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Description of document: Export Import Bank (EXIM) Records Regarding the Outage of the FOIA system at Exim Bank between Feb 14, 2025 and March 18, 2025

Requested date: 19-March-2025

Release date: 09-April-2025

Posted date: 21-April-2025

Source of document: FOIA Request
The Freedom of Information and Privacy Office
Export Import Bank of the United States
811 Vermont Ave., N.W.
Washington, D.C. 20571
Email: foia@exim.gov
[Freedom of Information Act Request Form](#)
[FOIA.gov](#)

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Reducing Risk. Unleashing Opportunity.

April 8, 2025

Via Electronic Mail

Re: FOIA Request # 202500103F

This is the final response to your Freedom of Information Act (FOIA) request to the Export-Import Bank of the United States (EXIM). We received your request in our FOIA Office via the National FOIA Portal on March 19, 2025. You requested a copy of each memo, report, briefing, study, paper, or other description of the outage of the FOIA system at Exim Bank between February 14, 2025, and March 18, 2025, its causes, and its repair.

We conducted a comprehensive search of the files within the Office of Ethics, FOIA Department, for records that would be responsive to your request. This is the component within EXIM in which responsive records could reasonably be expected to be found. The search produced the attached records. After carefully reviewing the responsive documents, we have determined they are partially releasable pursuant to Title 5 U.S.C. § 552(b)(4). For your convenience, we are attaching the documents to this message as a PDF file. Any redactions are accompanied by the corresponding FOIA exemption(s):

FOIA Exemption 4 protects trade secrets, and commercial or financial information obtained from a person that is privileged or confidential. The courts have held that this subsection protects (a) confidential commercial information, the disclosure of which is likely to cause substantial harm to the competitive position of the person who submitted the information and (b) information that was voluntarily submitted to the government if it is the kind of information that the provider would not customarily make available to the public.

We have applied the “foreseeable harm” standard in reviewing these records and have balanced the harm that disclosure would have to a protected interest against the goal of maximizing discretionary disclosure. We have also taken reasonable steps necessary to segregate and release nonexempt information.

If you are not satisfied with the response to this request, you may administratively appeal by writing to the Export-Import Bank of the United States, Attention: Assistant General Counsel for Administration, 811 Vermont Avenue, N.W., Washington, D.C., 20571. Your appeal must be postmarked or electronically transmitted within 90 days of the date of the response to your request. You may also submit an appeal via E-Mail at FOIA.Appeals@exim.gov. The phrase “FOIA APPEAL” should appear on the letter and on the outside of the envelope containing the appeal or in the “Subject” line of the E-Mail.

You may contact our FOIA Public Liaison, Ms. Lennell Jackson at (202) 565-3290 for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire

about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, email at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of the FOIA. See 5 U.S.C. §552(c) (2006 & Supp. IV 2010). This response is limited to those records that are subject to the requirements of the FOIA. This is a standard notification that is given to all of our requesters and should not be taken as an indication that excluded records do, or do not, exist.

EXIM's FOIA regulations at 12 C.F.R.404.9 (a) state that EXIM shall charge fees to recover the full allowable direct cost it incurs in processing requests, but as a courtesy, we are waiving all fees.

If you have any questions about this request, please contact Ms. Lennell Jackson at (202) 565-3290 or by E-Mail at Lennell.Jackson@exim.gov.

Sincerely,

**LANCE
MATHEWS**

Lance Mathews
Acting Chief FOIA Officer

Digitally signed by LANCE
MATHEWS

Date: 2025.04.08 14:06:19
-04'00'

Attachment: Responsive Documents (1 PDF file)

From: [Lennell Jackson](#)
To: [Lance Mathews](#)
Cc: [Naida Ruiz](#); [Natascha Joyner](#); [James Dixon](#)
Subject: RE: FOIAXpress Issues
Date: Thursday, March 20, 2025 7:47:00 AM
Attachments: [image001.png](#)

Good morning:

As you know OPEXUS experienced service disruption on February 18, 2025, which resulted in database issues for FOIAXpress. The chart below provides an update on the FOIAXpress outage issues and the current status.

