

Veldran, Katherine

From: Garry R. Smith <GarrySmith@schouse.gov>
Sent: Friday, January 11, 2013 11:27 AM
To: Veldran, Katherine
Cc: Garry R. Smith; Laughlin, Chrystal
Subject: Re: SCDOR ~ Website email from [REDACTED]

Thanks again for the help with this! Everything is taken care of according to the [REDACTED]

Sent from my iPad

On Jan 10, 2013, at 1:25 PM, "Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Chrystal Laughlin from DOR will call them and set up a call with Experian to make sure they are enrolled. We will follow up with you once completed.

Thank you,
Katherine

Cc: Chrystal

From: Garry R. Smith [mailto:GarrySmith@schouse.gov]
Sent: Wednesday, January 09, 2013 7:08 PM
To: Veldran, Katherine
Subject: Fwd: SCDOR ~ Website email from [REDACTED]

How does this family handle there son who is now 18 and has never filed a return? (see below)

Sent from my iPad

Begin forwarded message:

From: [REDACTED]@hotmail.com" <[REDACTED]@hotmail.com>
Date: January 9, 2013, 4:23:04 PM EST
Subject: SCDOR ~ Website email from Tom Yenson

Garry, I have an issue with enrolling [REDACTED] with Experian or Family Secure. His information was/is on tax forms, so it was exposed just as mine, [REDACTED], and [REDACTED]. The problem is that he turned 18 last year. Since he is 18, I can't enroll him in the Family Secure program, but he has never (himself) filed a tax return, so he can't be enrolled with Experian (Catch-22). I've scoured the SCDOR website and have not found any resolution to this issue or any way to contact them about it, so I hoping you can help. Thanks, [REDACTED] and [REDACTED]

[REDACTED]
[REDACTED]
Greenville, SC 29607
864-[REDACTED]

Veldran, Katherine

From: Shane Martin <shane@[REDACTED]>
Sent: Monday, January 14, 2013 8:59 AM
To: Veldran, Katherine
Subject: RE: Credit Issue

Thanks!

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Monday, January 14, 2013 8:29 AM
To: 'shane@[REDACTED]'
Subject: Re: Credit Issue

Absolutely.
We will following up with you today.
Thank you,
Katherine

From: Shane Martin [[mailto:shane@\[REDACTED\]](mailto:shane@[REDACTED])]
Sent: Monday, January 14, 2013 08:25 AM
To: Veldran, Katherine
Subject: Credit Issue

Katherine,

[REDACTED] spoke to one of her friends who is a constituent and supporter of mine. She said she wasn't able to sign up for credit due to a deadline passing. I haven't spoken with her, just relaying the message from my mom. Could you please have someone contact her to assist from your office?

[REDACTED]
[REDACTED]
Spartanburg, SC 29303
864-[REDACTED]

Thanks,

Shane

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Monday, January 14, 2013 11:31 AM
To: Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: ** SC constiuent needs assistance***

Good morning,

He was having issues login into the site. He has been assisted.

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

T: 949.567.7629

C: 949-██████████

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

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, January 14, 2013 8:15 AM
To: Anel Nevarez; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** SC constiuent needs assistance***

Can you tell us the status of this Mr. ██████████
Thank you,
Katherine

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

From: Veldran, Katherine
Sent: Monday, January 07, 2013 8:56 AM
To: Anel.Nevarez@experianinteractive.com; Ozzie Fonseca (ofonseca@experianinteractive.com)
(ofonseca@experianinteractive.com)
Subject: ** SC constiuent needs assistance***
Importance: High

Please call John ██████████ ██████████ Goose Creek, S.C. 29445 phone # 843-██████████ to assist with issues with enrollment.
Please confirm.
Thank you,
Katherine

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

From: Veldran, Katherine
Sent: Monday, January 07, 2013 8:55 AM

To: Veldran, Katherine
Subject: Rep Crosby

Katherine, the name of the person we talked about is John [REDACTED], [REDACTED] Goose Creek, S.C. 29445 phone #
843 [REDACTED] Thanks, Bill Crosby

Veldran, Katherine

From: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, January 22, 2013 11:46 AM
To: Veldran, Katherine
Cc: Meredith Cleland
Subject: RE: DOR FAQs
Attachments: ALL FAQs with Comments Updated Jan 22.docx

Hi Katherine,

Attached are updates to the FAQs. Please let me know if you have any other suggested changes for us to make.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, January 22, 2013 9:58 AM
To: Meredith Cleland; Harry Cooper
Cc: Pitts, Ted
Subject: DOR FAQs
Importance: High

Meredith,

Attached are the FAQs. Please review and make any necessary additions, updates and/or corrections. When DOR has updated the FAQs please call my cell so we can schedule a time to meet this afternoon to review the updated document.

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: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, January 22, 2013 2:03 PM
To: Veldran, Katherine
Subject: Documents for General Assembly packet
Attachments: Consumer Safety Solutions.pdf; SC Resident letter.pdf

Katherine,

Per Meredith's request, here is a copy of the resident letter and Consumer Safety Solutions document.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

Veldran, Katherine

From: [REDACTED]@tomyounglaw.com
Sent: Wednesday, January 16, 2013 10:09 PM
To: Veldran, Katherine
Subject: RE: FW: Experian

thank you

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

From: "Veldran, Katherine" <KatherineVeldran@gov.sc.gov>
Sent: Wednesday, January 16, 2013 12:46pm
To: "Tom Young" <[REDACTED]@tomyounglaw.com>
Subject: FW: Experian

Please reference below.

Thank you,
Katherine

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 9:13 AM
To: [REDACTED].com
Cc: Veldran, Katherine
Subject: RE: Experian

Senator Young,

I have spoken to Ms. Cheryl [REDACTED] and e-mailed her contact information to Experian for assistance. An Experian agent contacted Ms. [REDACTED] explained the process of enrolling her mother, and provided a fax number where Power of Attorney documents can be sent. Experian is awaiting the fax, and will contact Ms. [REDACTED] for further assistance.

Thank you,
Chrystal Laughlin
803.734.6299

From: Veldran, Katherine
Sent: Tuesday, January 08, 2013 5:12 PM
To: Laughlin, Chrystal
Subject: FW: Experian
Importance: High

Can you please handle this for Senator Tom Young?

From: Tom Young For Senate [mailto:[REDACTED].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]@[REDACTED].net<mailto:[REDACTED]@[REDACTED].net>>

Date: January 8, 2013, 9:55:42 AM EST

To: <[REDACTED]@[REDACTED].com<mailto:[REDACTED]@[REDACTED].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 [REDACTED] 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: Shane Martin <[REDACTED]@[REDACTED].com>
Sent: Thursday, January 17, 2013 12:10 PM
To: Laughlin, Chrystal
Cc: Veldran, Katherine
Subject: RE: Credit Issue

Can you just send her a letter to the address I was given?

Thanks,

Shane

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, January 17, 2013 11:40 AM
To: [REDACTED]@[REDACTED].com
Cc: Veldran, Katherine
Subject: RE: Credit Issue

Senator Martin,

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I have called Ms. Carol [REDACTED] five times over the last few days. I have not spoken to her, and there is no voicemail to leave a message.

Do you have an alternate number I can try? Or, can you help to coordinate a phone call with Ms. [REDACTED]?

Thank you,
Chrystal Laughlin
803.734.6299

From: Veldran, Katherine
Sent: Monday, January 14, 2013 8:58 AM
To: Laughlin, Chrystal
Subject: FW: Credit Issue

Please follow up with Senator Martin's request.
Thanks,
Veldran

From: Shane Martin [mailto:[REDACTED]@[REDACTED].com]
Sent: Monday, January 14, 2013 8:25 AM
To: Veldran, Katherine
Subject: Credit Issue

Katherine,

[REDACTED] spoke to one of her friends who is a constituent and supporter of mine. She said she wasn't able to sign up for credit due to a deadline passing. I haven't spoken with her, just relaying the message from [REDACTED]. Could you please have someone contact her to assist from your office?

Carol [REDACTED]
[REDACTED]
Spartanburg, SC 29303
864 [REDACTED]

Thanks,

Shane

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Thursday, January 17, 2013 12:56 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Follow Up Flag: Follow up
Flag Status: Flagged

Katherine,

An email was sent on 1.9.13 to this individual and she responded with the following:

I am OK. The initial issue regarding login was taken care of. Thank you.

Sent from my iPhone

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



T: 949.567.7629
C: 949. [REDACTED]

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
Experian Consumer Services



T: 949.567.7629
C: 949. [REDACTED]

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



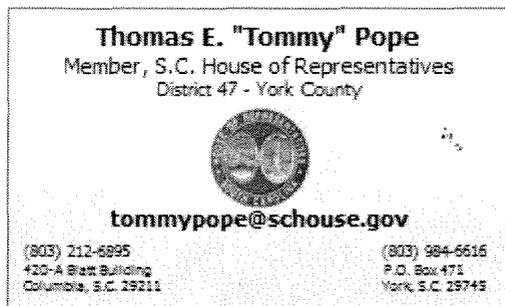
T: 949.567.7629
C: 949. [REDACTED]

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: [REDACTED]@ [REDACTED].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: [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 < [REDACTED]@ [REDACTED].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. [REDACTED]

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. [REDACTED]

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](mailto:[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 <[REDACTED]@[REDACTED].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: [REDACTED]@[REDACTED].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: Mcfadden, Matthew T <Matthew.McFadden@morganstanley.com>
Sent: Tuesday, November 27, 2012 10:46 AM
To: Veldran, Katherine
Subject: RE: Questions

Katherine,

Q: Is it true that only individuals that filed their tax returns for South Carolina *electronically* have to be concerned that their data might have been comprised?

