



2025 ANNUAL REPORT

250th

Anniversary Issue

250 years of service: Honoring our legacy, inspiring our future



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MESSAGE FROM THE CHIEF

250 years of service



When the Second Continental Congress met to discuss breaking from Great Britain and forming a new and independent United States of America, one of their first orders of business was establishing a postal service to maintain the connections among the former colonies. They did so on July 26, 1775 — almost a full year before officially declaring independence — unanimously electing Benjamin Franklin as the first Postmaster General.

Franklin quickly appointed William Goddard as the first Post Road Surveyor to oversee the security of postal routes, inspect the operations and accounts of the many Post Offices, and ensure the sanctity of the U.S. Mail.

Two-and-a-half centuries later, the U.S. Postal Inspection Service continues the work our country's founders began. Today, postal inspectors, Postal Police officers, and professional, technical, and administrative personnel serve the nation proudly through our unique and vital mission: to support and protect the U.S. Postal Service and its employees, infrastructure, and customers; to enforce the laws that defend the nation's mail system from illegal or dangerous use; and to ensure public trust in the mail.

This Annual Report of Investigations details the many accomplishments of our agency during fiscal year 2025 and the progress we're making to address challenges to the Postal Service. These pages give an overview of the crucial role we play in the 21st century.

Additionally, on this major anniversary of our agency, this report pays tribute to our 250 years of service to the American public. Throughout these pages, you will find several "Postcards from the Past," as well as a condensed timeline outlining significant events in Postal Inspection Service history.

As those stories from our past show — and our more recent successes will affirm — our ultimate priority has always been to ensure the nation's mail system is safe for the customers who rely on it and, especially, the employees who keep it running. That is why the first mission priority in our 2025-2027 Strategic Plan is to keep Postal Service employees safe and ensure they return home in the same condition they arrived for work.

Between 2020 and 2023, the Postal Service experienced a sharp increase in robberies of letter carriers, accompanied by a 139% increase in reports of high-volume mail theft. To counter these threats, we teamed with the Postal Service's Retail and Delivery Operations to launch Project Safe Delivery in May 2023. Since then, we have seen a steady decline in letter carrier robberies, with an overall 57% decrease by the end of fiscal year 2025.

Key to Project Safe Delivery is our mail theft and violent-crime surge strategy. We conducted nine surge operations in fiscal year 2025 in cities experiencing high levels of mail-related crime, making dozens of arrests, recovering thousands of stolen mailpieces, and educating Postal Service employees and the public on how they can prevent mail-related crime and report it to postal inspectors.

We also increased our efforts to keep illicit drugs, firearms, and other dangerous items out of the mailstream. In fiscal year 2025, we conducted 5,073 drug seizures, confiscating more than 19,300 pounds of narcotics, including almost 3,000 pounds of deadly synthetic opioids like fentanyl.

Working with the U.S. Department of Justice, we also target and dismantle drug trafficking organizations operating within the U.S., even those directed by international criminal enterprises like the Sinaloa Drug Cartel. Across all our drug-related investigations this fiscal year, we arrested 2,033 suspects for crimes involving drug trafficking through the mail.

Another top priority for the Postal Inspection Service is protecting USPS employees, customers, and infrastructure from hidden dangers in the mailstream, such as caustic chemicals, flammable items, and other hazardous materials. We educate Postal Service employees and mailers on what can and cannot be safely mailed, preventing potentially harmful spills and accidents from occurring within the mail system.

The Postal Inspection Service also remains focused on protecting the American public from fraudsters who use the U.S. Mail to commit their schemes, particularly those who prey on America's most vulnerable, such as retirees or those on limited incomes. Our prevention messaging educates potential victims on common scams that promise fake lottery winnings or unreasonably discounted merchandise, and our postal inspectors identify, investigate, and arrest the perpetrators. In fiscal year 2025, we arrested 428 suspects for crimes related to mail fraud.

One of the biggest frauds occurring this fiscal year, however, is fraud against the Postal Service itself. More and more, criminals are using counterfeit postage on items shipped through the U.S. Mail. In fiscal year 2025, use of counterfeit labels and stamps increased sharply, leading to an estimated \$1.3 billion in revenue losses to USPS.

In a time when the Postal Service is navigating significant financial challenges to its bottom line, no loss of revenue can be tolerated. But a preventable loss of over \$1 billion threatens our sustainability and the future of this time-honored American institution.

We opened more and larger criminal investigations involving revenue loss this fiscal

year than in any year before. We also seized over 22 million counterfeit postage stamps, conducted 1,064 mail reviews, and arrested 31 suspects for crimes that cheat USPS out of revenue.

Our aim for the future is to increase our resources and our efforts toward investigating revenue-related fraud — and all mail-related crimes — to keep the U.S. Postal Service as safe, reliable, and self-sustaining as the American public deserves. And we are on our way to that goal. In fiscal year 2025, we recruited and hired 142 new postal inspectors, 37 Postal Police officers, and 95 professional, technical, and administrative personnel whose specialized skills provide critical support to our day-to-day operations.

For 250 years, the U.S. Postal Service has served at the center of American government, commerce, and culture. Today, the mail remains essential to our nation's infrastructure by connecting America's rural and urban communities, small and large businesses, and people of all ages, races, and creeds.

On behalf of the dedicated men and women of the U.S. Postal Inspection Service, I am proud to present this special 250-Year Anniversary Annual Report. We are deeply honored by our centuries-long service and law enforcement legacy. We are motivated by our mission and inspired by our promising future. And we are committed to ensuring the Postal Service continues its vital service to America for the next 250 years.

Gary R. Barksdale
Chief Postal Inspector



UNITED STATES POSTAL INSPECTION SERVICE LEADERSHIP

LEADERSHIP DURING FISCAL YEAR 2025



**Gary R.
Barksdale**
Chief Postal Inspector



**RAFAEL
NUÑEZ**
Deputy Chief
Inspector
Western Field
Operations



**PATRICIA
MANZOLILLO**
Director
Business
Operations



**DOMINIQUE
GIROUX**
Acting Deputy
Chief Inspector
Eastern Field
Operations



**ROBERT B.
WEMYSS**
Deputy Chief
Inspector
Headquarters
— Criminal
Investigations



**LOUIS
DIRIENZO**
Deputy Chief
Inspector
Headquarters —
Security and Crime
Prevention



**STEVEN E.
SULTAN**
Acting
Chief Counsel
Office of Counsel



IMPACT POINTS

How We Serve: Fiscal Year 2025 Impact

We are the federal law enforcement and security arm of the U.S. Postal Service charged with preserving public trust in the U.S. Mail. We protect against criminal attacks on postal employees, customers, infrastructure, and the mail. We prevent mail-related crime by building public awareness. We enforce criminal laws, civil statutes, and postal policies.



Responded to 279 robberies, four homicides, and 4,969 assaults and threats.



Assessed more than **\$3 million in civil penalties** for improperly shipped hazardous materials.



Seized 1,369 kg of fentanyl (valued at \$30 million) from the mailstream.



Worked with 146 task force officers from state and local law enforcement to seize drugs from the mailstream and target fraudsters.



Seized 22.2 million counterfeit stamps and 10 websites selling counterfeit postage.



Processed 1.1 million items of evidence and 389 terabytes of data for more than 4,758 investigations through our forensic lab.



Trained 363 postal inspectors to investigate potentially dangerous substances and devices in the mail.



Responded to 5,255 reports of violent criminal activity affecting USPS employees, ranging from threats to assaults, robberies, suicides, and homicides.



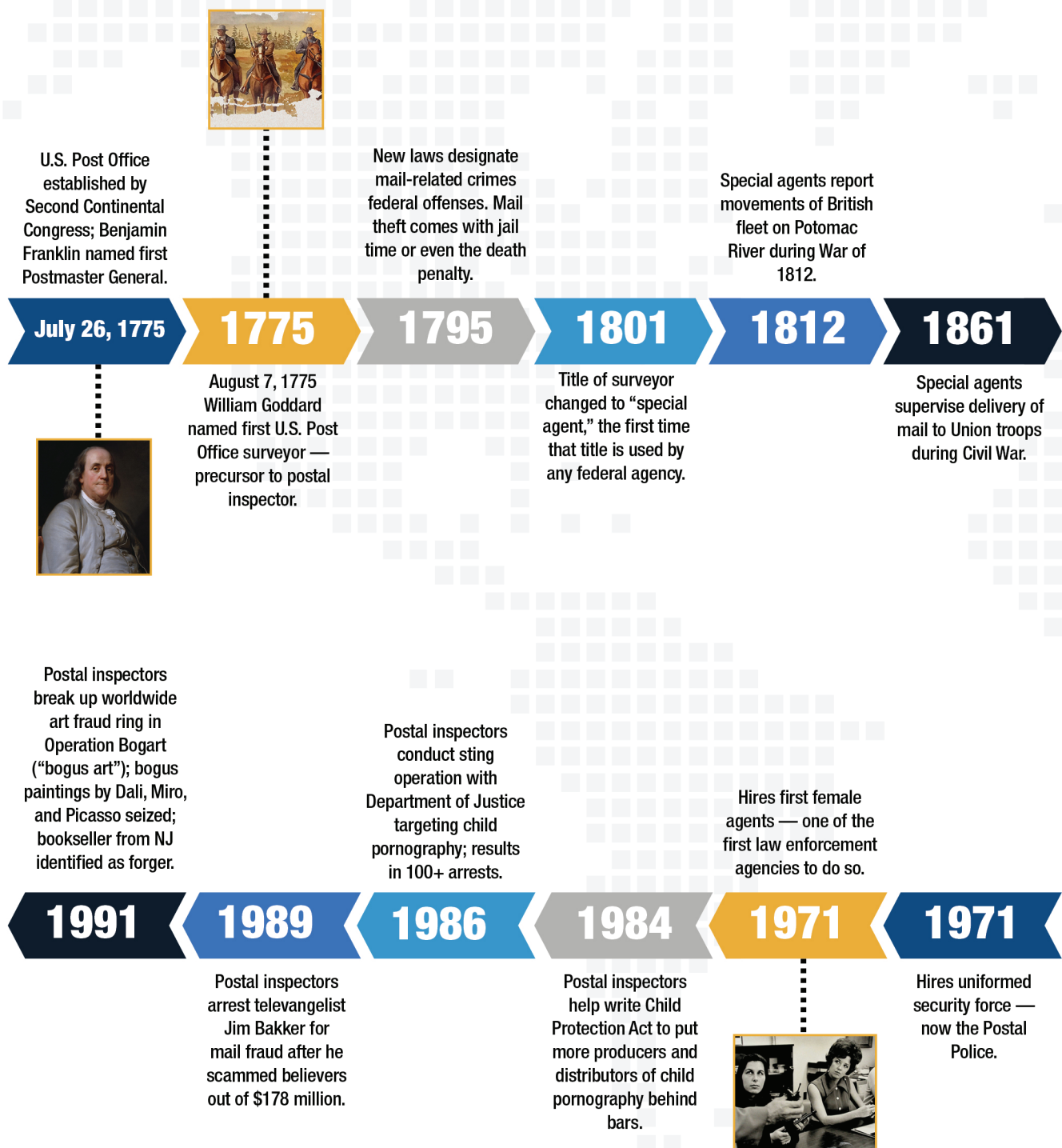
Responded to **2,311 incidents of potentially dangerous mailings** to protect Postal Service customers and businesses.

