

## United States Senate

June 29, 2020

Hon. Tammy L. Whitcomb  
Inspector General  
United States Postal Service  
Office of the Inspector General  
1735 N. Lynn Street,  
Arlington, VA 22209-2020

Dear Inspector General Whitcomb,

I am writing to request an investigation into a disturbing incident where the remains of a Montana resident were lost in the mail. This is a sensitive matter that could affect anyone who has experienced the death of a companion while traveling overseas.

As you may be aware, Mr. Donald Tyler passed away while he and his wife were in Europe. Mr. Tyler was a veteran of the United States Air Force and served his country during the Vietnam War. After leaving the military, Mr. Tyler continued his national service as a member of federal law enforcement in Wisconsin. His remains were shipped to the United States from Spain and were lost at a United States Postal Service (USPS) facility at Chicago's O'Hare International Airport. After repeated efforts to locate her husband's remains, Mrs. Tyler reached out to my office for assistance.

It was determined that during the shipping process, the urn bearing Mr. Tyler's ashes was damaged beyond repair. While his remains were eventually returned to Mrs. Tyler and the USPS will reimburse her for the damaged urn, it is unacceptable that a federal agency misplaced the human remains of an American citizen. I urge you to conduct a full and thorough investigation into this matter to identify the cause and identify any reforms necessary to ensure that a similar incident does not occur again.

Americans have endured several difficult months of hardship, loss, and a fundamental shift in how we interact with one another. I recognize that much has changed for the USPS over the last few months which is why I am advocating for financial assistance to your agency in future COVID-19 related legislation. USPS and countless other industries have adjusted their operations in response to COVID-19 creating new pressures and unforeseen challenges. That being said, what occurred to Mr. Tyler's was concerning and warrants further review.

Thank you again for your time and attention to this matter. I look forward to your response and appreciate your efforts to optimize the USPS operations on behalf of the millions of Americans who depend on the agency's continued reliable service.

Sincerely,



STEVE DAINES  
United States Senator