Kind regards,

Matthew

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, November 27, 2012 10:27 AM
To: Mcfadden, Matthew T (Wealth Mgmt MS)
Subject: RE: Questions

Please call me to discuss.
803-767-7583

From: Mcfadden, Matthew T [mailto:Matthew.McFadden@morganstanley.com]
Sent: Tuesday, November 27, 2012 10:24 AM
To: Veldran, Katherine
Subject: RE: Questions

Katherine,

I was simply looking for, in writing, where it is being stated that ONLY those that filed electronically have to be concerned that their information was compromised. I apologize for any confusion, but this was my only question when we spoke yesterday. You confirmed that this is indeed correct and would be sending me something that had this in writing. That is what I've been waiting for. Thank you for your help, I look forward to hearing from you soon.

Matthew

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, November 27, 2012 9:59 AM
To: Mcfadden, Matthew T (Wealth Mgmt MS)
Subject: Questions

Please email me the question(s) you need answered.

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Veldran, Katherine

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Tuesday, November 27, 2012 10:07 AM
To: Veldran, Katherine
Cc: Ozzie Fonseca; Anel Nevarez; Laughlin, Chrystal; Haltiwanger, Katherine
Subject: Re: Experian Contacts

Understood. Thank you

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

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

Ozzie and Anel,
I have copied Chrystal Laughlin who is going to be handling constituent questions regarding the security breach. She will emailing you and Anel specific questions from SC constituents for clarification. Please look out for her emails.
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: Fj [REDACTED] <[REDACTED]@yahoo.com>
Sent: Monday, November 26, 2012 6:58 PM
To: Veldran, Katherine
Subject: my free account?

Follow Up Flag: Follow up
Flag Status: Flagged

I have signed up for the free esperion account, which by the way is least important of the 3 credit agencies, and I could not get my credit info and could not get a credit score?

F [REDACTED]

Veldran, Katherine

From: Debbie Barthe <DebbieBarthe@scsenate.gov>
Sent: Monday, November 26, 2012 3:55 PM
To: Veldran, Katherine
Subject: FW: Cyber Hacking

Follow Up Flag: Follow up
Flag Status: Flagged

Katherine,

Senator Davis received a call from Mr. Barry [REDACTED] 843-[REDACTED]. He had read the following editorial in the Island Packet

<http://www.islandpacket.com/2012/11/25/2288387/onus-should-be-on-south-carolina.html>

and is angry that the state is only offering businesses lifetime protection for identity theft. He wants to know if the business coverage being paid for by South Carolina or is that a policy of Experian to cover businesses for a lifetime.

He thinks the Governor and the state should to give lifetime coverage to all SC citizens.

Senator Davis asked that I pass this along to Governor Haley's office. Will you be able to speak with Mr. Hildes directly about these concerns?

Debbie Barthe
For Senator Tom Davis

Veldran, Katherine

From: Cindy Ledbetter <CindyLedbetter@scsenate.gov>
Sent: Monday, November 26, 2012 2:45 PM
To: Veldran, Katherine
Subject: Easley Rotary Club

Importance: High

Katherine,

Senator Martin called a few minutes ago and he said he still hasn't gotten an answer from Leigh about whether or not the Governor will be able to speak to the Easley Rotary Club on Dec. 4th. I called Leigh's office and left a message but haven't heard from her yet. If the Governor cannot be there, Senator Martin would like to see if someone else from the Governor's Office could come instead. They would like to have someone who is very familiar with the security breach issues at DOR and can answer any and all questions.

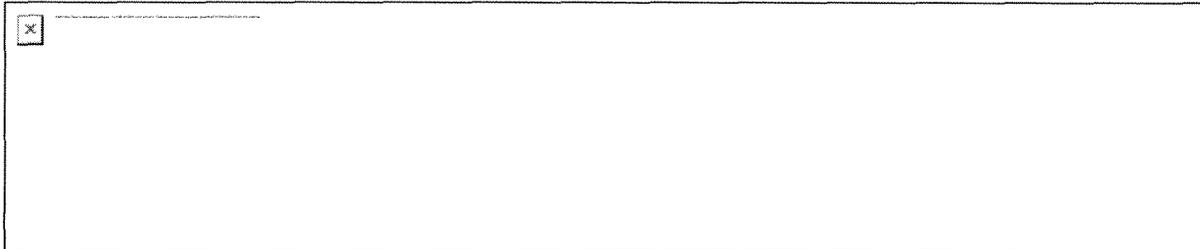
Thanks.

Cindy

*Cindy Ledbetter
Office of Senator Larry A. Martin
Senate Judiciary Committee
P.O. Box 142
Columbia, SC 29202
(803) 212-6610
(803) 212-6600 Fax*

Veldran, Katherine

From: Tom Young <tom@tomyoungforsenate.com>
Sent: Monday, November 26, 2012 12:58 PM
To: Veldran, Katherine
Subject: Hacking, Unemployment, and School District News -- Weekly Update from Sen. Tom Young – November 20, 2012 to November 26, 2012



Hacking, Unemployment, and School District News -- Weekly Update from Sen. Tom Young – November 20, 2012 to November 26, 2012

The Senate is out of session and will meet for a one day organizational session on Wednesday, December 12 in preparation for the 2013 session. I hope that you find this update helpful and informative.

Unemployment Numbers: Unemployment in Aiken County has declined from 9.0% in October 2011 to 7.3% in October 2012. The statewide average is down during the same period from 10.0% to 8.6%.

Unemployment Numbers Based on Education Level: Several local residents have asked me for data to share with at risk kids in middle and high school about the rates of unemployment for those with and without high school and/or college degrees. To see the latest information from 2011 compiled by the Department of Labor's Bureau of Labor Statistics, go [here](#).

School District Shows Improvement: Schools in the Aiken County School District showed improvement according to the latest State Department of Education report card released last week. To see the School District's press release, go [here](#). To see the State Department of Education's report card for Aiken County schools, go [here](#). To see the detailed information for each school in Aiken County, go [here](#).

School Districts – Statewide: Statewide, progress was made but the numbers still show that one in four children still do not graduate from high school and one in five children are not reading on grade level in 3rd grade. To

see the statewide summary, go [here](#).

Importance of Reading: The above report again shows the importance of reading in student performance. During the past 3 years, I have written several columns in this email update about the importance of reading in the effort to end generational poverty. In addition, I included a report finding that one in six children who are not reading proficiently in third grade do not graduate from high school – 4 times the rate of those who can read at grade level in the third grade. This report emphasizes why it is so important for our children to be able to read at grade level by the third grade. To see the report, go [here](#). I appreciate all input that you may have on this important topic.

Latest on Cyber Attack

Mandiant Report: The Governor's office released a report last week from Mandiant which was hired to determine the extent of the hacking breach; to perform immediate remediation activities; and to develop short and long term remediation plans. The report can be seen [here](#).

Latest from Governor's Office on Cyber Breach -- Notifications Coming from State by Mail or Email: According to Governor Haley, the DOR has now determined whose information was stolen, and impacted resident and non-residents will receive letters of confirmation either by mail or email in the next two weeks. The hacker, who law enforcement authorities said was based in Russia, stole 74.7 gigabytes of data containing information on individual and business tax returns that had been filed electronically since 1998. That information includes Social Security and business ID numbers, bank accounts and credit cards listed on tax returns. The latest report shows that information from 3.8 million individual taxpayers, 1.9 million dependents, 699,900 businesses, 3.3 million bank accounts and 5,000 credit cards was stolen by the hackers. The Governor says that all of the credit card accounts are expired.

DOR Chief Resigns: Last Tuesday, the Governor announced that Jim Etter, executive director of the State Department of Revenue, resigned effective December 31. Governor Haley named William Blume to take over as the new Department head on January 1.

Cyber Attack – Frequently Asked Questions: The Governor's office prepared two rounds of general Frequently Asked Questions and Answers. To see those, go [here](#) and [here](#).

Senior Citizens -- Frequently Asked Questions: The Governor's office also prepared Frequently Asked Questions and Answers for 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

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.

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

Email
Marketing
by



Veldran, Katherine

From: Casey Fields <Cfields@masc.sc>
Sent: Monday, November 26, 2012 10:54 AM
To: Veldran, Katherine
Subject: FW: DOR Data Breach

Follow Up Flag: Follow up
Flag Status: Flagged

Hey Katherine,
Anything on the question below from our IT directors? Thanks! Casey

From: Casey Fields
Sent: Wednesday, November 14, 2012 2:14 PM
To: Veldran, Katherine (KatherineVeldran@gov.sc.gov)
Subject: FW: DOR Data Breach

Katherine- do you wish that you didn't know me today? Ha ha! There is another question from one of our IT directors – see the highlighted portion of the email below. Is there anyone that can answer those questions? Thanks so much!
Casey

From: Bill Taylor
Sent: Wednesday, November 14, 2012 2:10 PM
To: Casey Fields
Subject: DOR Data Breach

Casey,

One of the finance directors who got your information from the Governor's Office about the Department of revenue data breach said that he had forwarded that note around to all of their department heads. The one question that he received from their IT director was "whether or not any municipal accounts had an opportunity to be compromised with the breach?" With so many transactions being handled through direct deposit or wire transfer they just weren't sure how deep this breach might reach. Does anyone know for sure? Do any of the cities need to be doing anything differently than before?

