

Veldran, Katherine

From: Martha Roof <Roof.Martha@doc.sc.gov>
Sent: Thursday, January 03, 2013 10:04 AM
To: Veldran, Katherine
Subject: RE: Ltr DOR to Inmates.doc

Thanks – any word on an 800 number for the inmates to use?

3) Experian's answer to a request from the Governor's office that they provide a dedicated toll free number for inmates with no instructions to register via the internet

Martha Roof

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, January 03, 2013 9:47 AM
To: Martha Roof
Subject: RE: Ltr DOR to Inmates.doc

Martha,
Attached is the sample notification letter.
Please let me know if you need anything else.
Thank you,
Katherine

From: Martha Roof [mailto:Roof.Martha@doc.sc.gov]
Sent: Thursday, January 03, 2013 9:35 AM
To: Veldran, Katherine
Cc: Barton Vincent; Trevis Shealy; David Tatarsky
Subject: FW: Ltr DOR to Inmates.doc

Hi Katherine – I understand that Bart Vincent has been talking with you about our ability to allow our inmates to utilize the Protect My ID program. He is out of the office until Monday and we are really trying to move forward on getting the information out as soon as possible. Please see the email below as to information that we are waiting on to allow us to proceed.

If you have already sent this to Bart could you please forward the information to me. If you have not could you please let me know when we might be able to expect it. I see from my personal letter from the Department of Revenue that the enrollment period has been extended to March 31, 2013, from January 31, 2013 which allows us a little more time to make sure that our inmates have an opportunity to participate in the program if they wish. We have approximate 10,000 inmates that possibly will need to participate so that is no small feat on our part but certainly doable if we can get moving.

Please contact me at 803 896-1744 should you have any questions or need further information.
Thank you for your assistance.

Martha L. Roof, CPA
Deputy Director of Administration
South Carolina Department of Corrections

4444 Broad River Road
Columbia, SC 29210

803 896-1744

From: Trevis Shealy
Sent: Thursday, January 03, 2013 9:05 AM
To: Martha Roof
Cc: Barton Vincent
Subject: RE: Ltr DOR to Inmates.doc

It was my understanding that Katherine Veldran from the Governor's Office was going to send the following information to Bart.

- 1) verbiage of the DOR notification letter
- 2) examples of what type of information the inmate would need to have on hand when calling
- 3) Experian's answer to a request from the Governor's office that they provide a dedicated toll free number for inmates with no instructions to register via the internet

From: Martha Roof
Sent: Thursday, January 03, 2013 8:22 AM
To: Trevis Shealy
Subject: RE: Ltr DOR to Inmates.doc

Trevis – who was getting the info on the 800 number – Was it Bart???

From: Trevis Shealy
Sent: Wednesday, January 02, 2013 5:56 PM
To: Ann Bowers; Martha Roof
Subject: FW: Ltr DOR to Inmates.doc

See attached draft. Since I have not heard anything regarding a dedicated 800 number for inmates or examples of the type of information they will need when registering, I just did the best I could.

We can print the notices on the Z-fold form we use to send inmate PINs. I had to condense the letter somewhat to fit on the Z-fold form because it is limited to 41 lines of text, but I think it is OK. We can address to only the inmates that DOR identified and sort by institution for delivery.

From: Ann Bowers
Sent: Wednesday, January 02, 2013 12:40 PM
To: Trevis Shealy
Subject: Ltr DOR to Inmates.doc

We are still working on this....it may come from SCDC in the end....but please add procedures from GTL on how to place the phone calls.

Additionally, the list of affected inmates will need to come to RIM and do you have any ideas on how to send it out to only those inmates?

Please return to me once you have added GTL procedures. Martha would like it back by tomorrow if possible?

Call Martha if you have any questions.

Thank you...

Annie

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Thursday, January 03, 2013 12:05 PM
To: Veldran, Katherine
Cc: Ozzie Fonseca; Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer

Katherine,

I was advised this individual was taken care of, however I have re-submitted this escalation for further follow up.

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



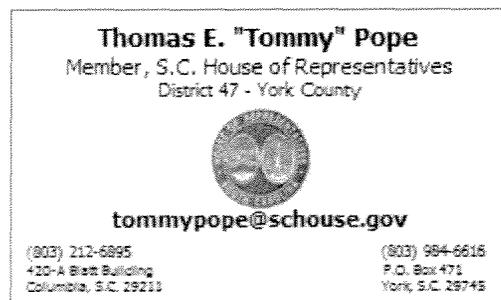
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, January 03, 2013 7:10 AM
To: Anel Nevarez
Cc: Ozzie Fonseca; Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer
Importance: High

Can you please have someone look into this?
As you can see she is claiming no one has called her back.
Please advise.
Thank you,
Katherine

From: Tommy Pope [mailto:TPope@elrodpope.com]
Sent: Wednesday, January 02, 2013 8:02 PM
To: Veldran, Katherine
Subject: FW: Expedia

Katherine this is what the constituent said ref the contact. thx tpope



From: Tommy Pope
Sent: Wednesday, January 02, 2013 7:59 PM
To: [REDACTED]@gmail.com'
Subject: RE: Expedia

I'll pass on to Governor's office. They were informed someone had spoken with you. tpope

From: fortunejulie@gmail.com [<mailto:fortunejulie@gmail.com>]
Sent: Wednesday, January 02, 2013 6:54 PM
To: Tommy Pope
Subject: Re: Expedia

No. Someone called. I returned. No contact thereafter. Thank you.

Sent from my iPhone

On Jan 2, 2013, at 6:31 PM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, did someone follow up with you? tpope

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Saturday, December 22, 2012 5:25 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

It seems at thought our agent was able to obtain a number to speak and be able to assist this individual.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Saturday, December 22, 2012 11:31 AM
To: Anel Nevarez
Subject: Re: Expedia - SC Taxpayer

I didn't see they left a phone number only an email. Were you able to email?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:46 AM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

A voicemail was left asking individual to call back for further assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, December 17, 2012 8:15 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer
Importance: High

Please have a specialist reach out to Julie [REDACTED] via email [REDACTED]@gmail.com to help answer her questions and concerns.
Please confirm.
Thank you,
Katherine

From: JULIE [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Monday, November 26, 2012 3:15 PM
To: Tommy Pope
Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie [REDACTED]

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Monday, November 26, 2012 9:56 AM
To: tommy@tommy pope.com
Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie [REDACTED]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Thursday, January 03, 2013 5:08 PM
To: Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer

Katherine,

Our agent has called and left a message with the individual's assistant.

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



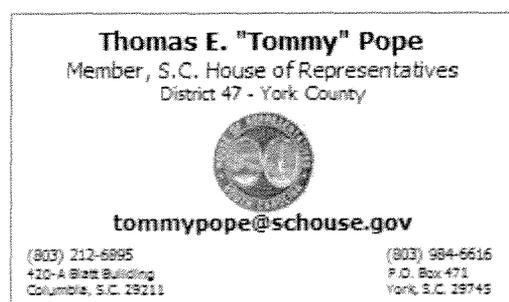
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, January 03, 2013 7:10 AM
To: Anel Nevarez
Cc: Ozzie Fonseca; Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer
Importance: High

Can you please have someone look into this?
As you can see she is claiming no one has called her back.
Please advise.
Thank you,
Katherine

From: Tommy Pope [mailto:TPope@elrodpope.com]
Sent: Wednesday, January 02, 2013 8:02 PM
To: Veldran, Katherine
Subject: FW: Expedia

Katherine this is what the constituent said ref the contact. thx tpope



From: Tommy Pope
Sent: Wednesday, January 02, 2013 7:59 PM
To: [REDACTED]@gmail.com'
Subject: RE: Expedia

I'll pass on to Governor's office. They were informed someone had spoken with you. tpope

From: fortunejulie@gmail.com [mailto:fortunejulie@gmail.com]
Sent: Wednesday, January 02, 2013 6:54 PM
To: Tommy Pope
Subject: Re: Expedia

No. Someone called. I returned. No contact thereafter. Thank you.

Sent from my iPhone

On Jan 2, 2013, at 6:31 PM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, did someone follow up with you? tpope

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 5:25 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

It seems at thought our agent was able to obtain a number to speak and be able to assist this individual.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Saturday, December 22, 2012 11:31 AM
To: Anel Nevarez
Subject: Re: Expedia - SC Taxpayer

I didn't see they left a phone number only an email. Were you able to email?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:46 AM

To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

A voicemail was left asking individual to call back for further assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, December 17, 2012 8:15 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer
Importance: High

Please have a specialist reach out to Julie [REDACTED] via email [REDACTED]@gmail.com to help answer her questions and concerns.

Please confirm.

Thank you,
Katherine

From: JULIE [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Monday, November 26, 2012 3:15 PM
To: Tommy Pope
Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie [REDACTED]

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Monday, November 26, 2012 9:56 AM
To: tommy@tommypope.com
Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie [REDACTED]

Veldran, Katherine

From: Tom Young For Senate <tom@tomyoungforsenate.com>
Sent: Tuesday, January 08, 2013 4:32 PM
To: Veldran, Katherine
Subject: Fwd: Experian

K - can u help? Tom Young

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" <[REDACTED]@atlanticbb.net>
Date: January 8, 2013, 9:55:42 AM EST
To: <tom@tomyoungforsenate.com>
Subject: Experian

Tom,

We have tried to register on-line with Experian multiple times and continuously get hung up in the process. While at home sick today, I decided to call and for me that was a bust too. They would not register Kent because he was not at home. And what really irritated me the most was they don't have a fax # so I can fax Power of Attorney papers that I have for my mom and get her registered. I was told I needed to mail the papers to Texas. When I asked how would I know that they had the papers, she told me they would probably contact me. POA papers don't have my home or cell phone number on them. So, I guess I will mail them and play the wait and see game.