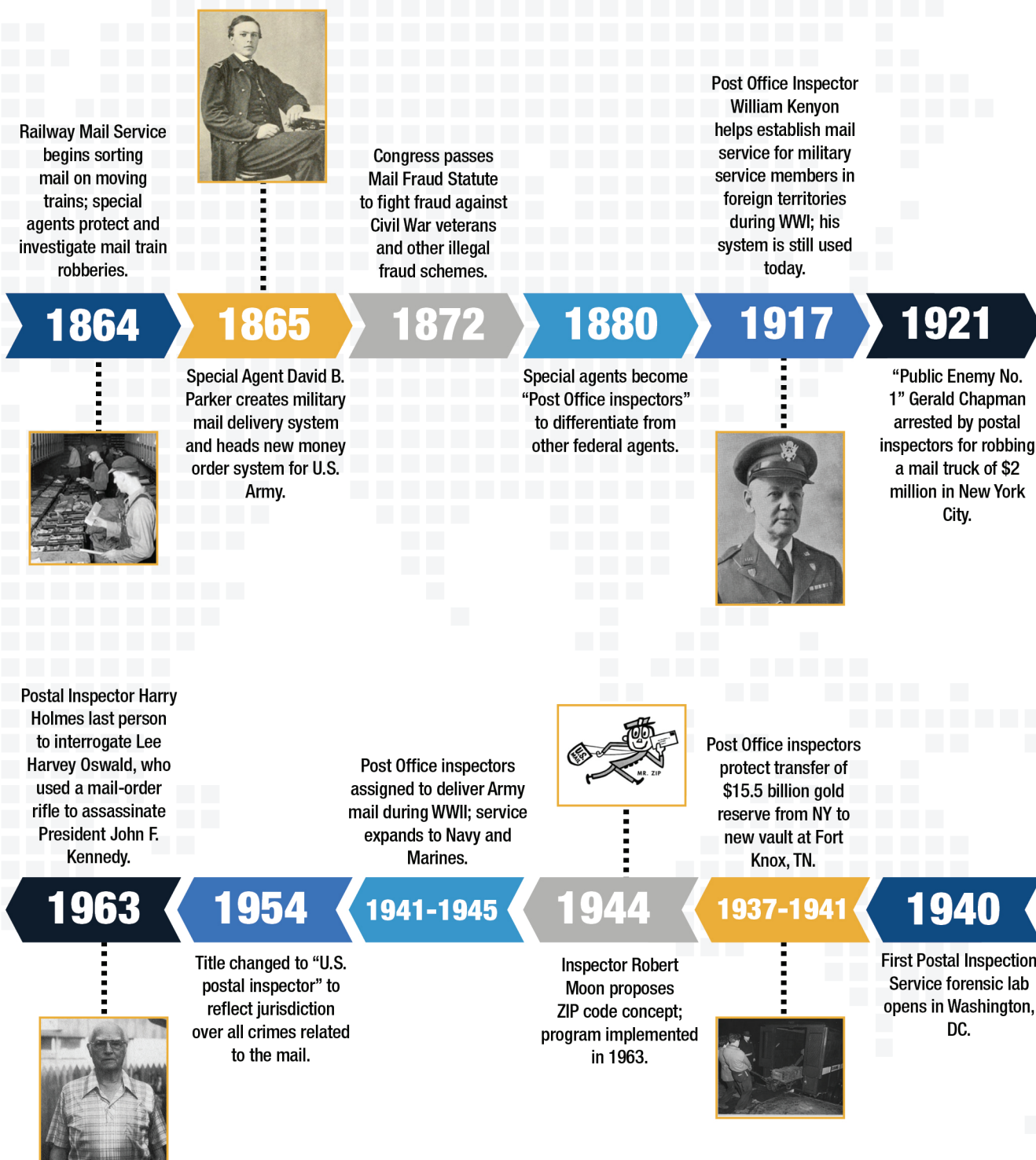


Returned \$3.3 million in restitution to victims of mail theft.

Media inquiries: ISMediaInquiries@uspis.gov
Congressional inquiries: ISCongressionalAffairs@uspis.gov
Report a crime: **877-876-2455** www.uspis.gov/report

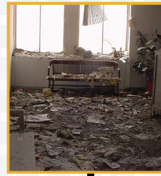
250 YEARS OF U.S. POSTAL INSPECTION SERVICE HISTORY





250 YEARS OF U.S. POSTAL INSPECTION SERVICE HISTORY

Ted Kaczynski identified as “The Unabomber” by handwriting and bomb debris analysis from Postal Inspection Service National Forensic Laboratory.



Allen Stanford sentenced to 110 years for masterminding a \$7 billion Ponzi scheme; postal inspectors investigated and arrested him.

Darknet vendor “Ghost831” identified by postal inspectors for advertising and selling oxycodone tablets far more potent than fentanyl; Ghost831 was sentenced to 13 years in prison.