Issue	Description	Resolution
FOIAXpress Page Not Loading- 2/19/2025.	FOIA Team unable to access FOIAXpress- 2/19/2025. Contact OPEXUS for a resolution on 2/19/2025.	It is still an ongoing issue, as Natascha does not have access to the system. All other members of the FOIA Team gained access on March 6, 2025.
Unable to enter new requests- March 6, 2025.	The system is assigning FOIA numbers that were previously assigned to other FOIA requests. Contact OPEXUS for a resolution on 3/6/2025.	3/19/2025- Issue resolved and we can now enter any new requests that we have received, since February 14, 2025.
Missing FOIA Requests from FOIAXpress- March 6, 2025.	Discovered that all requests entered since December 30, 2024, are no longer in the system. OPEXUS is working on correcting this issue. Contact OPEXUS for a resolution on 3/6/2025.	This is an ongoing issue, OPEXUS is working on restoring any cases received since December 30, 2024, which includes restoring their original FOIA numbers, status, and documents.

Please let me know if you have any questions. Thank you.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Thursday, March 6, 2025 6:39 AM

To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>
Cc: Naida Ruiz <Naida.Ruiz@exim.gov>; Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue
Importance: High

Good Morning:

I can access FOIAXpress this morning, so I started entering the new requests we received since the system has been down and a new issue has presented itself. When I saved the request, it assigned a FOIA number of 202500060F, which was previously assigned to another request. Also, the last request entered was assigned the number 202500084F. I did a little digging, and all requests entered since December 30, 2024, are no longer in the system. I know OPEXUS had a data center outage, so I reached out to them to see if they have a way to retrieve the information or if we must manually enter each case. I will let you know once I hear back from them.

Please let me know if you have any questions. Thank you.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Wednesday, March 5, 2025 8:37 AM
To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>
Cc: Naida Ruiz <Naida.Ruiz@exim.gov>; Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

Good Morning:

Yesterday, the login in issue was corrected and we were able to get into the system. However, this morning, we are back at square one and the page isn't loading again. I have reached out to OPEXUS Support and contacted Jordyn as well. Hopefully, this gets resolved soon because the system has been down since February 19th, and we cannot intake any new requests or close requests.

Please let me know if you have any questions. Thank you.

Lennell Jackson
FOIA Public Liaison

From: Naida Ruiz <Naida.Ruiz@exim.gov>
Sent: Wednesday, March 5, 2025 7:54 AM

To: Lennell Jackson <lennell.jackson@exim.gov>; Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

No

From: Lennell Jackson <lennell.jackson@exim.gov>
Sent: Wednesday, March 5, 2025 7:50 AM
To: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

Is the FOIAXpress loading? Thanks.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Tuesday, March 4, 2025 11:51 AM
To: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>
Cc: Lance Mathews <Lance.Mathews@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue
Importance: High

Good Morning:

Finally, this issue may be resolved. I need each of you to login to FOIAXpress. If prompted, please change your password. Please let me know if you can access the system or not. Thanks.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Thursday, February 20, 2025 9:51 AM
To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>
Cc: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

Good Morning:

The page is now loading but for some reason it isn't excepting my password, and I haven't changed it. I've reached out to OPEXUS regarding this issue as well. Thanks.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson

Sent: Wednesday, February 19, 2025 10:13 AM

To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>

Cc: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>

Subject: FOIAXpress Page Loading Issue

Good morning:

The FOIA Team is unable to get onto the FOIAXpress login page. The page is not loading at all. Therefore, we are unable to access the system to log requests currently. I have submitted a ticket to OPEXUS to look into the issue. I will let you know when the issue is resolved.

Please let me know if you have any questions. Thanks.

Lennell Jackson | FOIA Public Liaison
Export-Import Bank of the United States
811 Vermont Ave. NW | Washington, DC 20571
202-565-3290 | lennell.jackson@exim.gov
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