Cheryl [REDACTED]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Tuesday, January 08, 2013 6:59 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Hi Katherine,

I have submitted additional inquiry on this individual. I will follow up with update as soon as I'm able to.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, January 08, 2013 6:30 AM
To: Anel Nevarez
Subject: RE: Expedia - SC Taxpayer

Any follow up with this constituent?

From: Veldran, Katherine
Sent: Friday, January 04, 2013 9:37 AM
To: 'Anel.Nevarez@experianinteractive.com'
Subject: Re: Expedia - SC Taxpayer

Thank you.
Please send an email.

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 03, 2013 07:18 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

Please view notes to your questions below.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Thursday, January 03, 2013 3:06 PM
To: Anel Nevarez; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer

So they have not spoken with Julie [REDACTED] to date? That is correct; our agent has not been able to connect with individual. The first attempt resulted in leaving a message with the individual's husband. Second attempt our agent was told the individual was out to lunch and our agent left a message with the assistant.

The call referenced below was that the first call or second attempt? 2 attempts have been made since we've received the escalation. Have they emailed? At this time no email was sent as they were able to locate the individual's membership which has a phone number. Our agent will follow up with an email if needed.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, January 03, 2013 5:08 PM
To: Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer

Katherine,

Our agent has called and left a message with the individual's assistant.

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



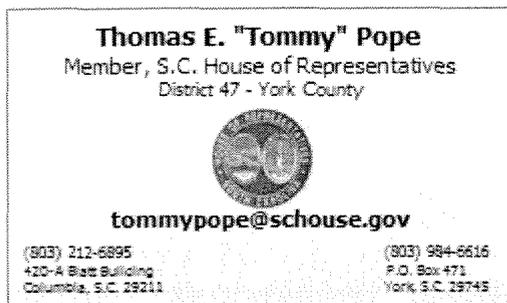
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Thursday, January 03, 2013 7:10 AM
To: Anel Nevarez
Cc: Ozzie Fonseca; Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer
Importance: High

Can you please have someone look into this?
As you can see she is claiming no one has called her back.
Please advise.
Thank you,
Katherine

From: Tommy Pope [mailto:TPope@elrodpope.com]
Sent: Wednesday, January 02, 2013 8:02 PM
To: Veldran, Katherine
Subject: FW: Expedia

Katherine this is what the constituent said ref the contact. thx tpope



From: Tommy Pope
Sent: Wednesday, January 02, 2013 7:59 PM
To: 'fortunejulie@gmail.com'
Subject: RE: Expedia

I'll pass on to Governor's office. They were informed someone had spoken with you. tpope

From: [REDACTED]@gmail.com [mailto:[REDACTED]@gmail.com]
Sent: Wednesday, January 02, 2013 6:54 PM
To: Tommy Pope
Subject: Re: Expedia

No. Someone called. I returned. No contact thereafter. Thank you.

Sent from my iPhone

On Jan 2, 2013, at 6:31 PM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, did someone follow up with you? tpope

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Sent: Saturday, December 22, 2012 5:25 PM
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Subject: RE: Expedia - SC Taxpayer

Katherine,

It seems at thought our agent was able to obtain a number to speak and be able to assist this individual.

Best Regards,

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Saturday, December 22, 2012 11:31 AM
To: Anel Nevarez
Subject: Re: Expedia - SC Taxpayer

I didn't see they left a phone number only an email. Were you able to email?

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Saturday, December 22, 2012 11:46 AM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

A voicemail was left asking individual to call back for further assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Monday, December 17, 2012 8:15 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer
Importance: High

Please have a specialist reach out to Julie Fortune via email ██████████@gmail.com to help answer her questions and concerns.

Please confirm.

Thank you,
Katherine

From: JULIE ██████████ [<mailto:██████████@gmail.com>]
Sent: Monday, November 26, 2012 3:15 PM
To: Tommy Pope
Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie [REDACTED]

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE [REDACTED] [mailto:[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]
Sent: Monday, November 26, 2012 9:56 AM
To: tommy@tommypope.com
Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie [REDACTED]

Veldran, Katherine

From: Deanne Gray <DeanneGray@scsenate.gov>
Sent: Wednesday, January 09, 2013 2:49 PM
To: Veldran, Katherine
Subject: Was someone able to talk to Sen. Hutto's constituent?

Thanks!

Veldran, Katherine

From: Deanne Gray <DeanneGray@scsenate.gov>
Sent: Wednesday, January 09, 2013 4:44 PM
To: Veldran, Katherine
Subject: Another problem on enrolling children

Katherine,

Ok, this problem seems to be growing. I had two people today who have had a problem with children, so I think this is something that is going to steamroll on you. And actually, just coincidentally I was on the phone with Mike Shealy who said his daughter fell into this category.

If a child is over 18, has even received a letter from DOR that they were breached, has a bank account, even has a debit card.....but has no credit card Experian cannot enroll them because they have no credit history.....because they track credit card activity. One of them said Experian indicated they could provide what evidently may be a different type of coverage for the child but they (Experian) could not answer the question as to whether whatever they provide to the child would be paid for under the State's contract or not.

Can you get a response from a systematic standpoint how this should be handled when the question arises so that the children may be covered? I just think now that letters are going out you are going to see this more and more and certainly these children have a right to coverage.

Thanks!

DeAnne

Veldran, Katherine

From: lmartin@alicemfgco.com
Sent: Thursday, December 06, 2012 4:32 PM
To: Veldran, Katherine
Subject: Re: **Please assist SC constituent**

Thanks a bunch!

Larry

From: Veldran, Katherine
Sent: Thursday, December 06, 2012 2:59 PM
To: <mailto:lmartin@alicemfgco.com>
Subject: FW: **Please assist SC constituent**

Mrs. [REDACTED] has been taken care of. Please reference below.
KV

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 5:59 PM
To: Veldran, Katherine
Subject: RE: **Please assist SC constituent**

Katherine,

We've connected the individual with our special team to go through the alternate process.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Wednesday, November 21, 2012 6:24 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **Please assist SC constituent**
Importance: High

Please reference below.
Please let me know when this has been resolved.
Thank you,
Katherine

From: Larry Martin [<mailto:LarryMartin@scsenate.gov>]
Sent: Wednesday, November 21, 2012 8:35 AM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: Sue [REDACTED] of Easley/Experian issue

Katherine:

Mrs. [REDACTED] (864) [REDACTED] said that she signed her husband up with Experian over the phone with no trouble at all. When she attempted to sign up by calling the same number, the person said that he could not accept her application and provided her with another number to call. She has become frustrated as the new number is automated and no one answers or will return her call. Could you pass Mrs. [REDACTED]'s number along to someone to assist her?

Many thanks! Hope you have a great Thanksgiving.

Larry

Senator Larry A. Martin
P.O. Box 142
Columbia, SC 29202
(803) 212-6610

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2012.0.2221 / Virus Database: 2634/5440 - Release Date: 12/06/12

Veldran, Katherine

From: Tricia Miller <TriciaMiller@schouse.gov>
Sent: Thursday, December 06, 2012 7:10 PM
To: Veldran, Katherine
Cc: Brad Wright
Subject: Re: Speaker's Constituent (SCDOR Issue)

Thank you!

Sent from Tricia Miller

On Dec 6, 2012, at 6:08 PM, "Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

I have emailed Ms. [REDACTED] I have requested her to call me at her earliest convenience. Please let me know if she replies to you with her phone number. If there is anyone else I can help – please let me know.
Thank you,
Katherine

From: Tricia Miller [mailto:TriciaMiller@schouse.gov]
Sent: Thursday, December 06, 2012 4:18 PM
To: Veldran, Katherine
Subject: Re: Speaker's Constituent (SCDOR Issue)

No problem and thanks again for your help.

PS: I have requested Ms. [REDACTED] send me a telephone number and will pass along once I receive it. Have a good night!

Sent from Tricia Miller

On Dec 6, 2012, at 4:06 PM, "Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Tricia,
Thank you for the email.
I will confirm with you once enrollment has been completed. I apologize for the inconvenience.
Thank you,
Katherine

From: Tricia Miller [mailto:TriciaMiller@schouse.gov]
Sent: Thursday, December 06, 2012 03:58 PM
To: Veldran, Katherine
Subject: Fwd: Speaker's Constituent (SCDOR Issue)

Sent from Tricia Miller

Begin forwarded message:

From: Tricia Miller <TriciaMiller@schouse.gov>
Date: December 6, 2012 3:27:49 PM EST
To: "katherineveldrin@gov.sc.gov"
<katherineveldrin@gov.sc.gov>
Cc: Brad Wright <BradWright@schouse.gov>
Subject: Speaker's Constituent (SCDOR Issue)

Katherine,

Brad asked me to send you the information on the constituent I have been trying to help this week concerning the DOR breach. Ms. Harmon's email is below and she is concerned about her mother-in-law who is 91 and has no credit history.