1996

Sept. 11, 2001

2012

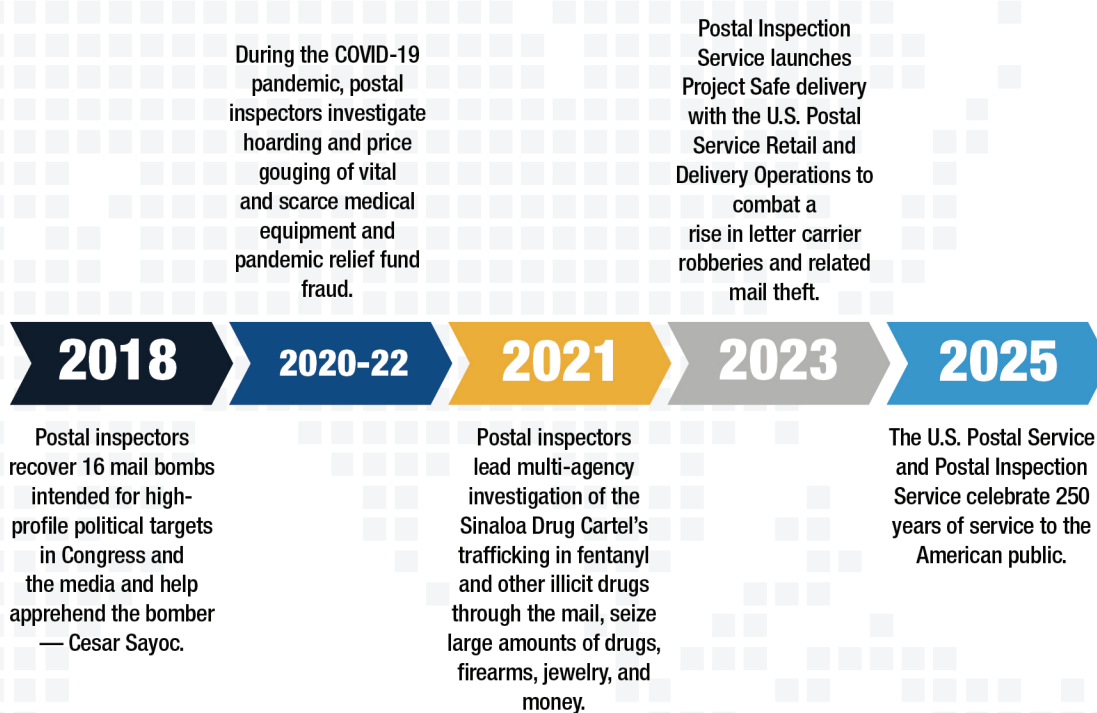
2017

2018

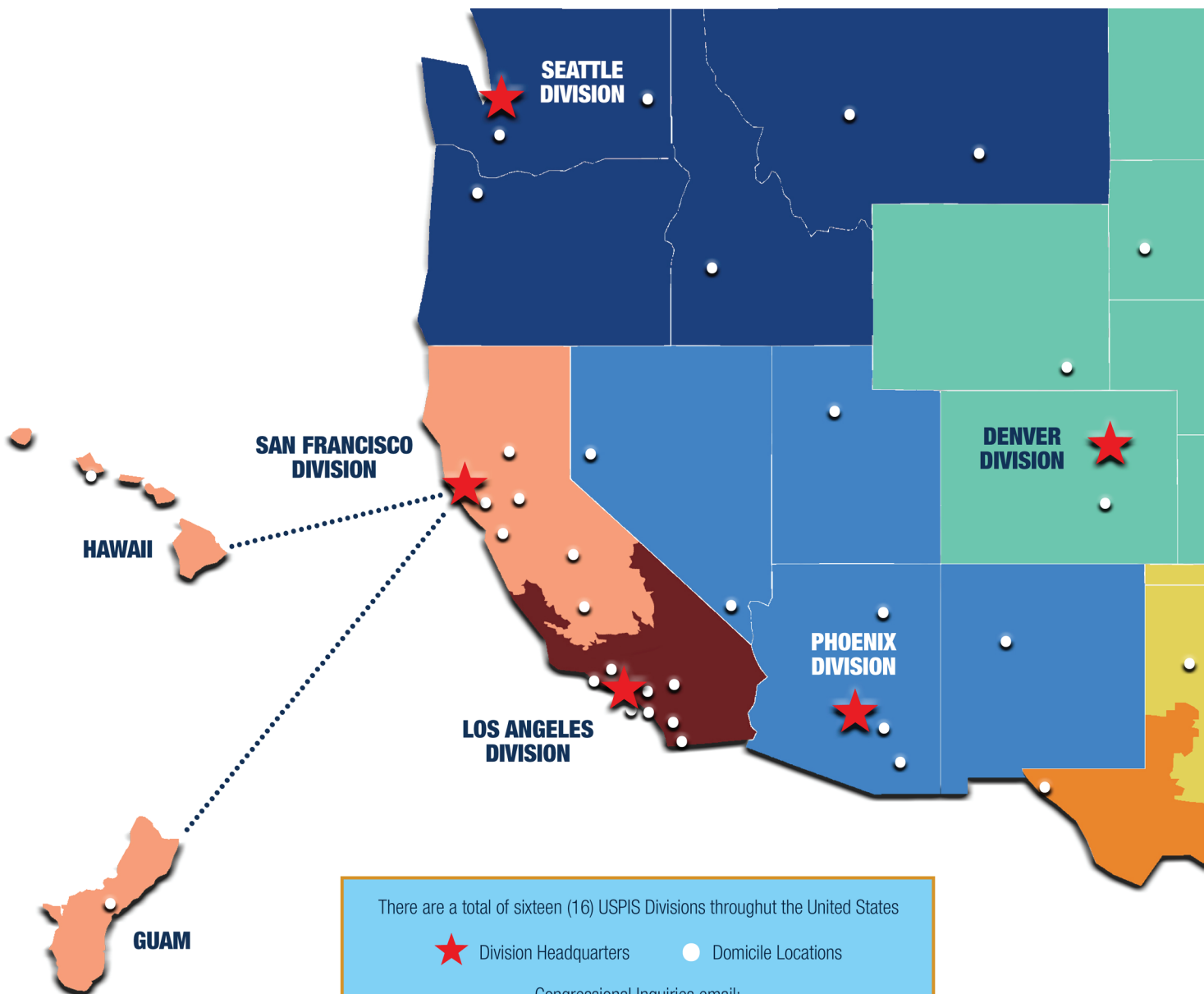
Postal inspectors and Postal Police officers among first law enforcement agents at World Trade Center to recover mail and bring people to safety.



Western Union and MoneyGram agree to return almost \$600 million to victims of fraudulent foreign lotteries, online dating, and advance fee scams after an investigation by postal inspectors and the Department of Justice.



UNITED STATES POSTAL DIVISION



There are a total of sixteen (16) USPS Divisions throughout the United States



Division Headquarters



Domicile Locations

Congressional Inquiries email:

ISCongressionalAffairs@uspis.gov

Media Inquiries email:

ISMediaInquiries@uspis.gov

File a Report:

uspis.gov/report or 1-877-876-2455

L INSPECTION SERVICE

ON MAP



A background image showing three police officers in tactical gear. The officer on the left is a Black man, the one in the center is an Asian man, and the one on the right is a white man. They are all wearing vests and holding equipment. The text "HOW WE SERVE" is overlaid in large white letters, flanked by two horizontal orange lines.

HOW WE SERVE

A background image showing three postal inspectors in uniform. On the left, a man with dark hair and a mustache. In the center, a woman with dark hair pulled back. On the right, a man with light hair. They are all wearing dark uniforms with "U.S. MAIL" patches. The image is dark and serves as a background for the text.

U.S. postal inspectors serve the American public by protecting one of the nation's most vital infrastructures — the U.S. Mail. That protection extends to the hundreds of millions of people and businesses across the nation who rely on the secure delivery of the mail.

Our investigations, physical security operations, and public awareness campaigns disrupt large criminal networks and protect vulnerable populations, particularly older Americans, veterans, and small businesses.

The first priority of postal inspectors is to ensure the safety of U.S. Postal Service employees — public servants who share

in the 250-year-old tradition of delivering the correspondence, transactions, and ideas that move our nation forward. Our continued service is to investigate and prevent crimes that exploit the mail and threaten public safety, including drug trafficking, counterfeit postage, financial and identity fraud schemes, and dangerous and hazardous materials.

PROTECTING POSTAL SERVICE EMPLOYEES

Safety First for our Workforce

Our first priority as postal inspectors is to keep Postal Service employees safe. Retail clerks, mail handlers, custodians, and city and rural letter carriers are frontline workers who provide a critical service to America's rural and urban communities as well as small and large businesses. In the unfortunate event that an employee becomes a victim of a violent crime, postal inspectors are relentless in investigating and arresting those responsible.



Project Safe Delivery

Beginning around 2020 and peaking in 2023, the Postal Service experienced a 139% increase in reports of high-volume mail theft. This significant escalation coincided with a sharp increase in robberies of letter carriers for their postal keys. Targeting letter carriers for their keys and stealing mail gives organized criminal groups the means to perpetrate financially motivated crimes like check fraud.

To address these threats to Postal Service employees, the Postal Service and the Postal Inspection Service together launched Project

Safe Delivery in 2023. Project Safe Delivery is the first enterprise-wide, comprehensive approach to address letter carrier safety and mail theft. Multiple departments within the Postal Service, including the Office of Chief Information Officer and the Office of Chief Retail and Delivery Officer, are working with the Postal Inspection Service to support this ongoing campaign.

In fiscal year 2025, postal inspectors conducted nine mail theft and violent-crime surge operations in areas throughout the country that have experienced high numbers of mail-related crime and carrier robberies. Each operation leveraged wide-ranging

POSTCARD



1923:

Postal inspectors catch infamous mail truck robbers and bombers after manhunt

One of the longest and most expensive manhunts in U.S. history followed a mail truck robbery in 1923, when the DeAutremont brothers — Roy, Ray, and Hugh — robbed a mail train in southern Oregon. Their inexperience with explosives led to the death of four people, including a mail clerk. Post Office inspectors caught up with the brothers in 1926. All were tried, convicted, and sentenced to life in prison for the robbery and the murders of a postal employee and three railway employees.

law enforcement partnerships with the U.S. Department of Justice (DOJ), the Postal Service Office of Inspector General, and local law enforcement. During these surge operations, postal inspectors made dozens of arrests and with the support of our professional, technical, and administrative personnel, conducted other court-authorized law enforcement and prevention activities as well as presentations to postal employees on employee safety and mail theft prevention.

IMPACT POINTS



Assaults:

**355 cases initiated.
223 arrests.
131 convictions.**



Burglaries:

**182 cases initiated.
62 arrests.
41 convictions.**



Security and crime prevention:

296 cases initiated.

CASE Extensive New Jersey Scheme Undone

A Philadelphia Division postal inspector's investigation into two separate robberies of letter carriers resulted in a conviction and a nine-year prison sentence in fiscal year 2025 for a serial robber of letter carriers.

In June 2023, the Postal Inspection Service began a criminal investigation into Dezhon McCrae for the robbery of a letter carrier in Bridgeton, NJ. McCrae was associated with "card cracking" schemes in which he obtained

stolen checks from the mail and then sold them on social media and dark web sites. A search warrant of McCrae's cellphone uncovered evidence of his role in a conspiracy to rob two letter carriers in Cumberland County, NJ, of their postal keys.

The first robbery occurred in Fairfield Township on June 13, 2023, when a masked assailant assaulted the letter carrier and successfully stole their postal key. The second robbery took place on

July 3, 2023, in Vineland. During the incident, a masked assailant attacked the letter carrier from behind, striking him and spraying him with bear repellent.

In March 2025, McCrae was convicted of possession of a stolen postal key, possession of stolen mail, bank fraud, aggravated identity theft, and the robbery of two letter carriers. He was sentenced to 111 months in federal prison and five years of supervised release.



SPOTLIGHT

Postal Police Officers

In 1970, the Postal Inspection Service created the Postal Security Force. Placed within the Inspection Service in 1971, and now known as the Postal Police, these armed, uniformed officers are deployed to protect postal employees, facilities, and the mailstream in 20 cities where postal infrastructure is designated as high risk for mail-related crime.