Thanks,

Bill

Veldran, Katherine

From: Deanne Gray <DeanneGray@scsenate.gov>
Sent: Monday, November 26, 2012 9:40 AM
To: Veldran, Katherine
Subject: FW: Mandiant Report

We never got a copy of the below – it would be really helpful information if we could get it....thanks!

DeAnne

From: Melanie Wiedel
Sent: Wednesday, November 21, 2012 9:44 AM
To: 'KatherineVeldran@gov.sc.gov'
Subject: Mandiant Report

Katherine,

Could I get a copy of the one-pager that was given to the media in addition to this report that had numbers about those affected?

Thanks,

Melanie

Melanie Wiedel
S.C. Senate Minority Research
515 Gressette Office Building
P. O. Box 142
Columbia, SC 29202
(803)212-6318 (O)
(803)212-6299 (Fax)
melaniewiedel@scsenate.gov

Veldran, Katherine

From: Senate Education Committee Mailbox <SEduComm@scsenate.gov>
Sent: Tuesday, November 27, 2012 11:11 AM
To: Veldran, Katherine
Subject: FW: Identity Theft Reort ~ Website email from Richard De Haan

Katherine,

Senator Courson asked that I forward you the email below for inquiry, input, and response.

Thank you,

Louise B. Spong
Senate Education Committee
Office of Senator John Courson, Chairman
& President *Pro Tempore*
Gressette Building, room 412
P O Box 142, Columbia, S C 29202
Ph: (803)212-6250
LouiseSpong@scsenate.gov

From: [REDACTED]@hotmail.com [mailto:[REDACTED]@hotmail.com]
Sent: Friday, November 23, 2012 10:16 PM
Subject: Identity Theft Reort ~ Website email from Richard De Haan

Senator Courson: It would be very helpful for the citizens of South Carolina to have an official state agency issued identity theft report available to them. Such a report is required by the three major credit reporting agencies in order to file an extended fraud alert; and the FTC also requires it. All I can locate are press releases and articles. Please help..

Richard [REDACTED]
[REDACTED]
Columbia, SC 29205-3508
803-[REDACTED]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Tuesday, November 27, 2012 3:55 PM
To: Veldran, Katherine; Ozzie Fonseca
Subject: RE: **Please assist SC constituent**

Katherine,

Mrs. [REDACTED] and our agent have been in contact.

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

T: 949.567.7629
C: 949.294.2183

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

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, November 27, 2012 8:04 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **Please assist SC constituent**

Has Sara [REDACTED] been completed.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Tuesday, November 20, 2012 11:13 AM
To: Veldran, Katherine
Cc: Greg Young; Anel Nevarez
Subject: Re: **Please assist SC constituent**

Will do. For faster updates please feel free to send escalations directly to Anel Nevarez (copied).

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<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>

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.

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

Sara [REDACTED]
803-[REDACTED] cell
[REDACTED]@gmail.com<mailto:[REDACTED]@gmail.com>

Please call her today 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: Glenn [REDACTED] <[REDACTED]@scsenate.gov>
Sent: Tuesday, November 27, 2012 4:01 PM
To: Veldran, Katherine
Subject: FW: Recent Cyber Attack on SC Tax Records

Katherine-

For your information and review. Senator Reese suggested that he contact Carol Crowe and be placed on the February 1213 Spartanburg Delegation Meeting agenda.

Kathy Sprayberry, Adm. Asst.
to Senators Glenn G. Reese and Lee Bright
P.O. Box 142
502 Gressette Bldg.
Columbia, SC 29202
KathySprayberry@scsenate.gov
(803) 212-6108
Fax: (803) 212 -6299

From: Matthew [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Thursday, November 01, 2012 10:42 AM
To: Glenn Reese; Lee Bright; ShaneMartin@scsenate.org; Senate Medical Affairs Committee Mailbox; Harold Mitchell; Derham Cole; Eddie Tallon; Mike Forrester; Bill Chumley; Rita Allison; Steve A. Parker; Doug Brannon; MikeAnthony@schouse.gov
Subject: Recent Cyber Attack on SC Tax Records

All,

This email is in regards to the recent cyber attack against the SC Department of Revenue which took place in September. An attack of this nature, which put millions of South Carolinians at peril for identity theft, calls for swift action to prevent such incidences from happening again. In an event such as this, bold initiative is needed to fix the problem. I believe such initiative should come from our Spartanburg County Legislative Delegation. I feel that this is an opportunity to introduce a bill in the SC legislature to end the state income tax and move to a sales tax-based revenue stream. Such action would prevent citizens of South Carolina from having to file tax returns that could then be vulnerable to attacks like these. In addition to preventing future tax information from being stolen, it would also involve the individuals who make up the "underground economy". This way **ALL** South Carolinians would be involved in supporting our state government. Businesses would also find this attractive and may lead some to consider calling South Carolina home. I hope you all will consider this idea with utmost seriousness. Please let me know if I can be of assistance in such a campaign.

--

Thanks,
Matthew [REDACTED]

Veldran, Katherine

From: Grube-Lybarker, Carri
Sent: Tuesday, November 27, 2012 3:26 PM
To: Veldran, Katherine
Subject: RE: TransUnion

During office hours~ 734-██████(my direct line); otherwise my cell ██████

Thanks,
Carri

From: Veldran, Katherine
Sent: Tuesday, November 27, 2012 3:22 PM
To: Grube-Lybarker, Carri
Subject: RE: TransUnion

Thank you. What is the best number to reach you?

From: Grube-Lybarker, Carri
Sent: Tuesday, November 27, 2012 1:39 PM
To: Veldran, Katherine
Subject: RE: TransUnion

Katherine,

They can place the freeze through TransUnion's automated telephone system:

1-800-680-7289
(Automated line – Follow prompts-
enter zip code; Press 3 for "Security
Freeze")

Thanks,
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: Veldran, Katherine
Sent: Tuesday, November 27, 2012 1:13 PM

To: Grube-Lybarker, Carri
Subject: FW: TransUnion

Any thoughts on Rep Henderson's question below?

From: Rep. Phyllis Henderson [mailto:██████████@gmail.com]
Sent: Tuesday, November 27, 2012 11:26 AM
To: Pitts, Ted; Veldran, Katherine
Subject: TransUnion

Ted, Katherine:

I received this email yesterday from a constituent. Is there any followup with TransUnion about their service? Let me know if you have anything specific I can share with her. Phyllis

----- Forwarded message -----

From: Jane ██████████ <flynnburke@yahoo.com>
Date: Mon, Nov 26, 2012 at 11:42 AM
Subject: Re: SC Hacking - More FAQ's - Autoforwarded
To: ██████████@gmail.com

Dear Rep. Henderson,

Thanks for all these updates.

Any advice on how to get through by telephone to TransUnion? I have tried asking them to institute a security freeze on mine and my husband's SS# online with no luck and can't get through to anyone on their phone number. I'm reluctant to send a letter with our names and SS# asking them to institute the freeze.

Equifax and Experion were a breeze.

Thank you,

Jane ██████████

From: Rep. Phyllis Henderson <Rep. Phyllis Henderson@mail.vresp.com>
To: ██████████@yahoo.com
Sent: Tuesday, November 13, 2012 7:12 PM
Subject: SC Hacking - More FAQ's

[Click to view this email in a browser](#)

SC Hacking Update - More FAQ's

Here's the latest information on protecting yourself as a result of the hacking of personal information from the S.C. Department of Revenue computers. The Governor's staff has just prepared another round of FAQ's submitted by legislators and citizens. A review of these items will help insure your information is as safe as possible. Questions are categorized:

- Social Security Numbers
- Coverage
- Out-of-State/Out-of-Country
- Non Profits/Churches
- Other
- Business Questions

SOCIAL SECURITY NUMBERS (SSN)

Q: Why do South Carolina taxpayers have to give Experian® their Social Security Numbers during the enrollment process?

A: In order to protect the identities of those who may have been compromised in the breach, multiple authentication points are required during enrollment, including requiring one's complete SSN.

Q: What assurance do South Carolina taxpayers have that their Social Security Number is protected with Experian®?

A: Experian® has a legal obligation to protect social security numbers, and also offers its customers many assurances regarding security, [Read More](#)

Q: Will hackers be able to redirect Social Security checks since they have Social Security Numbers and bank routing/account information?

A: The answer depends on whether the information compromised was enough to circumvent the authentication processes of your bank and the Social Security Administration. Taxpayers should consult with their banks. Any information on tax returns could have been compromised.

Q: Why weren't South Carolina Social Security Numbers and credit card numbers stored in an encrypted format?

A: The vast majority of credit card numbers were stored and protected with strong encryption. SCDOR is moving rapidly toward encryption of SSNs, which should be completed in approximately 60 to 90 days.

Q: Will SCDOR call or email me and ask for my personal information? If we receive an email or call like this, what should we do?