Meredith Cleland with DOR has been working on this issue with me and truly appreciate your involvement as well. From what Meredith has told me today, he and the Experian representative (Ozzie) will be getting in touch with Ms. [REDACTED] (only have email) today and make sure her mother-in-law is protected. Meredith told me that Experian said this should have never happened and we will make sure she is protected.

I will follow-up with Meredith tomorrow and make sure they connected with Ms. [REDACTED] to get this problem resolved. I will keep you posted and let you know if we have any problems getting this resolved and thank you again for your help.

Email sent to the Speaker:

Dear Sir:

My name is Nancy [REDACTED] and I had the honor of hearing you speak at Spartanburg ADVANCE on Friday. This is e-mail is a request concerning the Fraud Protection each SC citizen is due because of the breach of tax records. I have accomplished mine and my husband's but when I try to enroll my mother-in-law I can't because she has no credit record. She is 91 and lives in an assisted living and has never had any credit, except for maybe paying a store for furniture on time. Most people from that era didn't believe in credit, they preferred cash. However, I am worried that she would be a really easy target given her situation and the fact that "she" could probably get lots of credit, etc. Could you please advise me if there is any recourse for citizens in her situation?

Thank you,

Nancy [REDACTED]

Spartanburg, SC

[REDACTED]@aol.com

Veldran, Katherine

From: Grube-Lybarker, Carri
Sent: Thursday, December 06, 2012 8:05 PM
To: RONNIE CROMER
Cc: Veldran, Katherine; Pitts, Ted
Subject: RE: {ronniecromer}: 2012 - EXPERIAN-SCORE

Hi Senator Cromer,

Businesses buy marketing lists containing consumer information, which can include e-mail addresses. Our office actually just started receiving complaints against this company, ScoreSense, due to consumer confusion and will be looking into it.

Please let me know if you have any questions.

Best,
Carri

Carri Grube Lybarker, Esq.
Administrator | SC Department of Consumer Affairs
2221 Devine Street, Suite 200
P.O. Box 5757 | Columbia, SC 29250-5757
803.734.4297 | 803.734.4229 FAX
www.consumer.sc.gov ****Please note new website address****

From: Pitts, Ted
Sent: Thursday, December 06, 2012 1:03 PM
To: RONNIE CROMER
Cc: Veldran, Katherine; Grube-Lybarker, Carri
Subject: RE: {ronniecromer}: 2012 - EXPERIAN-SCORE

Senator Cromer,

Looking at this you are right it is not related to Experian but uses their name in the subject line as a teaser.

I have copied Carrie Lybarker with Consumer Affairs.

I have received similar solicitation emails over the last several years. They did not get your email from Experian or anything related to the breach but possibly are marketing to the email list of SC residents.

Carrie can you chime in.

Ted

From: RONNIE CROMER [mailto:ronniecromer@bellsouth.net]
Sent: Friday, November 30, 2012 12:34 PM
To: Pitts, Ted
Subject: Fw: {ronniecromer}: 2012 - EXPERIAN-SCORE

--- On **Wed, 11/21/12, FS360** <AT&TAppsBeta@att.sbc.bellsouth.juno.in> wrote:

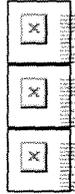
From: FS360 <AT&TAppsBeta@att.sbc.bellsouth.juno.in>

Subject: {ronniecromer}: 2012 - EXPERIAN-SCORE

To: ronniecromer@bellsouth.net

Date: Wednesday, November 21, 2012, 3:13 PM

:: Your Credit Score May Have Changed ::



Veldran, Katherine

From: Tricia Miller <TriciaMiller@schouse.gov>
Sent: Friday, December 07, 2012 8:09 AM
To: Veldran, Katherine
Subject: Fwd: SCDOR Data Breach

Hey Katherine! See email below with telephone contact for Mrs. Harmon. Thanks again for your help.
Sent from Tricia Miller

Begin forwarded message:

From: [REDACTED] <[REDACTED]@aol.com>
Date: December 6, 2012 10:32:07 PM EST
To: Tricia Miller <TriciaMiller@schouse.gov>
Subject: Re: SCDOR Data Breach

Thank you so much...my numer is (864) [REDACTED] however, please know that Mrs. [REDACTED] is in the hospital right now and I'm staying with her a great deal, it might be hard to catch me at home. I expect her to be there till at least Saturday.

Thank again for helping ease my mind,
Nancy [REDACTED]

-----Original Message-----

From: Tricia Miller <TriciaMiller@schouse.gov>
To: [REDACTED] <[REDACTED]@aol.com>
Sent: Thu, Dec 6, 2012 3:30 pm
Subject: SCDOR Data Breach

Ms. [REDACTED]

I just wanted to let you know to expect an email from Meredith Cleland with SCDOT to help get your mother-in-law protected under Experian. They told me this should have never happened and want to make sure she gets the protection she needs. Would you mind sending me your telephone number so he can call you? We only have your email and just want to make sure they can reach you. Thank you again for bringing this issue to our attention and do not hesitate to give me a call if i can be of assistance. Have a great weekend.

Veldran, Katherine

From: Tricia Miller <TriciaMiller@schouse.gov>
Sent: Friday, December 07, 2012 8:35 AM
To: Veldran, Katherine
Subject: Re: SCDOR Data Breach

You are very welcome. Have a great weekend.

Sent from Tricia Miller

On Dec 7, 2012, at 8:10 AM, "Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Perfect. Thank you.
Katherine

From: Tricia Miller [mailto:TriciaMiller@schouse.gov]
Sent: Friday, December 07, 2012 08:09 AM
To: Veldran, Katherine
Subject: Fwd: SCDOR Data Breach

Hey Katherine! See email below with telephone contact for Mrs. [REDACTED] Thanks again for your help.

Sent from Tricia Miller

Begin forwarded message:

From: [REDACTED] <[REDACTED]@aol.com>
Date: December 6, 2012 10:32:07 PM EST
To: Tricia Miller <TriciaMiller@schouse.gov>
Subject: Re: SCDOR Data Breach

Thank you so much...my numer is (864) [REDACTED] however, please know that Mrs. [REDACTED] is in the hospital right now and I'm staying with her a great deal, it might be hard to catch me at home. I expect her to be there till at least Saturday.

Thank again for helping ease my mind,
Nancy [REDACTED]

-----Original Message-----

From: Tricia Miller <TriciaMiller@schouse.gov>
To: [REDACTED] <[REDACTED]@aol.com>
Sent: Thu, Dec 6, 2012 3:30 pm
Subject: SCDOR Data Breach

Ms. [REDACTED]

I just wanted to let you know to expect an email from Meredith Cleland with SCDOT to help get your mother-in-law protected under Experian. They told me this should have never happened and want to make sure she gets the protection she needs. Would you mind sending me your telephone number so he can call you? We only have your email and just want to make sure they can reach you. Thank you again for bringing this issue to our attention and do not hesitate to give me a call if i can be of assistance. Have a great weekend.

representative (Ozzie) will be getting in touch with Ms. [REDACTED] (only have email) today and make sure her mother-in-law is protected. Meredith told me that Experian said this should have never happened and we will make sure she is protected.

I will follow-up with Meredith tomorrow and make sure they connected with Ms. Harmon to get this problem resolved. I will keep you posted and let you know if we have any problems getting this resolved and thank you again for your help.

Email sent to the Speaker:

Dear Sir:

My name is Nancy [REDACTED] and I had the honor of hearing you speak at Spartanburg ADVANCE on Friday. This is e-mail is a request concerning the Fraud Protection each SC citizen is due because of the breach of tax records. I have accomplished mine and my husband's but when I try to enroll my mother-in-law I can't because she has no credit record. She is [REDACTED] and lives in an assisted living and has never had any credit, except for maybe paying a store for furniture on time. Most people from that era didn't believe in credit, they preferred cash. However, I am worried that she would be a really easy target given her situation and the fact that "she" could probably get lots of credit, etc. Could you please advise me if there is any recourse for citizens in her situation?

Thank you,

Nancy [REDACTED]

Spartanburg, SC

[REDACTED]@aol.com

Veldran, Katherine

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Friday, December 07, 2012 10:03 AM
To: Veldran, Katherine
Cc: Ozzie Fonseca; Anel Nevarez; Laughlin, Chrystal
Subject: Re: FW: ** Please assist SC Constituent**
Attachments: image001.jpg

I sent a couple of notes to compliance requesting additional information, but I never heard back. I will check first thing this morning. I understand you need information.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100.
Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 -
Cell (949) 242-2938 - Fax
ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

Blog: www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>
Follow us on Twitter: www.Twitter.com/Experian_DBR<http://www.Twitter.com/Experian_DBR>
Visit us at <http://www.experian.com/databreach>

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"Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Do we have any information on the "alternative process"?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Thursday, December 06, 2012 7:18 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** Please assist SC Constirent**

Katherine,

Our escalations agent contacted them yesterday and connected them with our special team to go through the alternate process. It sounds as though they did not stay long enough for assistance; however a follow up call has been requested for tomorrow. I will provide additional information as it becomes available.