Postal Police officers provide security at more than 700 postal facilities, respond to burglar alarms at almost 600 stations, and are often the first to respond to emergencies, disruptions, and criminal activity reported at postal facilities



The Postal Inspection Service takes all reports of violent crime seriously and responds to every reported incident. In fiscal year 2025, postal inspectors responded to 5,255 reports of violent criminal activity ranging from threats to assaults, robberies, suicides, and homicides. Among those reports that postal inspectors responded to were 279 robberies, four homicides of on-duty USPS employees, and 4,969 assaults and threats.

In conjunction with mail theft surge operations, the Postal Inspection Service continues to work with the Postal Service to strengthen the physical security of the Postal Service delivery network in part by “hardening the targets” that criminals look to exploit. Robbers target letter carriers for “arrow keys,” which unlock arrow locks, an antiquated locking mechanism, to gain access to mail receptacles. To improve employee safety and mitigate risks from theft of postal keys, the Postal Service is upgrading to more physically and technologically improved secure blue collection boxes. The Postal Service installed more than 27,000 high-security collection boxes in FY 2025 to areas with significant security risks. These high-security boxes feature several cutting-edge features to prevent a variety

of mail theft methods, such as brute force attacks and “mail fishing.” Additionally, in a phase I rollout, the Postal Service installed more than 2,000 new electronic locks in FY 2025 that require multi-factor authentication – a strong deterrent for criminals targeting letter carriers for their keys.

The Postal Inspection Service is undertaking a robust educational campaign to combat mail theft and improve employee safety including stand-up talks to educate employees on safety, mail theft awareness and prevention, and arrow key security.

Postal inspectors will not tolerate any violent crime against Postal Service employees, regardless of the perpetrator’s motive.

Our methods and tactics of protecting employees, particularly letter carriers, are showing success.

In fiscal year 2025, letter carrier robberies decreased by 42% from the previous fiscal year and 54% since the launch of Project Safe Delivery.



SAFEGUARDING MAIL DELIVERY FOR COMMUNITIES AT HOME AND ABROAD

Arresting Criminals Who Steal the Mail

Enforcing the laws that protect the U.S. Mail from theft remains a high priority for the U.S. Postal Inspection Service. The American public expects their mail to arrive safe and intact. When criminals steal from the U.S. Mail, they violate the “sanctity of the seal” we have defended since the nation’s founding 250 years ago. We work tirelessly to identify these mail thieves and bring them to justice.

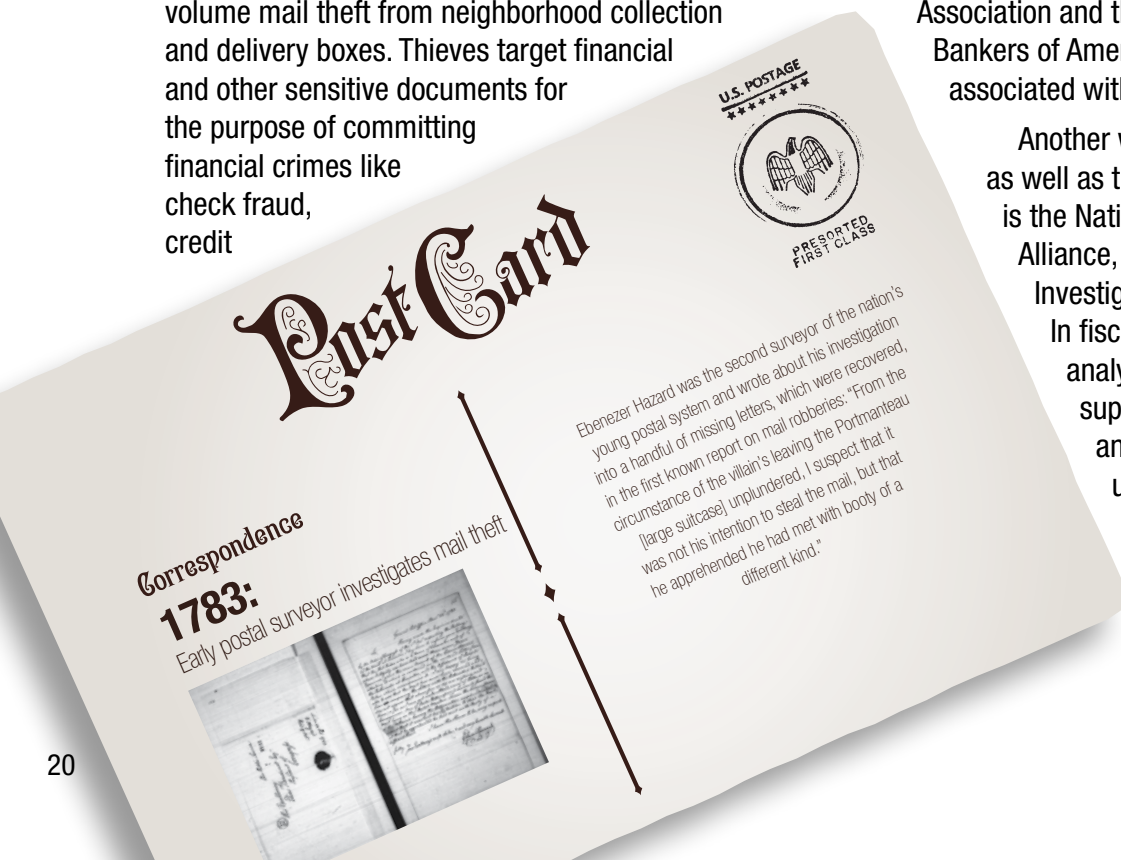
From 2020 to 2024, the Postal Service experienced a significant increase in mail theft, especially high-volume mail theft from neighborhood collection and delivery boxes. Thieves target financial and other sensitive documents for the purpose of committing financial crimes like check fraud, credit

card fraud, and identity theft.

Project Safe Delivery has made thousands of arrests for mail theft and letter carrier robberies. Project Safe Delivery also works to prevent theft through education and awareness of both the USPS workforce and the public. Our aim is to enlist postal employees and customers in our mission to stop mail theft before it occurs and to promptly report it to postal inspectors when it does. We have ongoing collaborations with industry partners like the American Bankers Association and the Independent Community Bankers of America to help prevent financial fraud associated with mail theft.

Another way of addressing mail theft as well as the online sale of stolen checks is the National Cyber Forensic Training Alliance, a partner of our Cyber and Investigative Technology (CIT) Group.

In fiscal year 2025, these entities analyzed over 248,600 checks to support the identification of criminals and detection of new tactics being used against the Postal Service. CIT also participated in various surge operations nationwide by conducting triage, coordinating with banks experiencing losses, and analyzing suspects.



IMPACT POINTS

Mail theft:

1,590 cases initiated.

1,500 arrests.

1,208 convictions.

CASE Mail Theft and Check Fraud in Nebraska

In January 2023, two armed men robbed a U.S. letter carrier in Omaha, NE, demanding his postal key. U.S. postal inspectors immediately began investigating, canvassing the area of the robbery and obtaining video surveillance footage that captured a black sedan following the letter carrier and leaving the area at a high speed just after the robbery, but no suspects were identified at the time.

Months later, a victim reported a check he mailed to the Internal Revenue Service (IRS) had been altered and cashed by an unknown person and was not received by the IRS. The victim had mailed another check to the Nebraska Department of Revenue, but it also did not arrive at its intended destination, though someone tried to cash it. Fortunately, the receiving bank flagged the check as potentially fraudulent and placed a stop payment on it.

The investigation into the bank fraud identified two addresses of interest in Omaha, which then revealed two possible suspects who were captured on surveillance

video cashing checks at ATMs. One of these suspects drove a black sedan.

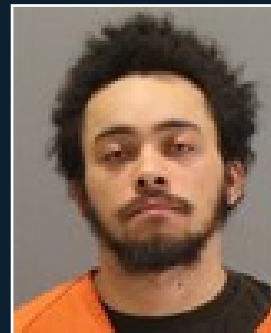
Ultimately, Jonathan Ayer and Ronnie Colvin III were identified as suspects in the armed robbery, the theft of the two checks, and the bank fraud. Through search warrants executed on their electronic devices, both were later located and arrested.

The investigation continued, revealing a third suspect, Brian Castillo, who operated as a “money mule” who had handled illegal transactions for Ayer and Colvin. Postal inspectors conducted a residential search warrant and arrested Castillo in August 2024.

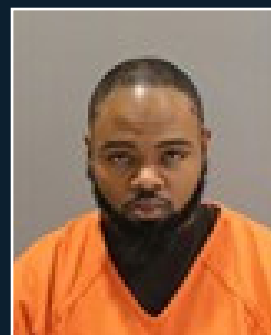
That search warrant yielded numerous USPS mailings and shipping supplies, check stock, \$405,000 in stolen checks, postal keys, and electronic devices containing over 30,000 check images totaling over \$160 million.

Castillo was sentenced to 120 months, followed by five years’ probation, the maximum in the plea agreement. He was also ordered to pay over \$1.8 million in restitution.

Ayer was sentenced to 60 months in federal prison, and Colvin was sentenced to 126 months in federal prison.



Jonathan Ayer



Ronnie Colvin III



Brian Castillo

Combating Drug Trafficking Through the Mail

The Postal Inspection Service also works tirelessly to protect postal employees, the American public, and the mailstream from dangerous and illegal contraband, especially illicit drugs and firearms. We aggressively investigate and dismantle drug trafficking organizations (DTOs) and utilize cutting-edge technology and intelligence to target and seize dangerous drugs within the nation's mail system. Through close partnerships with domestic and international law enforcement agencies, we combat the distribution of illegal contraband both in the U.S. Mail and the international postal system.