A: SCDOR would not initiate contact with a taxpayer and ask for personal information. If you do receive this type of call or email, hang up the call or don't respond to the email. If you are suspicious of any such email or phone call, please contact SCDOR at [\(803\) 898-5000](#).

COVERAGE

Q: Can a taxpayer without a credit history sign up for ProtectMyID®?

A: Experian's National Consumer Assistance Center will attempt to assist consumers that do not have a credit file. This can be coordinated by calling [1-866-578-5422](#).

Q: When does the Experian® coverage begin and end both for an individual and for Family Secure™?

A: Taxpayers can register for a one-year membership of Experian's ProtectMyID® and Family Secure™ products beginning on the date that they register with each product. The last date to register is January 31, 2013.

Q: What happens after the state-provided one-year membership with ProtectMyID® and Family Secure™ expires?

A: When the one-year membership expires, South Carolina taxpayers will, at their own expense, have the opportunity to enroll in the retail offerings of ProtectMyID® and/or Family Secure™.

Q: If I see anything I consider potentially fraudulent on my credit report, who should I call?

A: If you have reviewed your credit report and believe that certain information may be the result of fraud, you're ProtectMyID® membership gives you access to a fraud resolution specialist who will assist you. Please call [1-866-578-5422](#) and they will assign you a fraud resolution specialist.

Q: When will Experian® alert me if there is any fraudulent activity on our credit report, banking, or debit card information?

A: ProtectMyID® alerts are issued when a credit report reflects new activity - for example, the addition of a new credit card or personal loan or a lender's review of the report as part of the process to approve a loan application. It is the responsibility of the individual who receives the alert to determine if the new information is accurate and reflects recent financial activity known to the individual or if it is unknown and possibly fraudulent.

OUT-OF-STATE / OUT-OF-COUNTRY

Q: What if I no longer live in the U.S. but have filed taxes sometime between 1998 to the present?

A: A U.S. address must be provided when enrolling. If you are an expat or otherwise living abroad, you should provide the U.S. address you utilized to obtain credit within the U.S., as address-matching is one of the pieces of data used by Experian® for credit file authentication. We recommend out-of-country South Carolina taxpayers impacted by the breach sign up using their last U.S. mailing address and, if issues arise, they should speak to an Experian® customer care representative.

Q: When will people be notified who no longer live in the U.S.?

A: They will be notified, along with residents of other states who are South Carolina taxpayers, over the next month.

NON-PROFITS / CHURCHES

Q: Are non-profits included in the "businesses" that were possible victims of the security breach?

A: Yes, non-profits may have been exposed.

Q: Are church EIN numbers being compromised, because they appear on the 941 and W-2 forms issued?

A: Church EIN numbers could have been compromised from W-2 forms. Form 941 would be filed with the federal government.

Q: Should churches enroll for identity theft protection as "businesses"?

A: Churches should enroll for the identity protection. Form 941 would be filed with the federal government. However, W-2 filings or individuals filing personal returns with attached W-2s may cause churches to be included with the possibly affected "businesses".

OTHER

Q: If taxpayers had their tax returns directly deposited into their bank account (and therefore their bank account numbers and routing numbers were written on their return forms), were the bank account and routing numbers also exposed to the hackers?

A: Any information contained on a tax return may have been compromised.

Q: Can someone without an email address sign up online for the protection service?

A: An email address is required to register online; however, ProtectMyID® is also available by calling 1-866-578-5422.

Q: Where are the Experian® Call Centers located?

A: Experian® call centers are located in Arkansas and Texas.

Q: Will Experian® ever ask me for my credit card number?

A: Not for enrollment in the State's free one-year membership. Once those memberships expire, a credit card will be required to renew at the individual's expense.

Q: Why can't the State register me?

A: To enroll South Carolina taxpayers for the fraud protection services offered, without their knowledge or consent, would be a violation of federal law. In addition, registration would require answering personal questions that SCDOR would not have information to answer.

BUSINESS QUESTIONS

Dun & Bradstreet (D&B)

Q: Why is Dun & Bradstreet Credibility Corp. offering CreditAlert to South Carolina businesses?

A: Dun & Bradstreet Credibility Corp. will give South Carolina businesses affected by the security breach a free CreditAlert product that will help them stay alerted to changes in their scores or ratings and other indicators of fraudulent activity that could be taking place on their business.

Q: Is there a charge for CreditAlert?

A: There is no charge for the CreditAlert product.

Q: Will I be required to provide a credit card to register for CreditAlert?

A: No credit card is required to register for CreditAlert.

Q: What is CreditAlert?

A: CreditAlert helps businesses stay alerted to changes in their D&B® business scores and ratings and other indicators of fraudulent activity that could be taking place on your business.

Q: Why is it important for me to use CreditAlert for my business?

A: This product will alert customers to changes taking place in their D&B® business credit file. Even something as simple as a change to a business address or a company officer would set off an alert to the business owner.

Q: How do I get CreditAlert for my business?

A: Visit www.DandB.com/SC anytime beginning Friday, November 2, 2012 or call customer service toll free at 800-279-9881.

Q: How will I be alerted to activity in my D&B® business credit file?

A: Businesses will receive email alerts when there are changes in their D&B business credit files. Businesses may also sign into their account on DandB.com to view the recent alerts that have occurred in their credit file.

Q: How long will I have access to the CreditAlert product?

A: Businesses who have registered for CreditAlert will have free access for the life of the business or the life of the product.

Q: Can any business register for the free CreditAlert product?

A: CreditAlert will be made available for free to any business that has filed a tax return from 1998 to the security breach date.

Q: Will I be able to see my D&B® scores and ratings?

A: CreditAlert provides real-time alert notifications to changes that occur on your D&B® credit file. To view actual scores and ratings in your D&B® credit file or to learn about industries that have inquired on your business, we recommend that you upgrade to one of D&B's credit monitoring or credit building solutions.

Experian® - Business Credit AdvantageSM monitoring service

Q: Why is Experian® offering Business Credit Advantage to South Carolina businesses?

A: Experian® takes data security very seriously and is committed to protecting U.S. consumers and businesses from fraudulent misuse of their information. Experian® is providing Business Credit Advantage to South Carolina businesses to alert them of changes in their business credit report as well as deliver the resources to view their full business credit report and score as often as they need for one year.

Q: Is there a charge for Business Credit Advantage?

A: There is no charge for Business Credit Advantage, which includes one-year of unlimited business credit report access and monitoring.

Q: Will I be required to provide a credit card to register for Business Credit Advantage?

A: No credit card is required to register for Business Credit Advantage.

Q: What is Business Credit Advantage?

A: This membership service offers South Carolina business owners and principals unlimited access to the most comprehensive business credit report Experian has on the company for one-year. It also includes notifications via email alerts. Examples of some key changes include: business address changes, notice of inquiries from others on the business credit profile, newly opened credit lines formed in the business name, score changes, detected derogatory payments, postings of business public records and legal filings, and more.

Q: How do I get Business Credit Advantage for my business?

A: Visit www.SmartBusinessReports.com/SouthCarolina to register online to get an Experian Business Credit Advantage access code. An email is sent to the registrant's email address instantly with the access code. Then they need to follow instructions on the email to redeem the access code from the website provided.

Q: How will I be alerted to activity in my Experian® business credit file?

A: Business owners and subscribers to the service will receive email alerts when there are changes in their Experian® business credit report. Business owners and principals may also sign into their account on SmartBusinessReports.com to view their current business credit report as often as they choose.

Q: How long will I have access to the Business Credit Advantage product?

A: Businesses who have registered for Business Credit Advantage will have free unlimited access to their report and alerts for one-year.

Q: Can any business register for the Free Business Credit Advantage product?

A: Business Credit Advantage will be made available for free to any South Carolina business (whether Sole Proprietor, Partnership, LLC, or Corporation of any size) that has filed a tax return from 1998 to the breach date with South Carolina.

Q: Will I be able to see my Experian® business credit score and report details?

A: Yes, Business Credit Advantage provides real-time access to view your business credit score and complete business credit report. These included features make Business Credit Advantage a great way for business owners to keep aware of key changes and protect their business from fraudulent activity.

More Questions?

These FAQ's don't answer everything, so if you have a question send it to me. I'll do my best to get you an answer.

Please take this issue seriously and IF YOU HAVE NOT DONE SO - I urge you take advantage of the protection offer by going to <http://www.protectmyid.com/scdor> and enter the code "scdor123" to enroll in one year of credit monitoring provided by Experian. You need to click the

button that says "Click to redeem your activation code" instead of pressing enter. Or, call [1-866-578-5422](tel:1-866-578-5422) to determine if your information is affected and to enroll in one year of credit monitoring provided by Experian. *REMEMBER:* We all have to be personally vigilant and smart.

It has been a privilege representing you over the past two years. Please contact me if I can be of service to you.