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

[Description: Description: Description: 88x31-Experian-no_tagline]
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, December 06, 2012 12:08 PM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: ** Please assist SC Constirent**
Importance: High

This was sent to you yesterday.
Please confirm when completed.
Thank you,
Katherine

From: Bill Sandifer [mailto:BillSandifer@schouse.gov]
Sent: Thursday, December 06, 2012 8:58 AM
To: Veldran, Katherine
Cc: Andy Fiffick
Subject: loss of data at DOR

Katherine,

I had an interesting problems with a constituent. I haven't heard one like it before. He tried to sign up with Experian & was told they could not sign him & his wife up because they have no recent credit. They pay cash for everything. However, they have filed SC tax returns.

Please contact these folks & see if something can be done. A simple lack of credit should not prohibit their protection. Patrick & Deborah [REDACTED] - 864 [REDACTED]

BTW, I wish I had such a problem. Please let me know the outcome.
Thanks,

Rep. Bill Sandifer
Chairman - Labor, Commerce and Industry Committee
407 Blatt Building
Columbia, SC 29211
Office - (803) 734-3015
Fax - (803) 734-4649

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 1:20 PM

To: Ozzie Fonseca (ofonseca@experianinteractive.com<mailto:ofonseca@experianinteractive.com>)
(ofonseca@experianinteractive.com<mailto:ofonseca@experianinteractive.com>);
Anel.Nevarez@experianinteractive.com<mailto:Anel.Nevarez@experianinteractive.com>
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov<mailto:claughlin@oepp.sc.gov>)
Subject: ** Please assist SC Constirent**
Importance: High

Patrick [REDACTED]
864 [REDACTED] home
864 [REDACTED] cell

Please call him to complete the enrollment process.
Please confirm.
Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov<mailto:KatherineVeldran@gov.sc.gov>

Veldran, Katherine

From: Tricia Miller <TriciaMiller@schouse.gov>
Sent: Friday, December 07, 2012 10:44 AM
To: Veldran, Katherine
Cc: Brad Wright
Subject: RE: SCDOR Data Breach

Thanks!

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Friday, December 07, 2012 10:43 AM
To: Tricia Miller
Cc: Brad Wright
Subject: RE: SCDOR Data Breach

We have set up a call with Ms. [REDACTED] for today at 2:30.
I will follow up.
KV

From: Tricia Miller [mailto:TriciaMiller@schouse.gov]
Sent: Friday, December 07, 2012 8:09 AM
To: Veldran, Katherine
Subject: Fwd: SCDOR Data Breach

Hey Katherine! See email below with telephone contact for Mrs. [REDACTED]. Thanks again for your help.
Sent from Tricia Miller

Begin forwarded message:

From: [REDACTED] <[REDACTED]@aol.com>
Date: December 6, 2012 10:32:07 PM EST
To: Tricia Miller <TriciaMiller@schouse.gov>
Subject: Re: SCDOR Data Breach

Thank you so much...my numer is (864) [REDACTED] however, please know that Mrs. [REDACTED] is in the hospital right now and I'm staying with her a great deal, it might be hard to catch me at home. I expect her to be there till at least Saturday.

Thank again for helping ease my mind,
Nancy [REDACTED]

-----Original Message-----

From: Tricia Miller <TriciaMiller@schouse.gov>
To: [REDACTED] <[REDACTED]@aol.com>
Sent: Thu, Dec 6, 2012 3:30 pm
Subject: SCDOR Data Breach

Ms. [REDACTED]

I just wanted to let you know to expect an email from Meredith Cleland with SCDOT to help get your mother-in-law protected under Experian. They told me this should have never happened and want to make sure she gets the protection she needs. Would you mind sending me your telephone number so he can call you? We only have your email and just want to make sure they can reach you. Thank you again

Rep. Bill Sandifer

Chairman - Labor, Commerce and Industry Committee

407 Blatt Building

Columbia, SC 29211

Office - (803) 734-3015

Fax - (803) 734-4649

From: Veldran, Katherine

Sent: Wednesday, December 05, 2012 1:20 PM

To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com);

Anel.Nevarez@experianinteractive.com

Cc: Chrystal Laughlin (claughlin@oepp.sc.gov)

Subject: ** Please assist SC Constirent**

Importance: High

Patrick [REDACTED]

864-[REDACTED] home

864-[REDACTED] cell

Please call him to complete the enrollment process.

Please confirm.

Thank you,

Katherine

Katherine F. Veldran

Legislative Liaison | Office of Governor Nikki Haley

O: 803-734-5124 | C: 803-767-7583

KatherineVeldran@gov.sc.gov

Veldran, Katherine

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Friday, December 07, 2012 10:58 AM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca; Anel Nevarez; Veldran, Katherine
Subject: Re: Contact for Business Credit Advantage SM

I will try to find the best contact for those escalations. I will send an update as soon as I have a name.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100.
Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 -
Cell (949) 242-2938 - Fax
ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

Blog: www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>
Follow us on Twitter: www.Twitter.com/Experian_DBR<http://www.Twitter.com/Experian_DBR>
Visit us at <http://www.experian.com/databreach>

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"Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Ozzie,

Who is the contact at Experian for the Business Credit Advantage program? The Governor's Office needs someone who can help businesses if they are having problems enrolling.

Thank you,
Chrystal

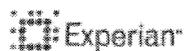
Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Friday, December 07, 2012 12:42 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** Please assist SC Constirent**

Katherine,

Our team has contacted both customers. Mrs. [REDACTED] is now enrolled in monitoring and Mr. [REDACTED] will be sending the required paperwork for enrollment. They were both satisfied and pleased with the phone call.

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



T: 949.567.7629
C: 949.294.2183

From: Anel Nevarez
Sent: Thursday, December 06, 2012 4:18 PM
To: 'Veldran, Katherine'; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** Please assist SC Constirent**

Katherine,

Our escalations agent contacted them yesterday and connected them with our special team to go through the alternate process. It sounds as though they did not stay long enough for assistance; however a follow up call has been requested for tomorrow. I will provide additional information as it becomes available.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, December 06, 2012 12:08 PM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: ** Please assist SC Constirent**
Importance: High

This was sent to you yesterday.
Please confirm when completed.
Thank you,
Katherine

From: Bill Sandifer [mailto:BillSandifer@schouse.gov]
Sent: Thursday, December 06, 2012 8:58 AM
To: Veldran, Katherine
Cc: Andy Fiffick
Subject: loss of data at DOR

Katherine,

I had an interesting problems with a constituent. I haven't heard one like it before. He tried to sign up with Experian & was told they could not sign him & his wife up because they have no recent credit. They pay cash for everything. However, they have filed SC tax returns.

Please contact these folks & see if something can be done. A simple lack of credit should not prohibit their protection.

Patrick & Deborah [REDACTED] - 864 [REDACTED]

BTW, I wish I had such a problem. Please let me know the outcome.

Thanks,

Rep. Bill Sandifer

Chairman - Labor, Commerce and Industry Committee
407 Blatt Building
Columbia, SC 29211
Office - (803) 734-3015
Fax - (803) 734-4649

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 1:20 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com);
Anel.Nevarez@experianinteractive.com
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov)
Subject: ** Please assist SC Constirent**
Importance: High

Patrick [REDACTED]
864-[REDACTED] home
864-[REDACTED] cell

Please call him to complete the enrollment process.

Please confirm.

Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

Veldran, Katherine

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Friday, December 07, 2012 1:49 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Crystal:

I checked with compliance and legal and they were a bit confused by the assertion made by the constituent. Can you please point out where this information appears?

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

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From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 07, 2012 8:20 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

Ozzie,

A constituent claims that in the contract for ProtectMyID, Experian states they can give customer information to 3rd party associate partners. The constituent also claims that there are over 90 3rd party associate partners.

Can you confirm this? What information is being given? Credit card information, SSNs?

Thank you,
Chrystal Laughlin

Veldran, Katherine

From: Larry Martin <LarryMartin@scsenate.gov>
Sent: Friday, December 07, 2012 4:12 PM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: Experian issue

Katherine:

Could you pass this one along to your Experian contact? This one is an older couple with no credit history. They've unsuccessfully tried to sign up a couple of different ways.

Earl [REDACTED] and Mildred [REDACTED] (Phone# 864-[REDACTED])
[REDACTED]
Pickens, SC 29671

Many thanks!

Larry

Senator Larry A. Martin
P.O. Box 142
Columbia, SC 29202
(803) 212-6610

Veldran, Katherine

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Monday, December 10, 2012 4:03 PM
To: Veldran, Katherine; Laughlin, Chrystal
Subject: FW: Contact for Business Credit Advantage SM

Here's what I found out:

"The nature of the issue designates what group this goes to, but to start they can call 1-800-██████████ Option 2 is for business credit information disputes. Option 3 is for access code or technical problems with the website."

Please note that the number is only to be used by your team, and not to be made public.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
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ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 10, 2012 6:16 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: Contact for Business Credit Advantage SM

Thanks Ozzie. Is there someone we (the Governor's Office) can contact for questions? Their contact information would not be given out to constituents. However, I have at least three constituents who need to speak with someone on the business side, so perhaps this person could assist constituents that have specialized issues.

Thank you,
Chrystal

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 2:05 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: Contact for Business Credit Advantage SM

Here's what I received from our Business credit unit:

For technical online issues redeeming a code or accessing the website, customers can write to helpdesk@smartbusinessreports.com.