Our Contraband Interdiction and Investigations (CI2) Group leads this effort, leveraging innovative investigative methods, advanced analytical tools, and strategic partnerships both at home and

abroad to eliminate opioids, other illicit drugs, and their proceeds from the global mailstream. CI2's work supports the U.S. Postal Service's Strategy for Combatting Illicit Drugs in the Mail, as well as the whole-of-government approach envisioned by the White House's National Drug Control Strategy.

In fiscal year 2025, postal inspectors made 2,033 arrests involving drug trafficking, conducted 5,073 drug seizures totaling more than 19,300 pounds, and confiscated \$18,461,038 in illicit proceeds.

In fiscal year 2025, CI2 completed a technology enhancement project, installing 100 camera kits in high-risk post offices. The group also purchased 29 portable Raman spectrometer devices to replace old devices, as well as additional equipment to complement the spectrometers.

Access to this technology is critical for CI2 inspectors because, without it, they must rely on other agencies to test potentially dangerous substances or rely on contactless testing — and therefore inherently dangerous — when handling suspected opioids or precursor chemicals.

IMPACT POINTS



Narcotics:

2,108 cases initiated (area and general drug).

2,033 arrests.

5,073 seizures (cocaine, methamphetamine, opioids).

19,332 lbs seized.

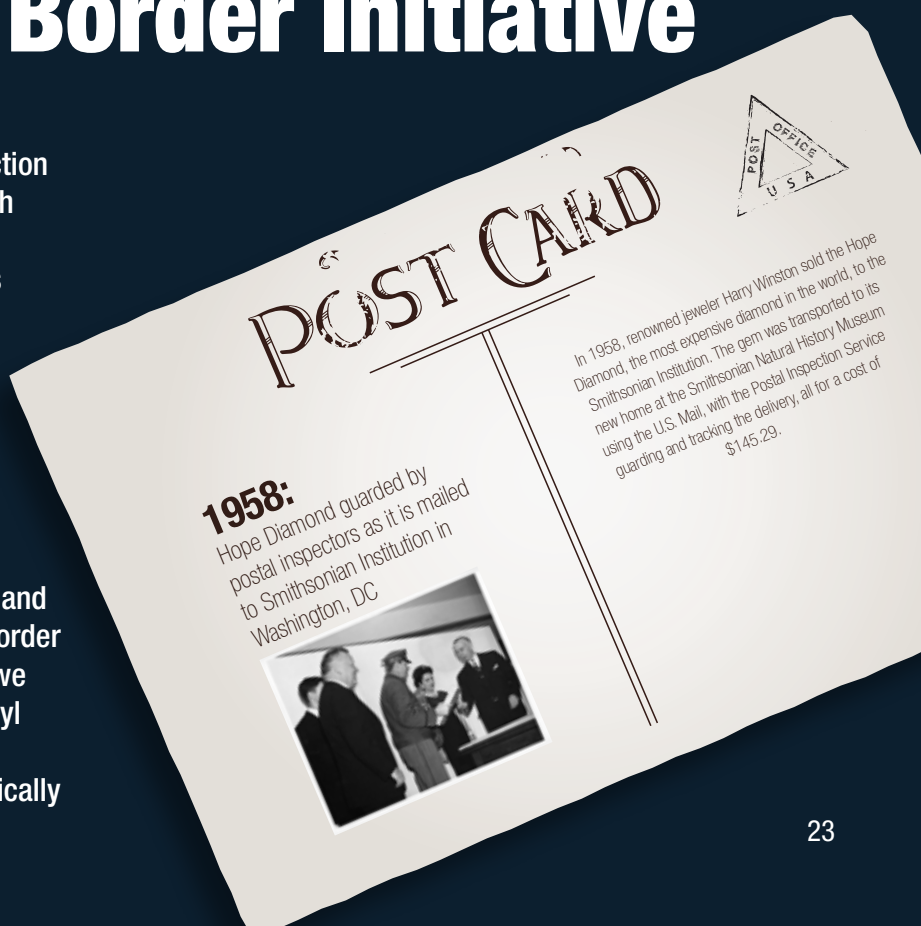
Street value of drugs seized is more than \$103 million.



CASE Operation Gatekeeper and the Southwest Border Initiative

In fiscal year 2025, the Contraband Interdiction and Investigations (CI2) Group collaborated with the Postal Inspection Service's Miami Division (San Juan CI2 Team) on a large-scale narcotics interdiction. This fourth iteration of Operation Gatekeeper, aimed at halting drug transports through the postal system into the U.S. via the Caribbean Corridor, included the seizure of 512 pounds of cocaine; more than 25 pounds of fentanyl; \$24,500 in illegal proceeds; and five arrests.

CI2 also collaborated with our Los Angeles and Phoenix Divisions to continue our Southwest Border Initiative (SWBI). In Phase V of SWBI this year, we witnessed a 15.38% decrease in overall fentanyl seizures over the same period last year. The amount of fentanyl pill seizures was also drastically reduced to only 29.5% of all fentanyl seized.



1958:

Hope Diamond guarded by postal inspectors as it is mailed to Smithsonian Institution in Washington, DC



In 1958, renowned jeweler Harry Winston sold the Hope Diamond, the most expensive diamond in the world, to the Smithsonian Institution. The gem was transported to its new home at the Smithsonian Natural History Museum using the U.S. Mail, with the Postal Inspection Service guarding and tracking the delivery, all for a cost of \$145.29.

CASE Postal Inspection Service Dismantles DTO Operating for Mexican Drug Cartel



In fiscal year 2025, the Postal Inspection Service joined the Department of Justice in a narcotics distribution investigation targeting members of the Sinaloa Drug Cartel.

In November 2021, the Postal Inspection Service identified several North Carolina addresses that were receiving packages suspected to contain drugs. From this lead, postal inspectors ultimately seized three kilograms of fentanyl in transit and identified separate drug trafficking organization (DTO) leaders in ten states. Inspectors determined that the large-scale DTOs were directed by the Sinaloa Drug Cartel, which was trafficking large quantities of drugs into the U.S.

Postal inspectors identified the source in Mexico and confirmed the DTO was smuggling fentanyl, methamphetamine, and cocaine through the San Ysidro (CA) Port of Entry. The DTO then moved the drugs to the greater Los Angeles area, where it was repackaged and

sent through the mail to multiple leaders operating in the U.S.

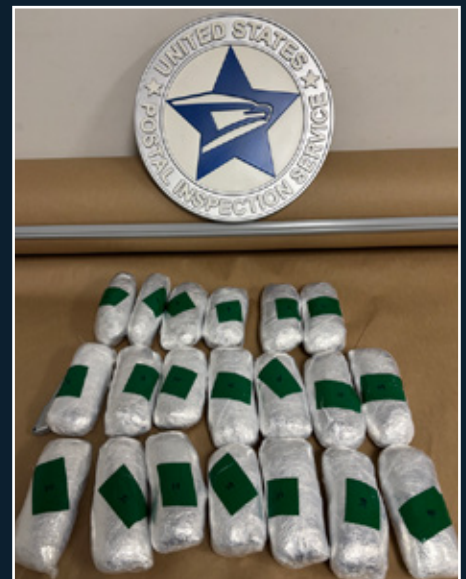
The DTO also utilized the U.S. Mail to launder their illicit proceeds and ship bulk U.S. currency back to California, where it was eventually smuggled back into Mexico.

Further surveillance by the investigative team in North Carolina identified secondary “stash” houses used by the various leaders. A search warrant executed at one such residence led to the seizure of over 17 pounds of fentanyl; approximately 20 pounds of methamphetamine; 10 firearms; and one light anti-tank weapon (LAW) rocket launcher.

Postal inspectors and Drug Enforcement Administration agents worked closely with the U.S. Marshals Service to coordinate more than 200 federal, state, and local law enforcement officers who arrested 25 initial defendants living in five states and seven jurisdictions on November 15, 2023. This was to prevent DTO members from warning each other

to flee the U.S. Defendants were charged with offenses related to conspiracy to distribute fentanyl, methamphetamine, and cocaine, and additional money laundering offenses.

Operation Three Feet Deep led to the seizure of 124 pounds of fentanyl; 83 pounds of methamphetamine; 48 pounds of cocaine; five pounds of heroin; 45 firearms; one LAW rocket launcher; \$183,480 in U.S. currency; and over \$70,000 in jewelry. Over 64 search





warrants were executed, and approximately 90 court orders and over 400 subpoenas were served. The lead defendant in North Carolina was sentenced to 24 years in prison.

Additional operations targeting the Sinaloa Cartel yielded similar results, with Operation Johnny Cuatro ending with the seizure of more than 68 pounds of fentanyl; 182 pounds of methamphetamine; and 28 pounds of cocaine. Thirty-eight defendants were arrested, with 34 pleading guilty, as of January 2026, and the remaining four are anticipated to enter guilty pleas.

Operation Dirty Mail yielded seizures of 966 pounds of fentanyl; 129 pounds of cocaine; 199 pounds of methamphetamine; and 19 suspects arrested.

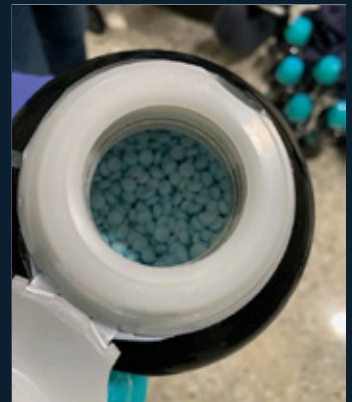


CASE One Parcel Helps Bring Down 29 Members of a Nationwide Drug Trafficking Ring



The tragic overdose of a young mother in Washington, DC, quickly evolved into an investigation involving multiple fatalities and a coordinated, multi-agency operation with the Drug Enforcement Administration (DEA), (Washington) Metropolitan Police Department, Charles County (MD) Sheriff's Office, and additional local partners. The investigation began when a national shipping service and a DEA officer each contacted a Postal Inspection Service task force officer with the Charles County Sheriff's Office regarding a parcel suspected of containing blue M30 fentanyl pills. The parcel was addressed to a residence in Waldorf, MD. Postal inspectors executed a residential search and seizure warrant at the address.

