

From: Martha Anderson <summrshere@btinternet.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 11/5/2012 3:04:55 PM
Subject: Re: SCDOR FW: SC constituent living outside the US

Katharine;

Sorry, I just can't believe that Experian gave this response. My husband works for BT, and they have a contract here in the UK and elsewhere for Experian. We personally used Experian in the past for our personal credit-here in Scotland. Her wording just really got to me-and to suggest that "it must be inconvenient or misunderstood?" I am assuming Experian just got awarded this big old juicy contract from the State of South Carolina for its citizens. She surely can't be someone who thinks her customer relations skills are acceptable?

I apologise for getting angry but this whole thing has been so difficult. i know it is not your personal fault! I appreciate your understanding of how worrisome and stressful this is.

All the best,

Martha-Elizabeth

On 5 Nov 2012, at 19:41, Veldran, Katherine wrote:

Martha- Elizabeth,
Thank you for sending me this email.
I will follow up with you – this response is unacceptable.
Thank you,
Katherine

From: Martha Anderson [mailto:summrshere@btinternet.com]
Sent: Monday, November 05, 2012 2:10 PM
To: Veldran, Katherine; Louise Spong
Cc: Harriet Showman; Bryan.r.anderson@bt.com Anderson
Subject: Fwd: SCDOR FW: SC constituent living outside the US

This is outrageous. What am I supposed to do? What will the Governor do about this?????It was the State of SC's fault this has happened-and I am basically just supposed to grin and bear it?????
UNACCEPTABLE.

Martha-Elizabeth Anderson

Begin forwarded message:

From: Schwanda Grant <Schwanda.Grant@experianinteractive.com>
Date: 5 November 2012 18:39:29 GMT

To: "'summrshere@btinternet.com'" <summrshere@btinternet.com>

Subject: FW: SCDOR FW: SC constituent living outside the US

Dear Martha Anderson,

Thank you for giving us the opportunity to address your concerns. We will not be able to monitor your account without a U.S. address. I apologize for any inconvenience or misunderstanding. Please feel free to contact me if you have additional questions.

Regards,

Schwanda Grant
Consumer Relations Group
ConsumerInfo.com, Inc., an Experian Company
949.567.3885

From: Martha Anderson [<mailto:summrshere@btinternet.com>]

Sent: Monday, November 05, 2012 10:39 AM

To: Veldran, Katherine

Cc: Bryan.r.anderson@bt.com Anderson

Subject: Re: SC constituent living outside the US

Dear Katharine;

Thank you for writing me. I am a US citizen living in Scotland, having married a Scotsman in 2007. I was born in SC and lived there until 2006. I filed tax returns, in my old life, since 1998. I am absolutely shocked that this could happen-how in the world was our id/credit info not protected? I vote and am registered in Georgetown County, and am a Republican!

1. I heard about this through a BBC report actually-and have tried to call the number . Calling from Scotland and being on hold for long periods of time without being able to connect to anyone. I cannot afford to be on hold for hours on ned. it is just not in our budget.

2. Experian is only accepting American address, which I do not have and have not had for years.

I am very worried about my Social security and Id. I have read the form you attached and simply need help. I find it bizarre that no provision for folks living abroad has been arranged? I especially do not want my husband's good credit affected by this as well as mine or our home ownership put into jeopardy!

Any assistance you can give me is greatly appreciated. You are welcome, of course to call me. We are 5 hours ahead of you. The number here is 0044 1224 861400 . It is best to reach me now. I have a doctor's appointment from 6:00our time and it will take an hour. You can call here up until 4:30 USA time.

All the Best,
Martha-Elizabeth Anderson (nee Ferguson)