For issues finding a business in Experian's database, or issues with the available business address or data, customers should submit their questions and disputes to BusinessDisputes@experian.com for investigation.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



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(949) 302-2299 - Cell
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ozzie.fonseca@experian.com

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Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 7:31 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: Contact for Business Credit Advantage SM

Ozzie,

Who is the contact at Experian for the Business Credit Advantage program? The Governor's Office needs someone who can help businesses if they are having problems enrolling.

Thank you,
Chrystal

Veldran, Katherine

From: Michael R. Thompson <ceo@michaelrthompson.com>
Sent: Monday, December 10, 2012 2:52 PM
To: Veldran, Katherine
Subject: Fwd: Request for a Briefing to House Democratic Caucus Members

Here's the email I sent earlier. Appreciate your help on this, and apologies again for the short turnaround.

Thanks again,

Michael

----- Original Message -----

Subject: Request for a Briefing to House Democratic Caucus Members

Date: Mon, 10 Dec 2012 11:43:42 -0500

From: Michael R. Thompson <ceo@michaelrthompson.com>

To: OIG@OIG.SC.GOV

Dear Mr. Inspector General:

I am finalizing arrangements for our annual Democratic Caucus retreat this Wednesday (12/12). Would it be possible for you to have a staffer come to the retreat (in Columbia) for a question and answer session for Democratic House members regarding the DOR issue and the recent report? Several members have been requesting information, and I thought this would be a good opportunity to get our members up to speed on this issue.

This would be a non-public meeting, of course. I would like to block up to one hour for this if possible, depending on staff availability. I can fit this in any time from 9am to noon on that day (Wednesday the 12th).

I also left a phone message on 803-896-4729 since I do not have better contact information for the office.

I appreciate any assistance you can provide.

Thanks,

Michael
803-524-6180 cell

--

Michael R. Thompson
Exec. Dir., SC House Democratic Caucus
803-734-3100 (office)

Social media and online connections:
<http://www.michaelrthompson.com/>

--

Michael R. Thompson

Exec. Dir., SC House Democratic Caucus
803-734-3100 (office)

Social media and online connections:
<http://www.michaelrthompson.com/>

Veldran, Katherine

From: Maley, Patrick
Sent: Monday, December 10, 2012 4:12 PM
To: Veldran, Katherine
Subject: Re: Request for a Briefing to House Democratic Caucus Members

Will handle--thanks

From: Veldran, Katherine
Sent: Monday, December 10, 2012 04:10 PM
To: Maley, Patrick
Cc: Pitts, Ted
Subject: FW: Request for a Briefing to House Democratic Caucus Members

Pat,
Below is a request from the House Democratic Caucus. I told him I would pass the request along.
Please let me know if you need anything.

Michael Thompson – cell 803-524-6180

Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

----- Original Message -----

Subject: Request for a Briefing to House Democratic Caucus Members
Date: Mon, 10 Dec 2012 11:43:42 -0500
From: Michael R. Thompson <ceo@michaelrthompson.com>
To: OIG@OIG.SC.GOV

Dear Mr. Inspector General:

I am finalizing arrangements for our annual Democratic Caucus retreat this Wednesday (12/12). Would it be possible for you to have a staffer come to the retreat (in Columbia) for a question and answer session for Democratic House members regarding the DOR issue and the recent report? Several members have been requesting information, and I thought this would be a good opportunity to get our members up to speed on this issue.

This would be a non-public meeting, of course. I would like to block up to one hour for this if possible, depending on staff availability. I can fit this in any time from 9am to noon on that day (Wednesday the 12th).

I also left a phone message on 803-896-4729 since I do not have better

contact information for the office.

I appreciate any assistance you can provide.

Thanks,

Michael
803-524-6180 cell

Michael R. Thompson
Exec. Dir., SC House Democratic Caucus
803-734-3100 (office)

Social media and online connections:
<http://www.michaelrthompson.com/>

--

Michael R. Thompson
Exec. Dir., SC House Democratic Caucus
803-734-3100 (office)

Social media and online connections:
<http://www.michaelrthompson.com/>

Veldran, Katherine

From: Tom Young <tyoung@tomyounglaw.com>
Sent: Monday, December 10, 2012 5:53 PM
To: Veldran, Katherine
Subject: RE: Experian sends Family Secure notifications to taxpayers with minor dependents

Katherine: If someone has enrolled with Experian but did not get an email re: adding dependents, what should they do? Thanks. Tom Young

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Friday, November 30, 2012 3:19 PM
To: Veldran, Katherine
Subject: Experian sends Family Secure notifications to taxpayers with minor dependents
Importance: High

Attached are frequently asked questions regarding the **Experian Family Secure** plan. Below is an example of the email notification.

Please continue to email me questions and concerns. We will continue to send updates.

Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

To ensure our emails are delivered to your inbox, please add protectmyid@exrpt.com to your address book.

Important Security and Protection Notification.

Please read this entire letter if you have minor children.

Dear XXXXXXXX,

I am writing to you regarding the additional protection product available to you and your children offered as a result of the security breach involving the Department of Revenue in the state of South Carolina announced on October 26, 2012. You have successfully enrolled yourself in ProtectMyID[®]. If you have minor children who have been dependents on South Carolina tax returns that were filed electronically, you should enroll them in the Family Secure[®] product.

If you do not have minor children, you may disregard this email.

To help you detect the possible misuse of the minor's information, we are providing you, the parent or guardian, with a

complimentary one-year membership in Family Secure from Experian®. Family Secure monitors your Experian credit report and will notify you of key changes. Family Secure is completely free for the first year and will not hurt your credit score.

We do not have any evidence that information identifying the minor(s) has been misused; however, out of an abundance of caution, we recommend taking advantage of the one-year Family Secure membership, paid for by the State of South Carolina.

To receive the complimentary Family Secure product, you as the parent must enroll at the web site with your activation code listed below. This activation code can only be used by the parent or guardian of the minor. To sign up, please visit the web site and enter your activation code. Please keep in mind that once activated, the code cannot be re-used for another enrollment. If you need assistance, please call **(866) 578-5422**.

Family Secure Web Site: www.familysecure.com/scdor

Your Activation Code: XXXXXXXX

You Must Enroll By: May 31, 2013

Your complimentary Family Secure membership includes:

Parent or Legal Guardian:

- Daily monitoring of your Experian credit report with email notification of key changes
- 24/7 credit report access: Unlimited, on-demand Experian reports and scores
- Monthly "no-hit" reports: Updates letting you know there were no changes

Children:

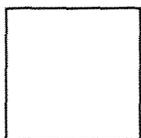
- Monthly monitoring to determine whether minors in your household have an Experian credit report
- Monthly monitoring alerts of key changes to your children's Experian credit report
- You can enroll all of your children!

All Members:

- Access to our toll-free customer care center
- Fraud resolution assistance: Toll-free access to fraud resolution representatives who investigate each incident; contact credit grantors to dispute charges, close accounts and compile documents; and contact all relevant government agencies
- \$2,000,000 product Guarantee*

We encourage you to activate your membership as soon as possible. To get the benefits of Family Secure, you must enroll. Please note that in the event a monitoring alert is received with respect to your children as a further fraud prevention requirement you may be required to submit written verification of the child's identity and/or parentage.

Sincerely,



Michael Bruemmer

VP, Experian® Data Breach Resolution

*THE \$2 Million Family Secure PRODUCT GUARANTEE IS NOT OFFERED, APPLICABLE OR AVAILABLE TO RESIDENTS OF THE STATE OF NEW YORK.

Family Secure is offered by ConsumerInfo.com, Inc., an Experian company.

To learn more about our privacy policy, please [click here](#). ProtectMyID is a part of Experian, click [About Us](#) to learn more.

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From: Godfrey, Rob

Sent: Friday, November 30, 2012 1:59 PM

Subject: Experian sends Family Secure notifications to taxpayers with minor dependents

Experian sends Family Secure notifications to taxpayers with minor dependents *Gov. Nikki Haley continues working with law enforcement and business leaders to protect S.C. taxpayers*

COLUMBIA, S.C. – Governor Nikki Haley today announced that taxpayers affected by the South Carolina Department of Revenue information security breach who claim minors as dependents have begun receiving notification from Experian by email or letter with instructions about how to sign up for Experian's Family Secure identity monitoring service free of charge for one year.

"We continue to work with law enforcement, legislators and great corporate citizens like Experian to ensure that South Carolina taxpayers have the very best protection available," said Gov. Haley. "If you claim minors as dependents, you should absolutely take the time to sign them up for identity and credit monitoring through Experian's Family Secure."

Experian began notifying individuals by email or letter yesterday, Thursday, November 29. Notifications will be staggered over the next few weeks so South Carolina taxpayers should not be concerned if they do not receive a notice right away. Once notified, individuals may register coverage for himself/herself and any number of minors (five minors can be enrolled via the website; for more than five minors, the adult must call Experian). Family Secure enrollment ends May 31, 2013. To enroll a minor dependent with "Family Secure," an individual must already be enrolled in Experian's ProtectMyID and have the minor dependent's Social Security number, name and date of birth, and must be the minor's legal parent or guardian.

Family Secure monitors children's personal information for the existence of a credit file and sends alerts if suspicious activity or signs of identity theft are detected. For minors who have a credit history, Experian will regularly monitor the minor's credit file to see if any credit, loan, or similar account is opened in the minor's name. For minors who do not have a credit history, Experian will regularly monitor the minor's personal information (name, address, date of birth and Social Security number) to see if any credit file is created in the minor's name.