During the course of the investigation, the Postal Inspection Service helped uncover a drug trafficking ring that stretched from California to Washington, DC, and involved the sale of tens of thousands of the fentanyl pills. Postal inspectors seized more than 450,000 fentanyl-laced counterfeit oxycodone pills, 1.5kg of fentanyl powder, and 30 firearms. The investigation resulted in 29 defendants indicted across three related criminal cases. Of those defendants, 27 entered guilty pleas (with two additional Mexican cartel-affiliated traffickers pending extradition), and 26 were sentenced to mandatory minimum prison sentences of five to 10 years.



SPOTLIGHT

Task Force Officer Program



The Postal Inspection Service maintains a full-time Task Force Officer (TFO) Program that screens, trains, equips, and credentials state and local law enforcement officers to work alongside postal inspectors in investigating mail theft, mail fraud, violent crimes, and drug-related offenses affecting the security of the mail and the communities we serve. The TFO Program acts as a force multiplier by integrating the personnel, expertise, and resources of state and local

agencies with those of the Postal Inspection Service. This partnership strengthens each agency's investigative capabilities, enhances public safety, and ensures the integrity of the nation's mail system while delivering meaningful benefits to both participating agencies.

In fiscal year 2025, postal inspectors worked with 146 TFOs across all 16 Postal Inspection Service Divisions.

SPOTLIGHT

Forensic Laboratory Services

Our forensic lab specialists play a key role in identifying individuals and examining evidence in Postal Inspection Service cases. These experts continually support Postal Inspection Service investigations, including robberies of letter carriers, drug trafficking, mail theft, dangerous mail, and workplace violence. Operating from our National Forensic Laboratory in Dulles, VA, and at 18 digital evidence locations across the U.S., the expertise of our Forensic Laboratory Services (FLS) team is in constant demand. In fiscal year 2025, FLS examined more than 1.1 million items of evidence along with 389 terabytes of data and identified 2,726 individuals for Postal Inspection Service investigations.

In fiscal year 2025, experts in the program researched and helped implement cutting-edge scientific tools that both sharpened U.S. Postal Inspection Service investigative capabilities and improved safety for Postal Service employees, infrastructure, and customers.

In collaboration with our Contraband Interdictions and Investigations Group, FLS evaluated and tested testing strips for the screening of parcels and helped procure new portable instruments used to detect narcotics and their precursors. FLS produced online training and supported the rollout and implementation of fume hoods used to protect law enforcement agents from airborne hazards, such as fentanyl, when parcels are opened. And working with our Dangerous Mail Investigation Program, FLS helped acquire new equipment to detect biological agents at mobile mail screening sites when postal inspectors respond to incidents with hazardous substances.





Keeping the Mail Safe Around the World

Postal inspectors and the professional personnel who serve in our Global Security Program support investigations with an international nexus, administer the international travel security program for the Postal Inspection Service and Postal Service, and lead efforts to secure the global postal supply chain.

The U.S. Department of War recognizes the mail system is a direct link to soldiers' morale, which is why the Postal Inspection Service is proud to work with our military partners, including military investigative agencies and military mail operations, to keep the mail safe for America's service members. Global Security Program postal inspectors answered more than 130

requests for assistance on active investigations from our military investigative partners in fiscal year 2025.

Toward ensuring reliable delivery, postal inspectors work closely with our U.S. Air Forces in Europe Air Postal Squadron (USAFE) partners. The Postal Service and postal inspectors recognize that often, soldiers require both daily and tactical gear that contain nonmailable items, such as lithium batteries. The Inspection Service and USAFE together arrange for delivery of nonmailable items in an effort to make both everyday necessities and war-fighting items readily available for soldiers and their families.



In August, 2025, the Postal Inspection Service signed a memorandum of understanding with the Army Criminal Investigation Division and Army Postal Incident Management Command (IMCOM) to improve collaboration, coordination, and data sharing to better address mail theft and mail fraud, as well as contraband impacting military and diplomatic mail. This agreement further secures the military mail system by helping to better identify and prevent the flow of illicit narcotics and counterfeit merchandise from reaching Army soldiers and communities. Postal inspectors assisted USAFE and IMCOM to safely deliver hundreds of parcels deemed undeliverable in FY 2025.

With U.S. Customs and Border Protection and the U.S. Department of State, the Postal Inspection Service in fiscal year 2025 hosted a postal security training with officials from Mexico's Postal Service and National Customs Agency. The focus of this training was to help

Mexico achieve the Universal Postal Union Gold Security Standard for their international mail facilities to better target illicit drug trafficking through all three North American countries.

In fiscal year 2025, Postal Inspection Service screeners reviewed more than 275,100 customs declaration forms on parcels being shipped abroad, one way we help to enforce federal export laws. Screeners detected about 5 percent of parcels not in compliance and returned them to their mailers.

Other laws that the Postal Inspection Service enforces are those against illegal lottery mailings. In fiscal year 2025, screeners removed 56,047 illegal lottery solicitation letters pushing 749 different scams. Often these letters contain counterfeit checks or money orders. The interdicted solicitations contained counterfeit checks with a face value of almost \$91 million.



PROTECTING POSTAL SERVICE EMPLOYEES AND CUSTOMERS FROM HAZARDOUS MATERIALS

Responding to Hidden Dangers Moving Through the Mail System

The protections provided by the Postal Inspection Service support the safe and efficient movement of items through the U.S. Mail, from ordinary letters and care packages to millions of goods purchased on e-commerce websites every day. If dangerous or restricted items enter the mailstream and spill or leak, they can restrict the flow of mail and slow delivery. Unsafe and hazardous materials (HAZMAT), if spilled, are expensive to clean up. And more importantly, some substances and items, such as poisons and explosives, can harm any of the people in contact with the mailstream, from employees who move or deliver the mail to the recipient of a package.

To protect Postal Service employees, customers, and facilities from hazardous materials, the first line of defense is preventing these nonmailable materials from entering the mailstream in the first place. Our HAZMAT Program safely manages permitted materials in the mailstream. The program works closely with units of the U.S. Postal Service to educate all mailers on materials that are compliant with regulations and safe to mail. These partners include Postal Service departments that set mailability standards and account representatives who work with businesses on mailability requirements.

Most mailers seek to mail their goods in compliance with USPS requirements, but sometimes there are HAZMAT infractions that require Postal Inspection Service investigations and enforcement. These actions include formal warnings, imposing civil penalties, and recovering the costs of cleanup or damages.

About 400 postal inspectors stationed across the country are specially trained to identify hazardous items and are equipped to respond to threats they pose. We also have our own forensic laboratory outside Washington, DC, to aid in investigations into the mailing of HAZMAT.

IMPACT POINTS



Nonmailable, restricted:
7 cases initiated.
4 arrests.
5 convictions.



Suspicious substances:
64 cases initiated.
31 arrests.
16 convictions.

During fiscal year 2025, the HAZMAT Program prioritized the enforcement of mailability infractions, focusing especially on preventing health and safety impacts and damage to the postal network from leaking and damaged HAZMAT. The program also focused Postal Service and Postal Inspection Service staff resources to correct HAZMAT mailer infractions.



CASE

Acid Leak Costs Shipper Over Tens of Thousands

Over several weeks in early 2025, leaking parcels that contained highly corrosive sulfuric acid — a drain opener used by plumbers — were sent through the U.S. Mail. The acid was sent by a single commercial mailer in large plastic containers that were packed in cardboard boxes with almost no cushioning. A letter carrier dropped one of the boxes and was splashed by the acid. The leaking acid caused burns on other USPS employees and damage at several USPS facilities. The Postal Inspection Service sent a letter of warning and then a letter of demand to the company and its fulfillment agent. Both parties settled and paid \$25,000 each in civil penalties and for the cost to repair the damage to facilities.



PREVENTING FRAUD AND FINANCIAL LOSS FOR THE POSTAL SERVICE AND ITS CUSTOMERS



Protecting Consumers and Businesses from Counterfeit Postage

Counterfeit postage and revenue fraud continue to evolve in scale, sophistication, and operational impact, increasing risks to U.S. Postal Service (USPS) revenue, revenue protection efforts, operational efficiency, and public trust.

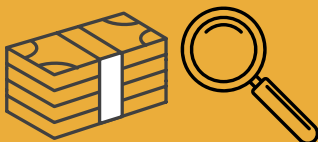
Not only does counterfeit postage cost the Postal Service vital revenue and impede normal operations, but it can also pose a risk to public safety. Threat actors may use counterfeit labels to ship dangerous or hazardous goods. The added anonymity offered by counterfeit labels makes them attractive to criminals looking to ship contraband.

Criminals also use counterfeit labels to ship counterfeit merchandise, which can harm consumers and retailers. Scammers frequently use counterfeit postage labels in long-existing schemes, like “reshipping,” when stolen goods are sold at a deep discount and then shipped using counterfeit postage. Individuals are also recruited on social media to act as a “fulfillment officer” and directed to purchase items from big box stores. Threat actors electronically send the “fulfillment officer” counterfeit postage labels to ship the goods they purchased.

Scammers often sell counterfeit stamps on social media marketplaces and e-commerce sites. Many of these counterfeit stamps were shipped to the United States from foreign locations.