Rep. Phyllis Henderson
110 Silver Creek Court
Greer, SC 29650
email: phyllishenderson@schouse.gov
cell: [864-423-3149](tel:864-423-3149)
Twitter: [@phyllish21](https://twitter.com/phyllish21)

If you no longer wish to receive these emails, please reply to this message with "Unsubscribe" in the subject line or simply click on the following link: [Unsubscribe](#)

Rep. Phyllis Henderson
110 Silver Creek Court
Greer, SC 29650
US
[Read the VerticalResponse marketing policy.](#)

--
Representative Phyllis Henderson
SC House District 21
864-423-3149

Sign up for my DIstrict 21 newsletter! Click here:
<http://oi.vresp.com?fid=58d852d7a6>
On Twitter: @phyllish21
View my vote record: <http://is.gd/henderson21> and click on "voting record"

Veldran, Katherine

From: Rep. Phyllis Henderson <[REDACTED]@gmail.com>
Sent: Tuesday, November 27, 2012 4:01 PM
To: Veldran, Katherine
Subject: Re: Fw: TransUnion

thanks!

On Tue, Nov 27, 2012 at 1:52 PM, Veldran, Katherine <KatherineVeldran@gov.sc.gov> wrote:
Please reference below.

Thanks,
Katherine

From: Grube-Lybarker, Carri
Sent: Tuesday, November 27, 2012 01:38 PM
To: Veldran, Katherine
Subject: RE: TransUnion

Katherine,

They can place the freeze through TransUnion's automated telephone system:

1-800-680-7289

*(Automated line – Follow prompts-
enter zip code; Press 3 for "Security
Freeze")*

Thanks,

Carri

Carri Grube Lybarker, Esq.

Administrator | SC Department of Consumer Affairs

2221 Devine Street, Suite 200

P.O. Box 5757 | Columbia, SC 29250-5757



From: Veldran, Katherine
Sent: Tuesday, November 27, 2012 1:13 PM
To: Grube-Lybarker, Carri
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Any thoughts on Rep Henderson's question below?

From: Rep. Phyllis Henderson [[mailto:\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]
Sent: Tuesday, November 27, 2012 11:26 AM
To: Pitts, Ted; Veldran, Katherine
Subject: TransUnion

Ted, Katherine:

I received this email yesterday from a constituent. Is there any followup with TransUnion about their service? Let me know if you have anything specific I can share with her. Phyllis

----- Forwarded message -----

From: **Jane [REDACTED]** <[\[REDACTED\]@yahoo.com](mailto:[REDACTED]@yahoo.com)>
Date: Mon, Nov 26, 2012 at 11:42 AM
Subject: Re: SC Hacking - More FAQ's - Autoforwarded
To: [\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)

Dear Rep. Henderson,

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Thank you,

Jane [REDACTED]

From: Rep. Phyllis Henderson <Rep. Phyllis_Henderson@mail.vresp.com>
To: [REDACTED]@yahoo.com
Sent: Tuesday, November 13, 2012 7:12 PM
Subject: SC Hacking - More FAQ's

[Click to view this email in a browser](#)

SC Hacking Update - More FAQ's

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- Business Questions

SOCIAL SECURITY NUMBERS (SSN)

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A: The vast majority of credit card numbers were stored and protected with strong encryption. SCDOR is moving rapidly toward encryption of SSNs, which should be completed in approximately 60 to 90 days.

Q: Will SCDOR call or email me and ask for my personal information? If we receive an email or call like this, what should we do?

A: SCDOR would not initiate contact with a taxpayer and ask for personal information. If you do receive this type of call or email, hang up the call or don't respond to the email. If you are suspicious of any such email or phone call, please contact SCDOR at [\(803\) 898-5000](tel:803-898-5000).

COVERAGE

Q: Can a taxpayer without a credit history sign up for ProtectMyID®?

A: Experian's National Consumer Assistance Center will attempt to assist consumers that do not have a credit file. This can be coordinated by calling [1-866-578-5422](tel:1-866-578-5422).

Q: When does the Experian® coverage begin and end both for an individual and for Family Secure™?

A: Taxpayers can register for a one-year membership of Experian's ProtectMyID® and Family Secure™ products beginning on the date that they register with each product. The last date to register is January 31, 2013.

Q: What happens after the state-provided one-year membership with ProtectMyID® and Family Secure™ expires?

A: When the one-year membership expires, South Carolina taxpayers will, at their own expense, have the opportunity to enroll in the retail offerings of ProtectMyID® and/or Family Secure™.

Q: If I see anything I consider potentially fraudulent on my credit report, who should I call?

A: If you have reviewed your credit report and believe that certain information may be the result of fraud, your ProtectMyID® membership gives you access to a fraud resolution specialist who will assist you. Please call [1-866-578-5422](tel:1-866-578-5422) and they will assign you a fraud resolution specialist.

Q: When will Experian® alert me if there is any fraudulent activity on our credit report, banking, or debit card information?

A: ProtectMyID® alerts are issued when a credit report reflects new activity - for example, the addition of a new credit card or personal loan or a lender's review of the report as part of the process to approve a loan application. It is the responsibility of the individual who receives the alert to determine if the new information is accurate and reflects recent financial activity known to the individual or if it is unknown and possibly fraudulent.

OUT-OF-STATE / OUT-OF-COUNTRY

Q: What if I no longer live in the U.S. but have filed taxes sometime between 1998 to the present?

A: A U.S. address must be provided when enrolling. If you are an expat or otherwise living abroad, you should provide the U.S. address you utilized to obtain credit within the U.S., as address-matching is one of the pieces of data used by Experian® for credit file authentication. We recommend out-of-country South Carolina taxpayers impacted by the breach sign up using their last U.S. mailing address and, if issues arise, they should speak to an Experian® customer care representative.

Q: When will people be notified who no longer live in the U.S.?

A: They will be notified, along with residents of other states who are South Carolina taxpayers, over the next month.

NON-PROFITS / CHURCHES

Q: Are non-profits included in the "businesses" that were possible victims of the security breach?

A: Yes, non-profits may have been exposed.

Q: Are church EIN numbers being compromised, because they appear on the 941 and W-2 forms issued?

A: Church EIN numbers could have been compromised from W-2 forms. Form 941 would be filed with the federal government.

Q: Should churches enroll for identity theft protection as "businesses"?

A: Churches should enroll for the identity protection. Form 941 would be filed with the federal government. However, W-2 filings or individuals filing personal returns with attached W-2s may cause churches to be included with the possibly affected "businesses".

OTHER

Q: If taxpayers had their tax returns directly deposited into their bank account (and therefore their bank account numbers and routing numbers were written on their return forms), were the bank account and routing numbers also exposed to the hackers?

A: Any information contained on a tax return may have been compromised.

Q: Can someone without an email address sign up online for the protection service?

A: An email address is required to register online; however, ProtectMyID® is also available by calling 1-866-578-5422.

Q: Where are the Experian® Call Centers located?

A: Experian® call centers are located in Arkansas and Texas.

Q: Will Experian® ever ask me for my credit card number?

A: Not for enrollment in the State's free one-year membership. Once those memberships expire, a credit card will be required to renew at the individual's expense.

Q: Why can't the State register me?

A: To enroll South Carolina taxpayers for the fraud protection services offered, without their knowledge or consent, would be a violation of federal law. In addition, registration would require answering personal questions that SCDOR would not have information to answer.

BUSINESS QUESTIONS

Dun & Bradstreet (D&B)

Q: Why is Dun & Bradstreet Credibility Corp. offering CreditAlert to South Carolina businesses?

A: Dun & Bradstreet Credibility Corp. will give South Carolina businesses affected by the security breach a free CreditAlert product that will help them stay alerted to changes in their scores or ratings and other indicators of fraudulent activity that could be taking place on their business.

Q: Is there a charge for CreditAlert?

A: There is no charge for the CreditAlert product.

Q: Will I be required to provide a credit card to register for CreditAlert?

A: No credit card is required to register for CreditAlert.

Q: What is CreditAlert?

A: CreditAlert helps businesses stay alerted to changes in their D&B® business scores and ratings and other indicators of fraudulent activity that could be taking place on your business.

Q: Why is it important for me to use CreditAlert for my business?

A: This product will alert customers to changes taking place in their D&B® business credit file. Even something as simple as a change to a business address or a company officer would set off an alert to the business owner.

Q: How do I get CreditAlert for my business?

A: Visit www.DandB.com/SC anytime beginning Friday, November 2, 2012 or call customer service toll free at 800-279-9881.

Q: How will I be alerted to activity in my D&B® business credit file?

A: Businesses will receive email alerts when there are changes in their D&B business credit files. Businesses may also sign into their account on DandB.com to view the recent alerts that have occurred in their credit file.

Q: How long will I have access to the CreditAlert product?

A: Businesses who have registered for CreditAlert will have free access for the life of the business or the life of the product.

Q: Can any business register for the free CreditAlert product?

A: CreditAlert will be made available for free to any business that has filed a tax return from 1998 to the security breach date.

Q: Will I be able to see my D&B® scores and ratings?

A: CreditAlert provides real-time alert notifications to changes that occur on your D&B® credit file. To view actual scores and ratings in your D&B® credit file or to learn about industries that have inquired on your business, we recommend that you upgrade to one of D&B's credit monitoring or credit building solutions.

Experian® - Business Credit AdvantageSM monitoring service

Q: Why is Experian® offering Business Credit Advantage to South Carolina businesses?

A: Experian® takes data security very seriously and is committed to protecting U.S. consumers and businesses from fraudulent misuse of their information. Experian® is providing Business Credit Advantage to South Carolina businesses to alert them of changes in their business credit report as well as deliver the resources to view their full business credit report and score as often as they need for one year.

