



Office of the Chief
Records Officer for the
U.S. Government

Sent Via Email. No Hard Copy to Follow.

December 08, 2025

Edward Green
Agency Records Officer
Social Security Administration (SSA)
6401 Security Blvd
RMB 2202
Baltimore, MD 21235

Dear Mr. Green:

The National Archives and Records Administration (NARA) acknowledges receipt of the Social Security Administration's (SSA) report regarding the unauthorized disposition of Freedom of Information Act (FOIA) request records affected by OPEXUS' FOIAxpress February 18, 2025 system outage and data loss incident.

According to the report, a total of 38 FOIA requests were deleted during the incident. The FOIA requests were stored in two environments, FOIAxpress and the Public Access Link (PAL) and these records are maintained by SSA's contractor OPEXUS.

NARA understands that no data stored in FOIAxpress was affected. However, a total of 38 requests submitted in PAL and the National FOIA portal were deleted. To salvage the records, OPEXUS' technical team cross referenced data in FOIAxpress with PAL and by March 2025, the agency was able to recover all deleted requests. To prevent future loss of records, OPEXUS has stated there is no continuing threat to any records stored. FOIAxpress is currently undergoing its annual full control audit and OPEXUS advised they have improved their onboarding and offboarding processes. Furthermore, OPEXUS will be improving their logging and reporting requirements, and, if their customers start to require a shorter backup recovery period, rather than the current contractual 24-hour period, they would consider that.

Based on this information, the reporting requirements of 36 CFR 1230.14 have been met and NARA considers this matter closed. I appreciate your attention to this matter. If you have any questions or wish to discuss this further, please contact the Records Management Oversight and Reporting Program by email at UnauthorizedDisposition@nara.gov.

Sincerely,

A handwritten signature in black ink that reads "William Fischer". The signature is fluid and cursive, with "William" on the first line and "Fischer" on the second line.

WILLIAM FISCHER
Chief Records Officer
for the U.S. Government (Acting)