Our Revenue Investigations Program is dedicated to stopping these threat actors and scammers. Postal

IMPACT POINTS

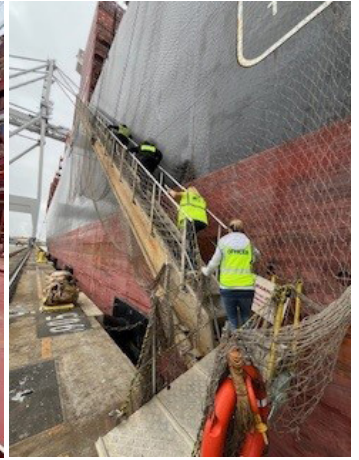
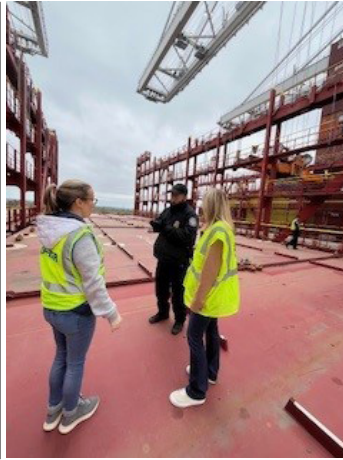


Revenue investigations:
134 cases initiated.
31 arrests.
28 convictions.

inspectors initiated more and larger investigations in fiscal year 2025 compared to prior fiscal years.

Postal inspectors work with U.S. Customs and Border Protection to seize counterfeit stamps entering the country. In fiscal year 2025, postal inspectors seized 22.2 million counterfeit stamps valued at approximately \$18 million. The Postal Inspection Service sent more than 400 voluntary discontinuance letters to businesses selling or using counterfeit postage.

In a pilot initiative of the Postal Inspection Service and U.S. Customs and Border Protection at the Port of Chicago, screeners intercepted 177,551 inbound parcels of counterfeit postage valued at more than \$2 million. From within the international mailstream, screeners also removed 13,385 parcels bearing counterfeit postage with a value of over \$707,000.



Postal inspectors also work directly with online shopping platforms and website domain hosts to identify sellers of counterfeit postage and to seize website domains selling counterfeit stamps.

Our Cyber-Enabled Revenue Fraud Team (C-REV) identifies websites selling large quantities of counterfeit postage and involving multiple jurisdictions and multiple targets. Often these fraudsters operate both domestically and internationally.

In fiscal year 2025, the C-REV team seized multiple websites responsible for millions of dollars of counterfeit postage sales.

Postal inspectors also review shipments on USPS docks and reject packages with counterfeit labels affixed. In fiscal year 2025, the Postal Inspection Service conducted 1,064 mail reviews, resulting in 31 arrests and approximately \$7.4 million in loss avoidance for the Postal Service.



THIS DOMAIN HAS BEEN SEIZED

by the United States Postal Inspection Service in coordination with the United States Attorney's Office for the Western District of Michigan pursuant to a seizure warrant issued by the United States District Court concerning violations of 18 USC 501.

This website has been identified as selling counterfeit postage stamps. Federal law prohibits the printing, selling, possession, and use of counterfeit stamps, with severe penalties to those who violate the law. Individuals who need to purchase USPS postage stamps should only buy from USPS or USPS approved providers. Customers should be aware that USPS does not sell stamps at a discount to anyone, therefore stamps being sold at more than a slight discount are at risk of being counterfeit.

For more information on counterfeit postage or to report websites suspected of selling counterfeit stamps, please visit www.uspis.gov.

Bulk Bogus-Stamp¹

CASE L Business in Brooklyn Broken

From the comfort of their own home, Sion and Abraham Chams, a father and son living in Brooklyn, NY, sold \$13.6 million worth of counterfeit stamps through large, prominent retailers. In 2022, New York Customs and Border Protection notified postal inspectors in our New York Division that 115 boxes shipped from China looked like they contained counterfeit stamps. The boxes were all addressed to one company in Brooklyn.

Postal inspectors took possession of the boxes and confirmed that all 1.1 million stamps were counterfeit. That batch of stamps alone was worth over \$700,000.

During their investigation, postal inspectors determined where the company was selling the stamps and conducted undercover buys. Postal inspectors seized many shipments of bogus stamps to the company. When interviewed, the two stated that they knew the stamps they were buying and selling on large e-commerce sites were fake. The father and son both pleaded guilty to theft of government funds and are expected to be sentenced in 2026.



Disrupting Financial Fraud Schemes Nationwide



The Postal Inspection Service is dedicated to protecting Postal Service customers from identity and financial fraud committed using the mail.

Any scheme that uses the U.S. Mail to defraud someone of money or property constitutes mail fraud, even if the scheme originated by phone or text or on social media or a website.

Our mail fraud investigations dismantle major scam operations involving bogus lottery winnings, fake loans, and deeply discounted products. Postal inspectors vigorously pursue these fraudsters who typically prey on vulnerable populations, including retirees,

veterans, and those with fixed or limited income. Our track record investigating fraud and strong relationships with U.S. Attorney Offices help ensure fraudsters face justice.

U.S. postal inspectors use a combination of enforcement measures and prevention techniques to end fraud schemes. Postal inspectors investigate and track down fraudsters both within and outside the United States — wherever the U.S. mail is utilized to further a fraud scheme.

Through public awareness campaigns and direct engagement with Postal Service customers, postal inspectors help consumers

avoid new and long-running fraud scams that cause significant financial harm. We partner with the Federal Trade Commission and AARP, among other public and private organizations, to ensure vital information reaches individuals at highest risk for identity and financial fraud, including veterans, older Americans, and those who are socially isolated.

“Avoid Imposter Scams,” our 2025 campaign for National Consumer Protection Week (NCPW), reached audiences nationwide. Our prevention messaging educated consumers on how to avoid scams that target grandparents, individuals on dating apps, and those looking to invest their hard-earned money. Campaign ads and messaging appeared on buses and digital billboards in San Francisco/Berkeley, CA; New York City, NY; Washington, DC; New Haven, CT; Miami, FL; Los Angeles, CA; and on AARP.org and in broadcast, print, and social media in every major media market. On all platforms combined, the campaign the campaign was seen and/or interacted with 80 million times.

Additionally, the campaign’s messaging was delivered to the 72 million active users of USPS Informed Delivery, the free email subscription service that previews the contents of customers’ mailboxes each day, along with updates about inbound and outbound packages.

IMPACT POINTS



Mail fraud:
411 cases initiated.
428 arrests.
458 convictions.

CASE **L** Providing ‘Free’ Psychic Services Ends up Being Costly

An investigation led by postal inspectors in our Philadelphia Division, in partnership with the IRS’s Criminal Investigation Newark Field Office and Homeland Security Investigations New York, helped secure an indictment for Georg Ingenbleek, a German citizen who was accused of orchestrating a mail fraud scheme between 2011 and 2016 selling fraudulent psychic services and objects that would “result in great fortune.”

Many of the letters Ingenbleek sent falsely

promised that the psychic services were free. However, Ingenbleek directed his co-conspirators to send billing notices for the services. The fraudulent billing notices included a threat of legal action if the victim did not send a check, usually for \$20 to \$50. Ingenbleek obtained more than \$10 million from victims through this scheme. He was extradited in 2025 from Italy to the United States after being a fugitive for five years. Ingenbleek pleaded guilty to two counts of mail fraud and is scheduled to be sentenced in 2026.

CASE L Elvis's Heirs Almost Have to Leave the Building

An investigation into mail fraud brought postal inspectors to Graceland, the iconic home of Elvis Presley and his heirs. The joint investigation by the Postal Inspection Service and the FBI's Memphis Field Office revealed Lisa Jeannie Findley of Kimberling City, MO, attempted to defraud Presley's family of millions of dollars and steal the family's ownership interest in Graceland. Postal inspectors discovered that Findley used a fake company, forged documents, and false court filings in her attempt to force the property's sale. Findley falsely claimed that Presley's daughter, Lisa Marie Presley, had offered the historic landmark as collateral for a \$3.8 million loan that she failed to repay before her death. Findley threatened to foreclose on Graceland and auction it to the highest bidder if Elvis Presley's family did not pay a \$2.85 million settlement against the estate.

Postal



inspectors' thorough investigation helped secure a guilty plea from Findley for mail fraud. She was sentenced in 2025 to 57 months in prison and three years of supervised release.





GRACE-LAND
FIRST HOME PLACED ON THE
NATIONAL REGISTER
OF HISTORIC PLACES
ON THE NORTHERN SHORE
OF THE MARYLAND BAY
BUILT 1830

OPTIMIZING OUR WORKFORCE TO PROTECT, PREVENT, AND ENFORCE

Empowering Employees to be Their Best

To safeguard Postal Service employees, customers, and infrastructure and disrupt criminal networks, the Postal Inspection Service relies on our most important asset: our people. We continuously optimize our workforce using unique leadership development opportunities and specialized training, along with technology and gear specifically designed to enhance our investigations.