As of Friday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 845,000 calls and approximately 900,000 signups for Experian's ProtectMyID. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for the Family Secure plan if they claim minors as dependents.

Dun & Bradstreet Credibility Corp offers South Carolina businesses that have filed a tax return since 1998 a CreditAlert product that will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner. The cost will be waived for business filing tax returns since 1998. Business owners can visit <http://www.dandb.com/sc/> or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows access to a company's business credit report and score.

South Carolina businesses can sign up for Business Credit Advantage at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call Experian at 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

Free one-year Family Secure plan includes:

- Regular monthly monitoring of Experian information for every child on the account
- Protection against material damages that may occur to a child due to misuse of their credit file
- If no credit file exists, Experian monitors children's personal information for the creation of one
- Alerts the parent/guardian to important activity such as credit inquiries, public records, delinquencies, negative information (e.g., liens, civil judgments, bankruptcies, and new accounts) to a minor's credit history
- Activity is detected based on the minor's SSN, date of birth, name or address or any combination of that data, utilizing Experian's proprietary credit file matching logic
- Once activity is detected, the parent/guardian can work with a dedicated Experian Fraud Resolution representative on the best course of action
- Monthly "No Hit" Alerts if no credit activity is detected in a month
- Comprehensive fraud resolution service – dedicated professionals to manage your case and help members recover from identify theft quickly and efficiently
- Daily monitoring of primary parent's credit report and early warning alerts if credit report changes are detected
- Unlimited Experian credit reports and scores
- Experian credit score illustrator to show monthly score tending and analysis
- \$2,000,000 product guarantee

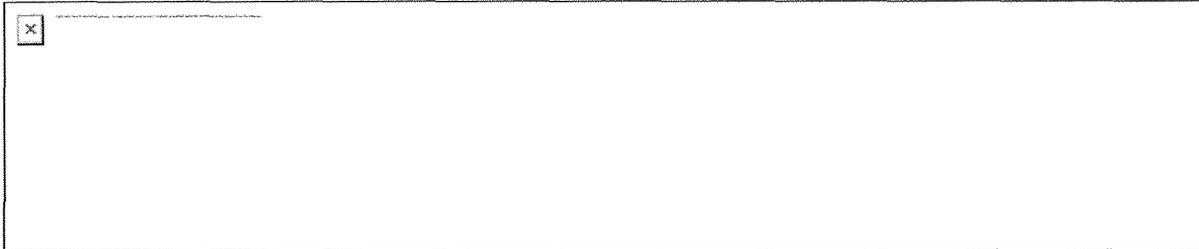
A Frequently Asked Questions document regarding Experian's Family Secure plan is attached.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Veldran, Katherine

From: Tom Young <tom@tomyoungforsenate.com>
Sent: Tuesday, December 11, 2012 11:53 AM
To: Veldran, Katherine
Subject: Roads and Bridges and More on Cyber Attack -- Weekly Update from Sen. Tom Young – November 27, 2012 to December 11, 2012



Roads and Bridges and More on Cyber Attack -- Weekly Update from Sen. Tom Young – November 27, 2012 to December 11, 2012

The Senate is out of session and will meet tomorrow at noon for a one day organizational session in preparation for the 2013 session. I hope that you find this update helpful and informative.

Roads and Bridges: The S.C. Department of Transportation maintains the fourth largest highway system in the nation comprised of 41,460 center line miles and 8,357 bridges. The DOT's primary funding source is the 16 cents per gallon motor fuel user fee which was last adjusted in 1987. Last week, the DOT released a report outlining that South Carolina has \$30 Billion in infrastructure needs over the next 20 years. To see the report, go [here](#).

Roads and Bridges -- Perspective: South Carolina needs a dedicated source of funding for road and bridge maintenance and improvements. Strengthening South Carolina's infrastructure will benefit our state for the long term and provide us with a competitive advantage over other states in our effort to keep existing businesses and to attract new and expanding businesses. Since 2009, the General Assembly stepped up multiple times to make the Port of Charleston as strong as it can be with the most recent commitment being the \$300 Million approved in this year's budget for the Port's necessary and anticipated harbor deepening. Now, the General Assembly must turn its attention to our roads and bridges. The continued growth in Medicaid funding requirements will present challenges as policy makers consider how to pay for Medicaid growth and still meet other needs in our state including those of public education and road and bridge infrastructure. We need strong leadership from both the Governor and the General Assembly on this issue. The DOT report referenced above describes the situation and offers possible

solutions for consideration by the Governor, the General Assembly, and the public. I am working with other General Assembly members on initiatives to meet these and other challenges facing our state. Your input is appreciated and valued. Please email me back or contact me by phone or in person.

Aiken County Economic Development Efforts: A recent article in SC Biz magazine highlights the economic development potential of Aiken County. To see the article, go [here](#).

Feedback for 2013 Legislative Session: The 2013 legislative session begins January 8. I appreciate input from constituents on the critical issues facing our state and area including tax reform; spending reform; K-12 education; the costs of higher education; health care; economic development; roads and bridges; job growth; and the underfunded liabilities in our state's retirement systems. Your input is welcome on any issue important to you. Please email me back or contact me by phone or in person.

Latest on Cyber Attack

Who is Impacted?: According to Governor Haley, the DOR has now determined whose information was stolen and impacted residents and non-residents will receive letters of confirmation during the next two weeks.

Minor Children and Dependents: If you enrolled with Experian's ProtectMyID since late October when offered by the state and you provided an email, then you should have received an email allowing you to enroll your minor children. If you did not provide an email when registering, then you should receive a letter within the next two weeks.

Frequently Asked Questions: The Governor's office has prepared several groups of questions and answers as indicated below by category:

- **Experian Family Secure** – To see those, go [here](#).
- **Cyber Attack** – To see those, go [here](#) and [here](#).
- **Senior Citizens** -- To see those, go [here](#).
- **How to Place a Security Freeze:** To see how to place a security freeze, go [here](#).

Constituent Information

Speaking with Groups Around the District: Several local groups have invited me to attend one of their meetings to provide a legislative update. If you have a group that would like for me to come to a meeting, please let me know.

Report Waste, Fraud and Abuse in State Government: To report waste,

fraud and abuse in state government, you can call: 1-855-SC-FRAUD.

Facebook: I have a [Facebook page](#) for Senator Tom Young. Please “like” the page to receive updates during the week from me on Facebook.

Tom Young’s Website: My website can be reached at www.tomyoungforsenate.com. There are links to a variety of constituent services; the status of sponsored bills; and roll call votes. Please add my web site as a bookmark on your computer.

Small Business Help – SC Dept. of Commerce: The South Carolina Department of Commerce has helpful information for small business owners and employees. To learn more, go to <http://sccommerce.com/sc-business-network>.

State House Tours: Tours are available for the S.C. State House by calling (803) 734-2430. If you set a tour between January and June and it is on a Tuesday, Wednesday, or Thursday, please let me know so I can do my best to see you.

Thoroughbred Country-- South Carolina Regional Tourism

Organization: To learn more about tourism in the four county region of Aiken, Allendale, Bamberg, and Barnwell, visit www.tbredcountry.org.

Email Updates: If you know of people in or around District 81 who do not receive my updates but they would like to get them, please email their names and email addresses to me.

Road Issues: If you see a road problem, call the SCDOT at 641-7665 or Aiken County at 642-1532 to report the problem. If you do not get a prompt response, please let me know at tom@tomyoungforsenate.com or call me. Generally, most paved roads in the County are maintained by SCDOT and are identified on the road sign poles by a small black and white sign listing the road number, such as S-2-1669. Most unpaved roads in the County are maintained by the County.

Thank you for the opportunity and the honor to represent you. Please let me know if I can help you in any way or if you have questions about these or other issues. Your feedback is meaningful and appreciated.

Sincerely,

Tom Young
649-0000(o)
215-3631 (cell)

Paid for by Tom Young for Senate

This message was sent to katherineveldran@gov.sc.gov from:
Tom Young for Senate | PO BOX 651 | Aiken, SC 29802

Unsubscribe



Veldran, Katherine

From: Larry Martin <LarryMartin@scsenate.gov>
Sent: Tuesday, December 11, 2012 3:15 PM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: RE: to Larry Martin from Ray [REDACTED] follow up on SC protection

Many thanks, Katherine.

Larry

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, December 11, 2012 1:55 PM
To: Larry Martin
Subject: RE: to Larry Martin from Ray [REDACTED] follow up on SC protection

We will have someone call them today.
I will follow up asap.
Thank you,
Katherine

From: Larry Martin [mailto:LarryMartin@scsenate.gov]
Sent: Tuesday, December 11, 2012 1:10 PM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: FW: to Larry Martin from Ray [REDACTED] follow up on SC protection

Katherine:

This gentleman needs to get an answer regarding the fraud protection. He apparently has no credit history that can be monitored but very much wants the fraud protection. Could you have your Experian contact followup and let me know when they do? Many thanks!

Larry

From: [REDACTED]@aol.com [mailto:[REDACTED]@aol.com]
Sent: Tuesday, December 11, 2012 9:00 AM
To: Larry Martin
Subject: Re: to Larry Martin from Ray [REDACTED] follow up on SC protection

Senator Martin,
Thank you for your Thanksgiving wishes for me and my family, we did have a wonderful Thanksgiving and hope the Martin Family had a great Thanksgiving also.