Q: Is there a charge for Business Credit Advantage?

A: There is no charge for Business Credit Advantage, which includes one-year of unlimited business credit report access and monitoring.

Q: Will I be required to provide a credit card to register for Business Credit Advantage?

A: No credit card is required to register for Business Credit Advantage.

Q: What is Business Credit Advantage?

A: This membership service offers South Carolina business owners and principals unlimited access to the most comprehensive business credit report Experian has on the company for one-year. It also includes notifications via email alerts. Examples of some key changes include: business address changes, notice of inquiries from others on the business credit profile, newly opened credit lines formed in the business name, score changes, detected derogatory payments, postings of business

public records and legal filings, and more.

Q: How do I get Business Credit Advantage for my business?

A: Visit www.SmartBusinessReports.com/SouthCarolina to register online to get an Experian Business Credit Advantage access code. An email is sent to the registrant's email address instantly with the access code. Then they need to follow instructions on the email to redeem the access code from the website provided.

Q: How will I be alerted to activity in my Experian® business credit file?

A: Business owners and subscribers to the service will receive email alerts when there are changes in their Experian® business credit report. Business owners and principals may also sign into their account on SmartBusinessReports.com to view their current business credit report as often as they choose.

Q: How long will I have access to the Business Credit Advantage product?

A: Businesses who have registered for Business Credit Advantage will have free unlimited access to their report and alerts for one-year.

Q: Can any business register for the Free Business Credit Advantage product?

A: Business Credit Advantage will be made available for free to any South Carolina business (whether Sole Proprietor, Partnership, LLC, or Corporation of any size) that has filed a tax return from 1998 to the breach date with South Carolina.

Q: Will I be able to see my Experian® business credit score and report details?

A: Yes, Business Credit Advantage provides real-time access to view your business credit score and complete business credit report. These included features make Business Credit Advantage a great way for business owners to keep aware of key changes and protect their business from fraudulent activity.

More Questions?

These FAQ's don't answer everything, so if you have a question send it to me. I'll do my best to get you an answer.

Please take this issue seriously and IF YOU HAVE NOT DONE SO - I urge you take advantage of the protection offer by going to <http://www.protectmyid.com/scdor> and enter the code "**scdor123**" to enroll in one year of credit monitoring provided by Experian. You need to click the button that says "Click to redeem your activation code" instead of pressing enter. Or, call [1-866-578-5422](tel:1-866-578-5422) to determine if your information is affected and to enroll in one year of credit monitoring provided by Experian. *REMEMBER:* We all have to be personally vigilant and smart.

It has been a privilege representing you over the past two years. Please contact me if I can be of service to you.

Rep. Phyllis Henderson
110 Silver Creek Court
Greer, SC 29650
email: phyllishenderson@schouse.gov
cell: [864-423-3149](tel:864-423-3149)

Twitter: @phyllish21

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Rep. Phyllis Henderson
110 Silver Creek Court
Greer, SC 29650
US

[Read](#) the VerticalResponse marketing policy.

--

Representative Phyllis Henderson
SC House District 21

864-423-3149

Sign up for my DIstrict 21 newsletter! Click here:

<http://oi.vresp.com?fid=58d852d7a6>

On Twitter: @phyllish21

View my vote record: <http://is.gd/henderson21> and click on "voting record"

--

Representative Phyllis Henderson
SC House District 21
864-423-3149

Sign up for my DIstrict 21 newsletter! Click here:

<http://oi.vresp.com?fid=58d852d7a6>

On Twitter: @phyllish21

View my vote record: <http://is.gd/henderson21> and click on "voting record"

Veldran, Katherine

From: Anne [REDACTED] <[REDACTED]@charter.net>
Sent: Tuesday, November 27, 2012 6:46 PM
To: Veldran, Katherine
Subject: Re: Identity Theft Protection ~ Website email from Emily [REDACTED]

Thank you. I know things are crazy busy for you with all of this. Just in case you haven't heard it lately, you're awesome.

Anne

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

From: Veldran, Katherine
To: Anne [REDACTED]
Sent: Tuesday, November 27, 2012 10:06 AM
Subject: RE: Identity Theft Protection ~ Website email from Emily [REDACTED]

I have sent this email to an Experian specialist. I will confirm with you once they have been contacted.

Thanks,
Katherine

From: Anne [REDACTED] [mailto:[REDACTED]@charter.net]
Sent: Tuesday, November 27, 2012 9:22 AM
To: Veldran, Katherine
Subject: Fw: Identity Theft Protection ~ Website email from Emily [REDACTED]

Katherine,

Could you please help me with the issue in the email that follows? Thank you so much.

Rep. Anne Thayer

From: [REDACTED]@bellsouth.net [REDACTED]@bellsouth.net]
Sent: Monday, November 26, 2012 12:18 PM
Subject: Identity Theft Protection ~ Website email from Emily [REDACTED]

Dear Anne: I am having trouble signing my son, [REDACTED], up for the credit monitoring service that is being offered to all South Carolinians whose information has been breached. [REDACTED] is [REDACTED] years old and is listed as a [REDACTED] on the joint tax return that husband, [REDACTED] and I file each year. As you may recall, our son, [REDACTED] was born [REDACTED]. According to what I have read in the news, [REDACTED] social security number and information has been exposed to the hackers and he needs to be included in the credit monitoring protection as well. However, [REDACTED] has no credit history and I have been told by Experian that he is not eligible for protection. What should I do? I have spent a considerable amount of time trying to resolve this issue with unsuccessful results. Also, it is a great disappointment to me that most of the people that I have talked to at Experian are not from the United States and have very distinct accents that are difficult to understand. Where do I go from here? What do the residents of our state do that have no credit history and are disabled adults like [REDACTED]? At least I am comforted by the fact knowing that you are in Columbia representing us so superbly. Gratefully, Emily [REDACTED]

Emily [REDACTED]

[REDACTED]
Anderson, SC 29621

864-[REDACTED]

Veldran, Katherine

From: Grube-Lybarker, Carri
Sent: Wednesday, November 28, 2012 11:13 AM
To: Veldran, Katherine
Subject: RE: GOVERNOR NIKKI HALEY ANNOUNCES BAMBERG COUNTY DAY
Attachments: CASpecialEditionFINAL.pdf; AvoidingIDTheftFTC 112012.pdf; RecoveringfromIDTHEFTFTC 112012.pdf

Hi Katherine,

Attached is our latest Consumer Alert focusing on the breach as well as the FTC information on id theft that is fairly straightforward. We unfortunately don't have the amount of handouts needed in stock to cover the audience you are expecting, so hopefully you can print these.

The answer to your question regarding deceased family members can be found on page 2 of our Consumer Alert.

Let me know if you have any questions~

Thanks,
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: Veldran, Katherine
Sent: Tuesday, November 27, 2012 3:49 PM
To: Grube-Lybarker, Carri
Subject: GOVERNOR NIKKI HALEY ANNOUNCES BAMBERG COUNTY DAY

Attached is more information.

Thanks, Katherine

Veldran, Katherine

From: Tricia Lowman <tlowman@MortgageNetwork.com>
Sent: Wednesday, November 28, 2012 12:22 PM
To: Veldran, Katherine
Subject: RE: Updates: SC DOR Security Breach

I did!

Tricia Lowman
Loan Processor
Mortgage Network Inc.
Corporate NMLS#2668
1000 William Hilton Parkway Suite 205
Village at Wexford
Hilton Head Island, SC 29928
Direct: 843-341-0114
Fax 843-785-6404

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, November 28, 2012 12:20 PM
To: Tricia Lowman
Subject: Re: Updates: SC DOR Security Breach

Yes, did you receive all of the attached documents?

From: Tricia Lowman [mailto:tlowman@MortgageNetwork.com]
Sent: Wednesday, November 28, 2012 12:07 PM
To: Veldran, Katherine
Subject: RE: Updates: SC DOR Security Breach

I'm I able to share this with clients?

Tricia Lowman
Loan Processor
Mortgage Network Inc.
Corporate NMLS#2668
1000 William Hilton Parkway Suite 205
Village at Wexford
Hilton Head Island, SC 29928
Direct: 843-341-0114
Fax 843-785-6404

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, November 27, 2012 4:07 PM
To: frveldran@aol.com; Tricia Lowman
Subject: FW: Updates: SC DOR Security Breach

From: Veldran, Katherine
Sent: Friday, November 16, 2012 3:32 PM
To: Veldran, Katherine
Cc: Stirling, Bryan; Pitts, Ted
Subject: Updates: SC DOR Security Breach

Attached are the following:

- Frequently Asked Questions I and II
- Frequently Asked Questions - *geared towards Seniors*
- General Information - *handouts*
- Minimizing the Effects of a Security Breach – *information sheet*
- How to Place a Security Freeze - *brochure*

Please continue to email me your questions.
Thank you for your support.
Katherine

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

From: Veldran, Katherine
Sent: Tuesday, November 13, 2012 12:40 PM
To: Veldran, Katherine
Cc: Pitts, Ted; Stirling, Bryan
Subject: FAQ II

Attached are more frequently asked questions that we've received from constituents and legislators regarding the SC DOR security breach.
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

From: Veldran, Katherine
Sent: Friday, November 02, 2012 10:29 AM
To: Veldran, Katherine
Cc: Stirling, Bryan; Pitts, Ted
Subject: FAQ

Attached are some frequently asked questions that we've received from constituents and legislators regarding the SC DOR security breach.

