

## What are the features of suspicious mail?

- Excessive postage, no postage, or non-canceled postage
- No return address or fictitious return address
- Improper spelling of names, titles, or locations
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages/envelopes
- Postmarked with a different location than the return address
- Distorted handwriting or cut and paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked "Fragile: Handle with Care," "RUSH: Do Not Delay," "Personal," or "Confidential"
- Rigid, uneven, irregular, or lopsided packages
- Packages discolored, oily, or with an unusual odor
- Packages with soft spots, bulges or excessive weight
- Protruding wires or aluminum foil



## What should you do if you receive suspicious mail?

- Remain calm
- Do not open the package or letter
- Do not shake or empty the contents of a suspicious package or envelope
- Leave the package or envelope on a stable surface
- Do not sniff, touch, taste or look closely at it or any contents that may have spilled
- Do not touch your eyes, nose, or other body parts
- Shut off window air conditioning units, portable heaters and fans
- Isolate the package and secure the room by shutting all doors and windows
- Evacuate the immediate area
- Thoroughly wash hands with soap and water



### While you are waiting for authorities...

- Write down what you felt was suspicious about the package/envelope
- Make a list of all persons who have touched the letter or were in the area when the letter was opened; including contact information and have this information available for the authorities
- Ensure all persons who have touched the letter wash their hands with soap and water
- Until Emergency Response Officials/Security arrive; advise fellow coworkers to avoid the area
- Don't leave the area until told to by responding officers
- Be available to speak to authorities
- As soon as practical, shower with soap and water

