple items.

[Redacted]

(b) (3) - P.L. 86-36

(U//FOUO)

[Redacted]
D/Chief - LL3 - Employee Morale and Welfare
963-8661

[Redacted]

From: [Redacted]
Sent: Monday, November 18, 2013 8:59 AM
To: [Redacted]
Subject: (U) Information Received from the OIG Hotline

Classification: UNCLASSIFIED

Good Morning -

The NSA IG Hotline received an anonymous complaint from an NSA affiliate claiming that they are consistently being charged 6.13% in sales tax in the cafeteria, vice the established 6% MD state tax rate. The IG's office has no further information regarding this claim, but the complainant points out that this could amount to a significant amount of money considering the volume of customers. I can't attest to the accuracy of this claim, so any information you have would be appreciated. Request your response via email to the undersigned, by Friday, 22 November 2013.

Thank you.

[Redacted]
Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
[Redacted] Suite 6247
963-2263, [Redacted]

Classification: UNCLASSIFIED

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: (U) Information Received from the QIG Hotline
Date: Thursday, December 12, 2013 8:26:38 AM

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[REDACTED]
As follow up to my email response below – why can't SODEXHO send me the receipts in the meantime? It's disconcerting that they could not answer this question quickly.

[REDACTED]
Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
[REDACTED] Suite 6247
963-2263, [REDACTED]

From: [REDACTED]
Sent: Wednesday, December 04, 2013 12:09 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: (U) Information Received from the QIG Hotline

(b) (3) - P.L. 86-36

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

Ok, thanks [REDACTED] Will look for it sometime soon.

[REDACTED]
Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
[REDACTED] Suite 6247
963-2263, [REDACTED]

From: [REDACTED]
Sent: Wednesday, December 04, 2013 11:35 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: (U) Information Received from the QIG Hotline

Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

[REDACTED]
SODEXO has not provided me with the info yet. They did tell me that they had some questions that
They needed answered by American Register before they could provide the correct answer.

I have been told that they are meeting with them today. I should have the info shortly

[Redacted]

(U//FOUO)

[Redacted]

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963-8661

[Redacted]

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Suite 6247
963-2263 [Redacted]

(b) (3) - P.L. 86-36

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Classification: UNCLASSIFIED//~~FOR OFFICIAL USE ONLY~~

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(U//FOUO)

[Redacted]

D/Chief - LL3 - Employee Morale and Welfare
963-8661

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[redacted] Suite 6247
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[Redacted]

(b) (3) - P.L. 86-36

(U//FOUO)

[Redacted]

D/Chief - LL3 - Employee Morale and Welfare
963-8661

[Redacted]

From: [Redacted]
Sent: Monday, November 18, 2013 8:59 AM
To: [Redacted]
Subject: (U) Information Received from the OIG Hotline

Classification: UNCLASSIFIED

Good Morning -

The NSA IG Hotline received an anonymous complaint from an NSA affiliate claiming that they are consistently being charged 6.13% in sales tax in the cafeteria, vice the established 6% MD state tax rate. The IG's office has no further information regarding this claim, but the complainant points out that this could amount to a significant amount of money considering the volume of customers. I can't attest to the accuracy of this claim, so any information you have would be appreciated. Request your response via email to the undersigned, by Friday, 22 November 2013.

Thank you.

[Redacted]

Senior Investigator/Hotline Manager
NSA OIG, Office of Investigations, D14
Suite 6247
963-2263, [Redacted]

Classification: UNCLASSIFIED