It's been three weeks since our conversation about South Carolina excluding me from the "Fraud Protection for Life". I appreciate your help on this but didn't want to burden you at the same time. I Just wanted to follow up on the issue.

May God bless the Martin Family this Christmas season.

Ray [REDACTED]
864 [REDACTED]

In a message dated 11/21/2012 8:47:09 A.M. Eastern Standard Time, LarryMartin@scsenate.gov writes:

Mr. [REDACTED]:

Thanks for your call yesterday. I'm happy to check on this question for you and will get back to you next week. Hope you and your family have a happy Thanksgiving.

Larry
Senator Larry A. Martin
P.O. Box 142
Columbia, SC 29202
(803) 212-6610

From: [REDACTED]@aol.com [REDACTED]@aol.com]
Sent: Tuesday, November 20, 2012 10:35 AM
To: Larry Martin
Subject: to Larry Martin from Ray [REDACTED]

Mr. Martin,
Thank you so much for your help.

For weeks now I have been trying to sign on with Experian to receive the Fraud Protection for life from the State of South Carolina. I have been working on this for many many hours over the past couple of weeks & talking more than 9 hours with several people from Experian. Now they say I don't qualify for the "Fraud Resolution for Life" from the State of South Carolina because I don't have any "Credit". I save my money and buy instead of borrowing money. At some point in a couple years I would like to build a house in South Carolina and may borrow some money, they say South Carolina won't be there for me with the Fraud Protection for Life.

The Consumer representative from Experian I have been speaking with is **Rosemary [REDACTED] at 949-[REDACTED]**. Rosemary has been calling her superiors and others & they tell her that I don't qualify for the "Fraud Resolution for Life" because I don't have any "Credit". **Rosemary called me back and said she was "sorry but they gave her no reason except you don't have any credit"**. Rosemary said I would not be able to sign on with ProtectMyID from Experian because of this but she sent me over to Jennifer with Experian where I was signed up with Social Security monitoring by mail for 1 year. At that point I asked, "Was I included for the Fraud Resolution for Life" and they both said no, because, to get the "Fraud Resolution for Life" I would have to be signed on with ProtectMyID from Experian & I couldn't do that because I don't have any credit.

I don't have any credit cards but I pay my bills with check for my insurance, Medical bills, car insurance & other. I have a debit card the I don't use.

I told Rosemary about this Channel 7 News Report [Weeks After Hacking Scandal, SC Taxpayers Still Have Questions About Free Moni](#).

The Tracy Early Channel 7 Report stated:

"We are aware that taxpayers with no credit cannot sign up for ProtectMyID," said Samantha Cheek at the SC Department of Revenue. "The state is working with Experian to implement a program for protection for those individuals who do not have credit. "SCDOR wouldn't answer why this plan is coming together now, weeks after the cyber attack or any other questions because it's still being finalized. But Cheek did say it will be available to those taxpayers with no credit in the coming week or two.

When I told Rosemary of this report she wanted me to forward this link to her so she could have it "Taken Down". I didn't send her the link. This is when I called you. I don't understand why I am being excluded from the "Fraud resolution for Life".

Mr. Martin, I really appreciate your concern in this matter. Please contact me if you need any further information.

Sincerely,

Ray [REDACTED] Phone: 864 [REDACTED]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Tuesday, December 11, 2012 6:15 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

He is not enrolled in the PMID product.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, December 11, 2012 2:26 PM
To: Anel Nevarez; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

I just want to make sure this is right - Ray [REDACTED] is not currently enrolled, correct?
Please advise.
Katherine

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 2:50 PM
To: Ozzie Fonseca; Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

All,

Upon further research, the scenario below is not related to a training issue. Our agents have followed the correct procedures. They have contacted the individual and connected him with the special team to go through the alternate process and the individual has been enrolled. In the event there is any activity detected in the individual's credit file, this individual will be provided with Fraud Resolution assistance. Lastly, in order for any individual to obtain the ongoing Fraud Resolution they will need to be enrolled in the ProtectMyID product. Let me know if you have any questions.

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



T: 949.567.7629
C: 949.294.2183

From: Ozzie Fonseca
Sent: Tuesday, December 11, 2012 11:25 AM
To: Veldran, Katherine; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

We have continued training people the last couple of weeks. I'm unsure as to why issues persist, so I'm going to start pulling the calls to hear exactly what is being said. We have one example where we keep transferring the person to the correct team and she keeps disconnecting before she can be assisted (there may be a wait time), then she contacts the DOR saying that we are not helping because she doesn't have credit.

I still haven't received anything definitive about the program. Our folks have been preparing for the hearings so most of their time has gone to that. I will ask again.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

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From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Tuesday, December 11, 2012 10:55 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: ** SC constituent please assist**
Importance: High

We continue to have issues with Experian representatives saying that "they can't sign up because they don't have credit etc."
Have we made any progress with the modified plan and what it includes and/ or the training on Experian reps.

Please call the following SC constituent.

Ray [REDACTED]
864 [REDACTED]

Please confirm so I am able to confirm with the Senator.

Thank you,
Katherine

From: Larry Martin [<mailto:LarryMartin@scsenate.gov>]
Sent: Tuesday, December 11, 2012 1:10 PM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: FW: to Larry Martin from Ray Harper follow up on SC protection

Katherine:

This gentleman needs to get an answer regarding the fraud protection. He apparently has no credit history that can be monitored but very much wants the fraud protection. Could you have your Experian contact followup and let me know when they do? Many thanks!

Larry

From: FiddleStop@aol.com [<mailto:FiddleStop@aol.com>]
Sent: Tuesday, December 11, 2012 9:00 AM
To: Larry Martin
Subject: Re: to Larry Martin from Ray [REDACTED] follow up on SC protection

Senator Martin,
Thank you for your Thanksgiving wishes for me and my family, we did have a wonderful Thanksgiving and hope the Martin Family had a great Thanksgiving also.

It's been three weeks since our conversation about South Carolina excluding me from the "Fraud Protection for Life". I appreciate your help on this but didn't want to burden you at the same time. I just wanted to follow up on the issue.

May God bless the Martin Family this Christmas season.

Ray [REDACTED]
864 [REDACTED]

In a message dated 11/21/2012 8:47:09 A.M. Eastern Standard Time, LarryMartin@scsenate.gov writes:

Mr. [REDACTED]

Thanks for your call yesterday. I'm happy to check on this question for you and will get back to you next week. Hope you and your family have a happy Thanksgiving.

Larry
Senator Larry A. Martin
P.O. Box 142
Columbia, SC 29202
(803) 212-6610

From: [REDACTED]@aol.com [[\[REDACTED\]@aol.com](mailto:[REDACTED]@aol.com)]
Sent: Tuesday, November 20, 2012 10:35 AM
To: Larry Martin
Subject: to Larry Martin from Ray [REDACTED]

Mr. Martin,
Thank you so much for your help.

For weeks now I have been trying to sign on with Experian to receive the Fraud Protection for life from the State of South Carolina. I have been working on this for many many hours over the past couple of weeks & talking more than 9 hours with several people from Experian. Now they say I don't qualify for the " Fraud Resolution for Life" from the State of South Carolina because I don't have any "Credit". I save my money and buy instead of borrowing money. At some point in a couple years I would like to build a house in South Carolina and may borrow some money, they say South Carolina won't be there for me with the Fraud Protection for Life.

The Consumer representative from Experian I have been speaking with is **Rosemary [REDACTED] at 949 [REDACTED]**. Rosemary has been calling her superiors and others & they tell her that I don't qualify for the "Fraud Resolution for Life" because I don't have any "Credit". **Rosemary called me back and said she was "sorry but they gave her no reason except you don't have any credit"**. Rosemary said I would not be able to sign on with ProtectMyID from Experian because of this but she sent me over to Jennifer with Experian where I was signed up with Social Security monitoring by mail for 1 year. At that point I asked, "Was I included for the Fraud Resolution for Life" and they both said no, because, to get the "Fraud Resolution for Life" I would have to be signed on with ProtectMyID from Experian & I couldn't do that because I don't have any credit.

I don't have any credit cards but I pay my bills with check for my insurance, Medical bills, car insurance & other. I have a debit card the I don't use.

I told Rosemary about this Channel 7 News Report [Weeks After Hacking Scandal, SC Taxpayers Still Have Questions About Free Moni](#) .

The Tracy Early Channel 7 Report stated:

"We are aware that taxpayers with no credit cannot sign up for ProtectMyID," said Samantha Cheek at the SC Department of Revenue. "The state is working with Experian to implement a program for protection for those individuals who do not have credit. "SCDOR wouldn't answer why this plan is coming together now, weeks after the cyber attack or any other questions because it's still being finalized. But Cheek did say it will be available to those taxpayers with no credit in the coming week or two.

When I told Rosemary of this report she wanted me to forward this link to her so she could have it "Taken Down". I didn't send her the link. This is when I called you. I don't understand why I am being excluded from the "Fraud resolution for Life".

Mr. Martin, I really appreciate your concern in this matter. Please contact me if you need any further information.

