



UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
WASHINGTON, D.C. 20549

OFFICE OF
SUPPORT OPERATIONS

July 29, 2025

Andi Vlaicu
National Archives and Records Administration
Modern Records Program
8601 Adelphi Road
College Park, MD 20740-6001

Ms. Vlaicu:

Allow this to serve as the Securities and Exchange Commission's (SEC's) report regarding the loss of any text messages and other files that may have been on iPhones the SEC issued to 21 users. This report is written in accordance with requirements set forth in 36 C.F.R. § 1230.14.

On July 15, 2025, in connection with the SEC's Office of Inspector General (OIG) review of the loss of text messages from former Chair Gary Gensler's SEC-issued iPhone for the period of October 18, 2022, to September 6, 2023, the SEC's Office of Records Management Services (ORMS) learned of the Office of Information Technology's (OIT) inability to search and recover text messages from SEC-issued iPhones of some Capstone Officials. OIT subsequently determined that 21 users were affected by these iPhone access issues.

From November 8, 2022, through March 29, 2024, when the SEC disabled texting on SEC-issued iPhones with limited exceptions, OIT was responsible for imaging the SEC-issued iPhones of Capstone Officials to preserve business-related texts on their SEC-issued mobile devices, whether qualifying as a record or not. At various points in time following November 8, 2022, OIT attempted to access, but was ultimately not able to access, the data on the 21 iPhones at issue to back them up. Because text messages on the iPhones were not remotely captured and could only be accessed through an unlocked iPhone, and because OIT was unable to gain access to the data on the 21 iPhones at issue, OIT's inability to access and backup the data on these 21 iPhones may have resulted in the loss of Federal records. We note that four of the 21 iPhones at issue were loaned to Capstone Officials for a short period of time making the potential loss of Federal records on these devices less likely. Appendix A provides information about the iPhones, including the periods during which they appear to have been in use and should have been imaged to capture any text messages.

OIT considered options for accessing the data but determined it was not possible to do so. Five of the 21 iPhones, including one of the loaner iPhones, were reset to factory default settings before the users returned them to OIT, which erased all data on the devices. For the remaining iPhones, OIT was unable to open or unlock the devices for a number of reasons, including the inability to remove or reset old passcodes or bypass "airplane mode." OIT contemplated reviewing the log of texts from the SEC's cellular service provider, but AT&T is only able to provide a listing of the phone numbers with which each Capstone Official exchanged text messages and is not able to provide the contents of the messages.

On July 24, 2024, as part of a larger data management effort, OIT erased the data on the 21 iPhones at issue.

The SEC does not anticipate that this issue will arise in the future because, as explained above, on March 29, 2024, the SEC disabled the use of the texting application from all SEC-issued mobile devices except for limited exemptions, which are conditioned on compliance with mandatory recordkeeping obligations.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Casey A. Coleman". The signature is written in a cursive, flowing style.

Casey A. Coleman
SEC Records Officer
Office of Records Management Services
Office of Support Operations
U.S. Securities and Exchange Commission
Office: 202-551-6982

Appendix A
July 29, 2025 Letter to NARA

No.	<u>Asset Tag No.</u>	<u>iPhone at Issue</u>	<u>Loaner Device?</u>	<u>Reason OIT Could Not Access</u>	<u>Start Date for Period</u>	<u>End Date for Period</u>
1	FY19-S90679	XR Model	No	Power on issue	11/08/2022	12/09/2022
2	FY19-S94257	XR Model	Yes	In "factory default" setting state	12/16/2022	01/11/2023
3	FY20-S01589	XR Model	Yes	Unable to reset or remove passcode	12/13/2022	01/19/2023
4	FY19-S94051	XR Model	No	Unable to reset or remove passcode	11/08/2022	02/17/2023
5	FY19-S94345	XR Model	No	In "factory default" setting state	11/08/2022	03/09/2023
6	FY21-S14668	XR Model	Yes	Unable to bypass "airplane" mode	02/15/2023	03/17/2023
7	FY19-S96131	XR Model	No	Unable to unlock	11/08/2022	03/22/2023
8	FY21-S14914	XR Model	No	Unable to bypass "airplane" mode	11/08/2022	04/03/2023
9	FY19-S90487	XR Model	Yes	Unable to reset or remove passcode	03/30/2023	04/14/2023
10	FY19-S93366	XR Model	No	Unable to unlock	11/08/2022	04/28/2023
11	FY19-S93404	XR Model	No	Unable to read device	11/08/2022	05/26/2023
12	FY19-S91416	XR Model	No	Unable to reset or remove passcode	11/08/2022	05/30/2023
13	FY19-S92926	XR Model	No	Unable to reset or remove passcode	11/08/2022	06/23/2023
14	FY19-S90887	XR Model	No	In "factory default" setting state	11/08/2022	06/29/2023
15	FY22-S20564	12 Model	No	Unable to reset or remove passcode	12/20/2022	07/14/2023
16	FY20-S00047	XR Model	No	Unable to unlock	11/08/2022	07/18/2023
17	FY19-S92389	XR Model	No	Unable to reset or remove passcode	11/08/2022	09/08/2023
18	FY19-S91701	XR Model	No	In "factory default" setting state	11/08/2022	09/26/2023
19	FY19-S94102	XR Model	No	In "factory default" setting state	11/08/2022	10/16/2023
20	FY19-S94248	XR Model	No	Unable to reset or remove passcode	11/08/2022	11/15/2023
21	FY22-S20547	12 Model	No	Unable to reset or remove passcode	11/08/2022	03/29/2024