We will continue to send updates. Please email or call me with any questions.

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: Wednesday, November 28, 2012 12:41 PM
To: Veldran, Katherine; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: RE: FAQs - from our call

Katherine:

Here are additional details regarding the 2 outstanding questions I can address:

1. What is the process for people who are currently signed up with Experian because of the HHS situation and now would like to sign up with Experian because of the DOR situation? What is the timeframe of the HHS membership v. the DOR membership? How will this work?

Individuals who are currently receiving a 1 year membership because of the HHS incident should be able to enroll in ProtectMyID Alert without any difficulty. We checked on the status for Ms. McQueen and she can enroll in the SCDOR product any time she wants. If you can send me her phone number and let her know that we'll be calling, we can help her complete the enrollment right away.

If people want to maximize the use of both memberships, they should enroll in ProtectMyID Alert just before January 31, 2013.

2. Please explain how it works when a person calls or goes online and they do not have a credit history?

People without credit should be told that a file could not be located and transferred to another team for assistance.

Ozzie Fonseca, CIPPI/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: Wednesday, November 28, 2012 7:50 AM

To: Ozzie Fonseca; Anel Nevarez

Cc: Laughlin, Chrystal

Subject: FAQs - from our call

Ozzie,

Below were some of the questions we discussed on the call this morning. Can you please elaborate on the following?

1. What is the process for people who are currently signed up with Experian because of the HHS situation and now would like to sign up with Experian because of the DOR situation? What is the timeframe of the HHS membership v. the DOR membership? How will this work?
2. Please explain how it works when a person calls or goes online and they do not have a credit history?
3. Explain why your credit report is only being available for 30 days on the website and why?
 - *Image of your credit report*
 - *Ongoing daily monitoring of the 3 credit agencies*
 - *What the monitoring include – 50 different factors*
4. If the person has filed taxes for their Estate / Trust – what steps should they take?
5. How should out of state companies who file taxes in SC proceed with Experian business? They are being told they are not able to sign up because they are no SC businesses. How will this process work?

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: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Thursday, November 29, 2012 12:47 PM
To: Veldran, Katherine
Subject: RE: **Please assist SC constituent**

Follow Up Flag: Follow up
Flag Status: Flagged

Katherine,

Individuals have been assisted.

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



T: 949.567.7629
C: 949.294.2183

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

Subject: **Please assist SC constituent**
From: "Veldran, Katherine" <KatherineVeldran@gov.sc.gov>
To: Ozzie Fonseca <ofonseca@experianinteractive.com>, Greg Young <Greg.Young@experianinteractive.com>
CC: "Stirling, Bryan" <BryanStirling@gov.sc.gov>, "Pitts, Ted" <TedPitts@gov.sc.gov>

Please call Dean [REDACTED] @ 803 [REDACTED] or his cell at 803 [REDACTED]. He is having issues with signing up for credit protection – for both him and his wife [REDACTED]

Please confirm when once they have completed they enrollment so I can inform their legislator.

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: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Thursday, November 29, 2012 12:48 PM
To: Veldran, Katherine
Subject: RE: **Please assist SC constituent**

Follow Up Flag: Follow up
Flag Status: Flagged

Katherine,

Individual has been assisted and questions answered.

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: Tuesday, November 13, 2012 12:37 PM
To: Ozzie Fonseca; Greg Young
Cc: Stirling, Bryan; Pitts, Ted
Subject: **Please assist SC constituent**

Please contact Floyd [REDACTED] His phone is 864 [REDACTED]

Mr. [REDACTED] does not have access to a computer, so he called the number for protectmyid (1-866-578-5422). However, they were not able to give him protection because he had no credit history within the last 10 years. They told him he needed to call another number (1-888-397-3742) to order a credit report and then he would have to call back to register with protectmyid. He called that number and tried to talk to a live person by pressing "0" but it hung up on him.

Please confirm when his enrollment is complete so I am able to follow up with his legislator.

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: Amy Duffy <aduffy@scprt.com>
Sent: Thursday, November 29, 2012 1:09 PM
To: Veldran, Katherine
Subject: FW: Cabinet Meeting follow up re: DOR breach
Attachments: Identity Theft Protection Policy 702.7.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

KV – as I mentioned, a copy of our policy.

Thanks
AD

Amy Duffy
Chief of Staff
SCPRT

From: Amy Duffy
Sent: Wednesday, November 28, 2012 11:35 AM
To: Ted Pitts (tedpitts@gov.sc.gov)
Cc: Duane Parrish
Subject: RE: Cabinet Meeting follow up re: DOR breach

Ted,

It dawned on me that we have an agency policy “Identify Theft Protection Policy”. We are currently reviewing, as this dates back a few years, but was not sure if this might be something you would want each Cabinet agency to consider putting in place.

I have attached a copy for your reference.

Thanks!
Amy

Amy Duffy
Chief of Staff
SCPRT

From: Amy Duffy
Sent: Tuesday, November 06, 2012 11:25 AM
To: Ted Pitts (tedpitts@gov.sc.gov)
Subject: Cabinet Meeting follow up re: DOR breach

Ted,

As a follow up to the cabinet meeting. Please let me know if you need additional information.

- Push out general messages periodically about the breach and notifying consumers they need to act to protect their identity....(Message schedule: say one a week for the first two months, then every other week for two

months, then monthly for the next six months) on SCPRT's Facebook channels (Discover South Carolina and South Carolina State parks) that link to information on the SC Department of Revenue and/or SC.gov website that informs consumers (159,000 fans on Discover; 26,700 on SC Parks)

- Include as a reminder in SCPRT agency e-newsletter to industry partners.....NOT a lead story, but a constant reminder in multiple issue of the newsletter.
- At all the state parks and welcome centers (frankly, every state office that has public interaction could have the exact same signage/message) produce low-cost (right off the printer) signage to put in the small plastic stand-up sign holders for placement at front desks and in reception areas. Again, with message alerting SC taxpayers of breach, promote web address where they can learn more (web address would be for a SC Department of Revenue and/or SC.gov landing page). Our signage could also use a QR code that would link to a mobile version of the same landing page.
- Include messaging as part of email signature to include link to information on the SC Department of Revenue and/or SC.gov website that informs consumers.

Signage message could be as simple as:

IMPORTANT CONSUMER ALERT

Have you paid taxes in South Carolina in the past XX years? If so, take time to learn about a critical data breach that occurred in October 2012, and important steps you should take to protect your identity. For information on line, visit the following web addresss xxxxxxxx.

Amy D. Duffy

Chief of Staff

SC Department of Parks, Recreation & Tourism

1205 Pendleton Street, Suite 248

Columbia, South Carolina 29201

phone: (803) 734-3272

fax: (803) 734-1409

email: aduffy@scprt.com

www.discoversouthcarolina.com

Veldran, Katherine

From: Mcfadden, Matthew T <Matthew.McFadden@morganstanley.com>
Sent: Friday, November 30, 2012 11:39 AM
To: Veldran, Katherine
Subject: RE: Questions

Katherine,

Thank you for all your help.

I spoke to a gentleman two days ago who confirmed that a Q&A sheet will be built with "my question" being answered in writing... but he also said that he would go ahead and put the answer into an e-mail to me so that I wouldn't have to wait several days for the Q&A. Can you please give me an update? I'm surprised I haven't gotten his e-mail yet.

Thanks,

Matthew

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Tuesday, November 27, 2012 10:27 AM
To: Mcfadden, Matthew T (Wealth Mgmt MS)
Subject: RE: Questions

Please call me to discuss.
803-767-7583

From: Mcfadden, Matthew T [<mailto:Matthew.McFadden@morganstanley.com>]
Sent: Tuesday, November 27, 2012 10:24 AM
To: Veldran, Katherine
Subject: RE: Questions

Katherine,

I was simply looking for, in writing, where it is being stated that ONLY those that filed electronically have to be concerned that their information was compromised. I apologize for any confusion, but this was my only question when we spoke yesterday. You confirmed that this is indeed correct and would be sending me something that had this in writing. That is what I've been waiting for. Thank you for your help, I look forward to hearing from you soon.

Matthew

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Tuesday, November 27, 2012 9:59 AM
To: Mcfadden, Matthew T (Wealth Mgmt MS)
Subject: Questions

Please email me the question(s) you need answered.

Important Notice to Recipients:

Please do not use e-mail to request, authorize or effect the purchase or sale of any security or commodity. Unfortunately,

Veldran, Katherine

From: Mike Shealy <MikeShealy@scsenate.gov>
Sent: Friday, November 30, 2012 1:50 PM
To: Veldran, Katherine
Subject: RE: Experian Constituent Call

I appreciate your help, and I know this hasn't been easy for anyone. I owe you and Ted a lunch soon. Mike

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Friday, November 30, 2012 1:46 PM
To: Mike [REDACTED]
Subject: RE: Experian Constituent Call

I will call Mr. David Aelley personally and have an Experian specialist call him today.
I will confirm with you when their enrollment process is complete.
Thanks for sending this over.
Katherine

From: Mike Shealy [mailto:MikeShealy@scsenate.gov]
Sent: Friday, November 30, 2012 1:43 PM
To: Veldran, Katherine
Cc: Pitts, Ted
Subject: Experian Constituent Call

Katherine,

I received a call from Mr. David [REDACTED] who is a constituent of Senator Reese. He is having a problem with service from Experian because neither he nor his wife have a credit history over the past ten years. Apparently, he was told to call another number since he had no credit history, but he received a recording. He also tells me he is very frustrated.

