

From: Pitts, Ted
To: Veldran, Katherine <KatherineVeldran@gov.sc.gov>
Stirling, Bryan <BryanStirling@gov.sc.gov>
Date: 5/8/2013 12:54:25 PM
Subject: FW: Family Secure Questions

From: Chrystal Laughlin [mailto:LaughlC@sctax.org]
Sent: Monday, May 06, 2013 3:57 PM
To: Pitts, Ted
Cc: Bill Blume; KimpsoM@sctax.org; Harry Cooper
Subject: FW: Family Secure Questions

Ted,

As we discussed, below is the email chain discussing the Family Secure Plan being only online. I have already had one taxpayer call and state he could not register his son.

Also, we have drafted a plan for the transition of data breach phone calls/correspondence from the DOR team to Consumer Affairs. Let me know when is a good time to fill you in. I'm available all week, except Thursday from 11-5.

Thank you,
Chrystal

From: Milton Kimpson
Sent: Monday, May 06, 2013 11:56 AM
To: Chrystal Laughlin; Bill Blume
Cc: Harry Cooper
Subject: RE: Family Secure Questions

Chrystal:

I will go back through the contracts and the emails but unfortunately, I think FS is only available on-line. As I think about it, however, I can't see any reason why the plan should be limited in that way. I'll get back soon.

Milton

From: Chrystal Laughlin
Sent: Monday, May 06, 2013 11:53 AM
To: Bill Blume
Cc: Milton Kimpson; Harry Cooper
Subject: RE: Family Secure Questions

Sure.

Chrystal

From: Bill Blume
Sent: Monday, May 06, 2013 11:52 AM
To: Chrystal Laughlin
Cc: Milton Kimpson; Harry Cooper
Subject: RE: Family Secure Questions

I do not. Can you call Ted Pitts to resolve if Harry or Milton do not know the answer ?

Bill

From: Chrystal Laughlin
Sent: Monday, May 06, 2013 11:44 AM
To: Bill Blume
Cc: Milton Kimpson (KimpsoM@sctax.org); Harry Cooper
Subject: RE: Family Secure Questions

Mr. Blume,

Do you know if the Governor's Office has had any discussions with Experian about the Family Secure Plan being only available online? I received a phone call from a taxpayer today that cannot register his 14 year old son in the plan because it is only available online.

Thank you,
Chrystal Laughlin
Data Breach Assistance Team
803.898.5426
laughlc@sctax.org

From: Harry Cooper
Sent: Friday, April 19, 2013 8:58 AM
To: Bill Blume
Cc: Chrystal Laughlin; Milton Kimpson
Subject: FW: Family Secure Questions

Bill,

This is something the Governor's office probably needs to know. You may want to let Ted Pitts know. The essence of Chrystal's emails below indicate families can only sign up for the "Family Secure Plan" if they have internet access. The Governor's office may want to talk to Experian themselves. Note, the deadline for sign up is the end of May.

Harry

From: Chrystal Laughlin
Sent: Friday, April 19, 2013 8:27 AM
To: Harry Cooper
Subject: FW: Family Secure Questions

Harry,

Please see email chain below.

I was unaware that Family Secure is only online. You can register over the phone, but you must have an email address and internet access to receive alerts. I would assume most people that have minor children have internet access, but I'm sure there will be some complaints about this as the deadline approaches.

Should I let the Governor's Office know about this? Maybe they can do something about it. I wanted to get your opinion before I talk with them.

Thanks!
Chrystal

From: Milton Kimpson
Sent: Thursday, April 18, 2013 5:37 PM
To: Chrystal Laughlin
Subject: RE: Family Secure Questions

It cannot hurt to let them know. Experian is trying to get the State's business in the future. I'll bet Experian will accommodate us.

Milton

From: Chrystal Laughlin

Sent: Thursday, April 18, 2013 4:37 PM

To: Samantha Cheek; Meredith Cleland (CLELANM@sctax.org); Milton Kimpson (KimpsoM@sctax.org)

Subject: RE: Family Secure Questions

Hi again! Should someone let the Governor's Office know about this? Maybe they can do something about it?

I can talk to them if needed.

Thanks,
Chrystal

From: Chrystal Laughlin

Sent: Wednesday, April 17, 2013 12:17 PM

To: Milton Kimpson (KimpsoM@sctax.org); Meredith Cleland (CLELANM@sctax.org); Samantha Cheek

Subject: FW: Family Secure Questions

Good afternoon! Please see email chain below –

I was unaware that Family Secure is only online. You can register over the phone, but you must have an email address and internet access to receive alerts. I would assume most people that have minor children have internet access, but I'm sure there will be some complaints about this as the deadline approaches.

Thanks,
Chrystal Laughlin
Data Breach Assistance Team
803.898.5426
laughlc@sctax.org

From: Anel Linsenbardt [<mailto:Anel.Linsenbardt@experianinteractive.com>]

Sent: Wednesday, April 17, 2013 11:10 AM

To: Chrystal Laughlin; Ozzie Fonseca

Subject: RE: Family Secure Questions

Chrystal,

Our Family Secure product only offers an online delivery.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629

C: 949.294.2183

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From: Chrystal Laughlin [<mailto:LaughlC@sctax.org>]
Sent: Tuesday, April 16, 2013 1:22 PM
To: Anel Linsenbardt; Ozzie Fonseca
Subject: RE: Family Secure Questions

Anel,

1. Can a taxpayer register with Family Secure over the phone? **Yes and they will get alerts delivered via email.**

What if they do not have internet access? Are they able to receive alerts through the mail for Family Secure?

Chrystal Laughlin
Data Breach Assistance Team
803.898.5426
laughlc@sctax.org

From: Anel Linsenbardt [<mailto:Anel.Linsenbardt@experianinteractive.com>]
Sent: Tuesday, April 16, 2013 4:12 PM
To: Chrystal Laughlin; Ozzie Fonseca
Subject: RE: Family Secure Questions

Hello Chrystal,

Please see my answers in **red** below.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

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From: Chrystal Laughlin [<mailto:LaughlC@sctax.org>]
Sent: Tuesday, April 16, 2013 6:07 AM
To: Ozzie Fonseca; Anel Linsenbardt
Subject: Family Secure Questions

Ozzie and Anel,

With the deadline for Family Secure approaching, I have a few questions.

1. Do you have screen shots of the steps to register for Family Secure online? It would be nice to have a visual to help taxpayers when they are trying to register. (No one on our team has minor children, or I would get this myself.) **I will follow up with you, as I need to check with our product team to see if we have something in place for this.**

2. Can a taxpayer register with Family Secure over the phone? **Yes and they will get alerts delivered via email.**
3. If a taxpayer never received a Family Secure activation code, can they call 1.866.578.5422 to get a new one? (Taxpayers are being told by Experian representatives that they are out of Family Secure codes.) **As long as the individual is currently enrolled in the PMID product, our call center can provide them with a code.**

Thanks,
Chrystal Laughlin
Data Breach Assistance Team
803.898.5426
laughlc@sctax.org