In fiscal year 2025, the Postal Inspection Service achieved high levels of accountability, collaboration, and

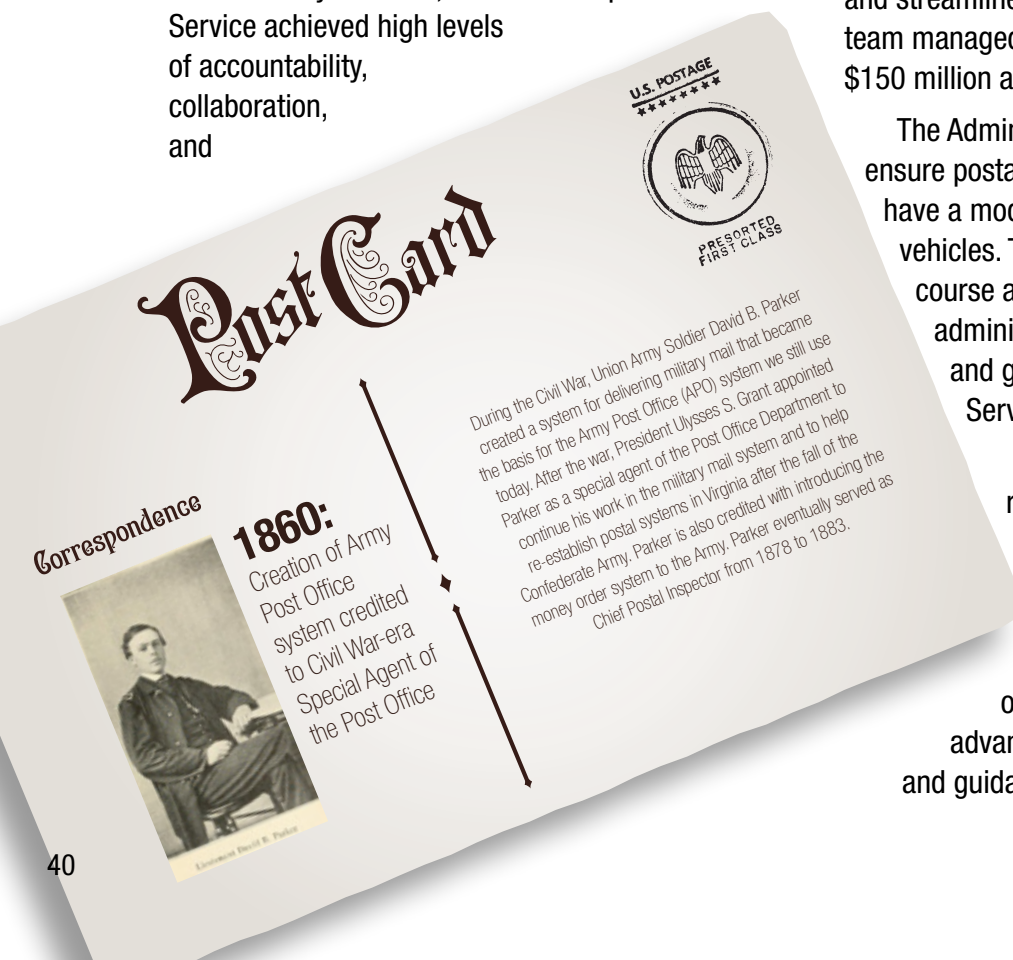
performance by building strong leadership, organizational capacity, and workforce engagement.

Our Business Operations is composed of 130 employees and contractors who provide technical and administrative support to address and overcome challenges that occur in the field.

In fiscal year 2025, the Budget and Finance Team implemented a new program to centralize funding and streamline the process for facilities projects. The team managed expense and program budgets totaling \$150 million and \$15 million in capital commitments.

The Administrative Services Team continued to ensure postal inspectors and Postal Police officers have a modernized fleet of safe and reliable vehicles. The team also updated a critical training course about how to effectively manage administrative and clerical support to divisions and groups throughout the Postal Inspection Service.

Our Leadership Development Team repositioned our Leadership and Employee Development Program. After implementing feedback from program coordinators, the framework is now designed to encourage positive organizational change by delivering advanced learnings, employee engagement, and guidance for overall well-being.





POST CARD

1944:
Postal inspectors serve as
soldiers and mail deliverers
during WWII

With so many postal inspectors serving in the war around the world, the Postal Inspection Service helped implement an agreement between the Postal Service and the War Department that defined the responsibilities of each organization in the handling of military mail during both peacetime and wartime conditions. This agreement resulted in 247 postal inspectors assigned to ensure a smooth delivery process for Army mail. Most of these postal inspectors were given officer status and assigned to oversee mail processing and delivery operations. During wartime, the organization of mail became so efficient that even servicemen on the front lines were able to receive mail regularly. War mail service expanded to include mail delivery to the Navy and Marines under the Fleet Post Office (FPO) system with a naval Post Office aboard nearly every U.S. Navy ship, each with its own postal officer and postmark bearing the ship's name.



Our Medical Services Team continued to develop and deploy emergency medical technicians (EMTs), medical equipment, and medical training across the agency. The Postal Inspection Service now has 55 EMTs, who treated 33 individuals and supported more than 500 operations and events. Also in fiscal year 2025, 993 postal inspectors, 261 PPOs, and 271 professional, technical, and administrative employees received CPR training. To support employee wellness, the team launched a monthly health and wellness webinar series with titles such as “Why Good Sleep Matters,” “Early Cancer Detection,” and “Culinary Medicine.”

Our Career Development Unit conducts our National Training Academy, Basic Inspector Training, and Basic Postal Police Officer Training programs. In fiscal year 2025, the Basic Training Program graduated four classes and 84 new postal inspectors. The Basic Postal Police Officer Training Program graduated 38 new Postal Police officers who will secure major Postal Service facilities across the country.

Our Technical Services Unit (TSU) led the agency-wide deployment of body-worn cameras, managing every phase from policy development and hardware implementation to comprehensive training initiatives. TSU also added new certified pilots to the Unmanned Aerial Systems Program and hosted a training summit for the pilots in Austin, TX. TSU designed and acquired a 45-foot mobile command vehicle. Equipped with cutting-edge communications systems, multiple workstations, and a full conference room, the vehicle serves as a critical asset for command and coordination during major incidents.

SPOTLIGHT

Security Investigations Service Center

The Security Investigations Service Center (SISC) conducts background investigation and security clearance processing for the Postal Inspection Service, the Postal Service, and the USPS Office of Inspector General. The SISC processed more than 185,000 clearances and 144,000 national agency checks with inquiries (NACIs) and completed more than 10,000 background investigations of employees for surface transportation suppliers. The SISC also processed more than 20,000 background investigations of employees of United Parcel Service (UPS), Federal Express, Amazon, Terminal Handler Services, and all commercial airlines. These background investigations help ensure the security of the mail by properly vetting

those contracted to do business with the Postal Service or on Postal Service property.

The SISC partnered with the Complement and Staffing Team to streamline the Postal Inspection Service's direct hiring processes, significantly reducing the "time to hire" period for Basic Inspector Training candidates and Criminal Investigation Series 1811 transfers. The team supported the recruitment and hiring of 274 personnel in fiscal year 2025: 142 postal inspectors, including 87 1811 transfers; 37 Postal Police officers; and 95 professional, technical, and administrative personnel.



SERVING OUR COMMUNITIES

To honor our guiding principles of integrity, accountability, respect, and excellence, the Postal Inspection Service gives back to the communities where we work and live.

Postal inspectors, Postal Police officers, and professional, technical, and administrative personnel band together throughout the year on community service projects that benefit our neighbors, the people we serve.

These projects are organized by our National Employee Advisory Team (NEAT), which has a committee in each of our 16 divisions across the country and at National Headquarters in Washington, DC. Among NEAT committees' objectives are to sponsor activities that encourage the full engagement of employees and improve cross-functional working relationships. We consider investing our personal time, energy, and resources into causes we care about as both part of our duty and a gift.

Here are a few examples of how our employees give back.

Our Houston and Atlanta Divisions engaged in a friendly competition to determine which division could collect the most non-perishable food goods to donate to local food banks. The divisions held this competition as part of the National Association of Letter Carriers Stamp Out Hunger Food Drive in May 2025. The Atlanta Division bested the Houston Division by approximately 800 food items, but both divisions' efforts had a big impact, helping those in need.



The Phoenix Division Headquarters and Rio Salado Domicile’s leadership team, along with postal inspectors and administrative staff —17 in all — volunteered at an event at Saint Vincent De Paul Soup Kitchen in November 2024.



The Ft. Worth Division collected donations for the local Toys for Tots chapter in December 2024, helping bring joy to less fortunate children in the community.



To honor the daughter of a now-retired postal inspector, 10 members of our Seattle Division participated in their regional Law Enforcement Torch Run for Special Olympics.





FISCAL YEAR 2025: INVESTIGATIVE STATISTICS

Program	Cases Initiated	Arrests	Convictions
Assaults	355	223	131
Burglary	182	62	41
Child Exploitation	45	19	11
Mail Fraud	411	428	458
Mail Theft	1,590	1,500	1,208
Prohibited Mail Narcotics	2,108	2,033	1,905
Money Laundering	37	23	22
Nonmailable, restricted	7	4	5
Revenue Investigations	134	31	28
Robbery	280	141	164
Suspicious Substances	64	31	16
Security and Crime Prevention	296	N/A	N/A
Total	5509	4495	3989

A mail cover is the process by which a non-consensual record is made of any data appearing on the outside cover of any sealed or unsealed class of mail matter, or by which a record is made of the contents of any unsealed class of mail matter as allowed by law, to obtain information in order to: 1) protect national security; 2) locate a fugitive; 3) obtain evidence of commission or attempted commission of a crime; 4) obtain evidence of a violation or attempted violation of a postal statute; or 5) assist in the identification of property, proceeds, or assets forfeitable under law.

Mail Covers	Cases Initiated
USPIS- requested	3,281
USPIS-approved	3,203
External federal requested	2,118
External federal approved	1,960
External non-federal requested	287
External non-federal approved	228
Total requested	5,686
Total approved	5,391



2025 ANNUAL REPORT

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