Sincerely,

Ray [REDACTED] Phone: 864 [REDACTED]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Tuesday, December 11, 2012 9:29 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: SCDOR Data Breach

Katherine,

Our agent has contacted the individual and connected her with the special team to go through the alternate process.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Friday, December 07, 2012 7:42 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: SCDOR Data Breach
Importance: High

Ozzie and Anel,
Please call Ms. [REDACTED] at (864) [REDACTED] at 2:30 today. She is expecting your call.
This is the constituent I mentioned yesterday in our call – the Speaker's constituent.
Please confirm.
Thank you,
Katherine

From: Tricia Miller [mailto:TriciaMiller@schouse.gov]
Sent: Friday, December 07, 2012 8:09 AM
To: Veldran, Katherine
Subject: Fwd: SCDOR Data Breach

Hey Katherine! See email below with telephone contact for Mrs. [REDACTED] Thanks again for your help.
Sent from Tricia Miller

Begin forwarded message:

From: [REDACTED] <[REDACTED]@aol.com>
Date: December 6, 2012 10:32:07 PM EST

To: Tricia Miller <TriciaMiller@schouse.gov>

Subject: Re: SCDOR Data Breach

Thank you so much...my numer is (864) [REDACTED] however, please know that Mrs. [REDACTED] is in the hospital right now and I'm staying with her a great deal, it might be hard to catch me at home. I expect her to be there till at least Saturday.

Thank again for helping ease my mind,

Nancy [REDACTED]

-----Original Message-----

From: Tricia Miller <TriciaMiller@schouse.gov>

To: [REDACTED] <[REDACTED]@aol.com>

Sent: Thu, Dec 6, 2012 3:30 pm

Subject: SCDOR Data Breach

Ms. [REDACTED]

I just wanted to let you know to expect an email from Meredith Cleland with SCDOT to help get your mother-in-law protected under Experian. They told me this should have never happened and want to make sure she gets the protection she needs. Would you mind sending me your telephone number so he can call you? We only have your email and just want to make sure they can reach you. Thank you again for bringing this issue to our attention and do not hesitate to give me a call if i can be of assistance. Have a great weekend.

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Tuesday, December 11, 2012 10:02 PM
To: Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: *** Please assist SC constituent***

Katherine,

Our agent has left a voicemail and will provide feedback once we hear back from individual.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, December 05, 2012 7:36 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: *** Please assist SC constituent***
Importance: High

Please call the constituent below.

Susan [REDACTED]
803-[REDACTED]

Please confirm when the enrollment is complete.
Thank you,
Katherine

From: Michele Neal [mailto:MicheleNeal@scsenate.gov]
Sent: Wednesday, December 05, 2012 10:31 AM
To: Veldran, Katherine
Subject: RE: constituent question

The only number I have is for the daughter who is handling her mother's business. The daughter is Susan [REDACTED]
[REDACTED]

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, December 05, 2012 10:30 AM
To: Michele Neal
Subject: RE: constituent question

Please email me all contact information for the following and I will have someone from Experian give her call to complete the enrolment process.

Thank you,
Katherine

From: Michele Neal [mailto:MicheleNeal@scsenate.gov]

Sent: Wednesday, December 05, 2012 9:59 AM

To: Veldran, Katherine

Subject: constituent question

Ms. Susan [REDACTED] called regarding her [REDACTED] year old mother not being able to sign up for the credit protection because she has no credit history. The woman in questions name is June [REDACTED] of Union Co. They would like to bring this to the Governor's attention and figure out how her elderly mother can get some type of protection because the hackers do have her social security number, etc. even though she does not currently use any credit cards.

Take care,

Michele Neal

Administrative Assistant

South Carolina Senate

Senator Joel Lourie

Senator Sean Bennett

803-212-6116

micheleneal@scsenate.gov

Veldran, Katherine

From: Barton Vincent <Vincent.Barton@doc.sc.gov>
Sent: Wednesday, December 12, 2012 9:21 AM
To: Veldran, Katherine
Subject: Inmate access to ProtectMyID

Katherine:

I wanted to thank you for meeting with us to discuss some of the unique situations we are having with our inmate population as it relates to registering with Experian. In following up on that meeting, could you forward a draft "notice" letter at your earliest convenience? Thank you for your attention to this matter.

Barton J. Vincent, Esquire
Deputy General Counsel
S.C. Department of Corrections
Post Office Box 21787
Columbia, South Carolina 29221-1787
803-896-8508 (Office)
803-896-1766 (Fax)

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Veldran, Katherine

From: Kim Jackson <KimJackson@schouse.gov>
Sent: Wednesday, December 12, 2012 1:50 PM
Subject: FW: SCDOR Data Breach Investigative Committee - Agenda - Thursday, December 13

The date has been corrected below. The meeting is tomorrow,
December 13, 10:30 AM.



SCDOR Data Breach Investigative Committee

Thursday, December ~~17~~ 13, 2012
516 Blatt Building
10:30 AM

Agenda

The Committee will hear testimony from the following on Thursday. Others may be added and the agenda is subject to change.

- I. Mandiant**
- II. Department of Revenue**
- III. Nelson Mullins**
- IV. Experian**

The Honorable Bruce Bannister, Chairman
The Honorable Harry Ott, Vice-Chairman
The Honorable Shannon Erickson

The Honorable Laurie Slade Funderburk
The Honorable Dwight Loftis
The Honorable James Merrill
The Honorable Andy Patrick
The Honorable Ronnie Sabb
The Honorable Bakari Sellers
The Honorable Gary Simrill

Kim Jackson

Executive Secretary

South Carolina House of Representatives

Ways and Means Committee

803.734.3144 Telephone

803.734.2826 Fax

kimjackson@schouse.gov

Veldran, Katherine

From: Joan Kelley <JoanKelley@scsenate.gov>
Sent: Thursday, December 13, 2012 8:47 AM
To: Veldran, Katherine
Subject: FW: Experian sends Family Secure notifications to taxpayers with minor dependents
Attachments: SCDOR Data Breach - Family Secure FAQs.pdf

Importance: High

Hi Katherine – Deanne Gray had forwarded this to me as an FYI. My husband and I have already signed up for the ProtectMyID, but we also have a 10 year old son who would be subject to the same concerns. I see that there is the Family Secure that is available for him. How do we obtain a security code to sign up for SC's complimentary 1-year program? It refers to entering your "code" to enroll. Does SC offer a standard code for state resident's effected?

If you have any information, please send it my way.

Thanks so much,
Joan

From: Deanne Gray
Sent: Friday, November 30, 2012 3:29 PM
To: Alisa Painter; Bridget Tripp; Debbie Barthe; Debra Cooper; Joan Kelley; Kathy Sprayberry; Ken Harris; Marie Waller; Melanie Wiedel; Michele Neal; Susan Blue; Valarie Tresvant; Wilhelmina Davis
Subject: FW: Experian sends Family Secure notifications to taxpayers with minor dependents
Importance: High

FYI

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Friday, November 30, 2012 3:19 PM
To: Veldran, Katherine
Subject: Experian sends Family Secure notifications to taxpayers with minor dependents
Importance: High

Attached are frequently asked questions regarding the [Experian Family Secure](#) plan. Below is an example of the email notification.

Please continue to email me questions and concerns. We will continue to send updates.

Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

To ensure our emails are delivered to your inbox, please add protectmyid@exrpt.com to your address book.



Important Security and Protection Notification.
Please read this entire letter if you have minor children.

Dear XXXXXXXX,

I am writing to you regarding the additional protection product available to you and your children offered as a result of the security breach involving the Department of Revenue in the state of South Carolina announced on October 26, 2012. You have successfully enrolled yourself in ProtectMyID®. If you have minor children who have been dependents on South Carolina tax returns that were filed electronically, you should enroll them in the Family Secure® product.

If you do not have minor children, you may disregard this email.

To help you detect the possible misuse of the minor's information, we are providing you, the parent or guardian, with a complimentary one-year membership in Family Secure from Experian®. Family Secure monitors your Experian credit report and will notify you of key changes. Family Secure is completely free for the first year and will not hurt your credit score.

We do not have any evidence that information identifying the minor(s) has been misused; however, out of an abundance of caution, we recommend taking advantage of the one-year Family Secure membership, paid for by the State of South Carolina.

To receive the complimentary Family Secure product, you as the parent must enroll at the web site with your activation code listed below. This activation code can only be used by the parent or guardian of the minor. To sign up, please visit the web site and enter your activation code. Please keep in mind that once activated, the code cannot be re-used for another enrollment. If you need assistance, please call **(866) 578-5422**.

Family Secure Web Site: www.familysecure.com/scdor

Your Activation Code: XXXXXXXX

You Must Enroll By: May 31, 2013

Your complimentary Family Secure membership includes:

Parent or Legal Guardian:

- Daily monitoring of your Experian credit report with email notification of key changes
- 24/7 credit report access: Unlimited, on-demand Experian reports and scores
- Monthly "no-hit" reports: Updates letting you know there were no changes

Children:

- Monthly monitoring to determine whether minors in your household have an Experian credit report
- Monthly monitoring alerts of key changes to your children's Experian credit report
- You can enroll all of your children!

All Members:

- Access to our toll-free customer care center
- Fraud resolution assistance: Toll-free access to fraud resolution representatives who investigate each incident; contact credit grantors to dispute charges, close accounts and compile documents; and contact all relevant