



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

***Sent Via Email. No Hard Copy to Follow.***

December 08, 2025

Debbie Rickard  
Agency Records Officer  
Pension Board Guaranty Corporation  
Suite 340  
1200 K Street NW  
Washington, DC 20005-4026

Dear Ms. Rickard:

The National Archives and Records Administration (NARA) acknowledges receipt of the Pension Board Guaranty Corporation's (PBGC) report regarding the unauthorized disposition of one box of Pension Plan Sponsor records.

According to the report, the records were lost in transit from the Office of Benefits Administration (OBA) to the plan sponsor office. The date range of the records is unknown. The records were part of a set of 18 boxes that were delivered to a United Parcel Service (UPS) facility for shipment. Only 17 of the boxes were scanned into UPS' tracking system at the facility. The reason why the 18th box was not scanned is unknown. The boxes were not palletized and no inventory accompanied the records. The loss of records was attributed to a failure to follow the Records and Information Management (RIM) Program's guidance regarding the packing and shipment of records.

NARA understands that in an effort to recover the records, PBGC submitted a ticket to UPS but since the box was not scanned, the records could not be located. Additionally, since the box was not inventoried, the contents were unknown and it was not possible to reconstruct/salvage the records. To prevent future loss of records, PBGC's RIM Program re-emphasized its procedures for packing and shipping analog records to include placing an inventory in each box and palletizing and shrink wrapping each shipment. Furthermore, since the records could potentially contain Personally Identifiable Information (PII), the ARO and the Chief Privacy Officer will commence discussions to modernize the process to maintain and disseminate these records electronically.

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](mailto:UnauthorizedDisposition@nara.gov).

Sincerely,

A handwritten signature in black ink that reads "William Fischer". The script is cursive and fluid, with the first name and last name clearly distinguishable.

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