So, would you please get someone with knowledge of the process to call him today. His number is 864-[REDACTED]

Thanks, Mike Shealy

Veldran, Katherine

From: Rep. Phyllis Henderson <[REDACTED]@gmail.com>
Sent: Saturday, December 01, 2012 9:45 AM
To: Veldran, Katherine
Subject: Re: Experian sends Family Secure notifications to taxpayers with minor dependents

Katherine:

I was just getting ready to send this information out to my constituents when I realized that this is a COPY of the email they are SUPPOSED to be receiving with their own personal activation code, right? Before I send it out I need to know - when should they receive the email. If they don't get contacted by WHAT date, what should they do? Call the 866 number? If they haven't yet signed up for the Experian service and have minors and want to sign up now, what do they do?
Phyllis

On Fri, Nov 30, 2012 at 3:18 PM, Veldran, Katherine <KatherineVeldran@gov.sc.gov> wrote:

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](tel:803-734-5124) | C: [803-767-7583](tel:803-767-7583)

KatherineVeldran@gov.sc.gov

To ensure our emails are delivered to your inbox, please add protectmyid@exprt.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:

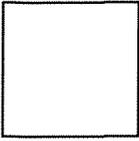
- Monthly monitoring to determine whether minors in your household have an Experian credit report
- Monthly monitoring alerts of key changes to your children's Experian credit report
- You can enroll all of your children!

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](tel: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](tel: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

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Representative Phyllis Henderson
SC House District 21
864-423-3149

Sign up for my District 21 newsletter! Click here:

<http://oi.vresp.com?fid=58d852d7a6>

On Twitter: [@phyllish21](#)

View my vote record: <http://is.gd/henderson21> and click on "voting record"

Veldran, Katherine

From: Michele Neal <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 89 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: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Wednesday, December 05, 2012 1:02 PM
To: Veldran, Katherine
Subject: RE: **Please assist SC constiuent**

Katherine,

Yes, we 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, December 05, 2012 9:54 AM
To: Anel Nevarez
Subject: RE: **Please assist SC constiuent**

Were they able to complete the enrollment process?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 12:51 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

Hello Katherine,

Our agent spoke with individual and has been assisted.

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 7:32 AM
To: Ozzie Fonseca; Anel Nevarez

Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

What is the status with Mr. [REDACTED]?

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:52 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 constiuent**
Importance: High

Please call Mr. [REDACTED] today. I just spoke with him at home. He also gave me his cell phone number. Please let me know when both enrollments are complete.

Mr. David [REDACTED]
864-[REDACTED] home
864-[REDACTED] cell

Thanks for your support.
Katherine

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:46 PM
To: 'Mike Shealy'
Subject: RE: Experian Constituent Call

I will call Mr. David [REDACTED] personally and have an Experian specialist call him today. I will confirm with you when their enrollment process is complete. Thanks for sending this over.
Katherine

From: Mike Shealy [<mailto:MikeShealy@scsenate.gov>]
Sent: Friday, November 30, 2012 1:43 PM
To: Veldran, Katherine
Cc: Pitts, Ted
Subject: Experian Constituent Call

Katherine,

I received a call from Mr. David [REDACTED] who is a constituent of Senator Reese. He is having a problem with service from Experian because neither he nor his wife have a credit history over the past ten years. Apparently, he was told to call another number since he had no credit history, but he received a recording. He also tells me he is very frustrated.

So, would you please get someone with knowledge of the process to call him today. His number is 864-[REDACTED]

Thanks, Mike Shealy

Veldran, Katherine

From: Debbie Barthe <DebbieBarthe@scsenate.gov>
Sent: Wednesday, December 05, 2012 1:35 PM
To: Veldran, Katherine
Subject: DOR question

If you receive the email saying you can sign up for the family share plan for the kids, does that mean your data was compromised? I got those emails and so did my husband, but we did not get any sort of confirmation that our data was amongst the data breached.

Also, with the family share plan, are our children covered for lifetime like we are if we should have issues?

Debbie Barthe
Office of Senator Kent Williams
Gressette Building 608
P.O. Box 142
Columbia, SC 29202
Phone: 803-212-6000
Fax: 803-212-6011
E-Mail: debbiebarthe@scsenate.gov



Veldran, Katherine

From: Senate Education Committee Mailbox <SEduComm@scsenate.gov>
Sent: Wednesday, December 05, 2012 1:48 PM
To: Veldran, Katherine
Subject: FW: SC Dept. of Revenue ID Theft ~ Website email from Reese [REDACTED]

Katherine,

Senator Courson received the following email from a constituent, Reese [REDACTED] and asked that it be forwarded to you for input and directives. Thank you for assistance.

Louise B. Spong
Senate Education Committee
Office of Senator John Courson, Chairman
& President *Pro Tempore*
Gressette Building, room 412
P O Box 142, Columbia, S C 29202
Ph: (803)212-6250
LouiseSpong@scsenate.gov

From: [REDACTED]@att.net [mailto:[REDACTED]@att.net]
Sent: Wednesday, November 28, 2012 8:47 PM
Subject: SC Dept. of Revenue ID Theft ~ Website email from Reese [REDACTED]

Senator Courson, I have also voiced my opinion to Nathan Balentine on this same subject Nov. 27. The recent disclosure from the State Revenue Department concerning the theft of sensitive personal information of over 3 million taxpayers in S.C. is absolutely staggering and unbelievable. My wife and I reviewed our records back to 2004 with our accountant and found we could be very vulnerable since they gained access to our bank routing number and bank account number. Our social security numbers were also stolen. The Governor in her magnanimous generosity said the State would give us some protection for one year. The information stolen from us through the careless inattention of an incompetent Revenue Department Director will be in the hands of hackers until the world comes to an end. My wife and I both expect the State to be absolutely diligent with all personal information we submit in trust. We, as citizens of S.C. have no choice but to submit the tax information that is required to file our tax returns each year. The State has an obligation and trust to safeguard our information and protect it from those who would steal it. Not only did the State of S.C. fail to protect us the Governor insulted our intelligence by downplaying the incident as being unavoidable. The Governor is too busy out of State taking care of her own interest when she should be staying here at home and looking after the citizens of S.C. . Should the Governor find some more jobs maybe she can find one for herself. She is going to need it! Senator, I have not heard a word from the Department of Revenue or anyone else about our individual situation. The Governor stated we would receive a letter. Where is the letter? I truly feel the State, the Governor, The Department of Revenue and the Security Company hired to prevent this from happening are all responsible and should be held absolutely accountable to all of us whose information was stolen. This is going to become a watershed issue just as soon as the first fraud and theft cases arrive. My State has really let me down and set me up and I really resent it! Senator Courson, I hope you will take this issue seriously and pursue some better solutions for us ripped off citizens than our self absorbed Governor has done! Thank you for your attention, Reese [REDACTED]

Reese [REDACTED]
[REDACTED]
Chapin, SC 29036
803-[REDACTED]

Veldran, Katherine

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Wednesday, December 05, 2012 3:16 PM
To: Veldran, Katherine; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: ScoreSense

<http://www.scoresense.com/contact-us>

Contact Us

Have a question about your ScoreSense® membership? We're here to help. You can also visit [Frequently Asked Questions](#) to see the answers to common questions.

By Phone

The ScoreSense team is available to answer your questions via phone seven days a week. Live representatives are available at **800-972-7204** during the following hours:

Monday through Friday, 8AM to 8PM CST

Saturday, 8AM to 5PM CST

Sunday, 12PM to 6PM CST

By Mail

*ScoreSense, a Product of One Technologies LP
4447 North Central Expressway
Suite 110 PMB 406, Dallas, Texas 75205*

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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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.

Veldran, Katherine

From: Anel Nevarez <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

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Wednesday, December 05, 2012 6:04 PM
To: Veldran, Katherine
Subject: RE: **Please assist SC constituent**

We've left a voicemail asking individual to call us 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: Tuesday, November 27, 2012 7:06 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **Please assist SC constituent**

Please reference the email below.
Please let me know once she has been contacted.
Thank you,
Katherine

Emily [REDACTED]
[REDACTED]
Anderson, SC 29621
864-[REDACTED]

From: [REDACTED]@bellsouth.net [mailto:[REDACTED]@bellsouth.net]
Sent: Monday, November 26, 2012 12:18 PM
Subject: Identity Theft Protection ~ Website email from Emily [REDACTED]

Dear Anne: I am having trouble signing my son, [REDACTED], up for the credit monitoring service that is being offered to all South Carolinians whose information has been breached. [REDACTED] is [REDACTED] years old and is listed as [REDACTED] on the joint tax return that husband, [REDACTED], and I file each year. As you may recall, our son, [REDACTED], was born [REDACTED]. According to what I have read in the news, [REDACTED] social security number and information has been exposed to the hackers and he needs to be included in the credit monitoring protection as well. However, [REDACTED] has no credit history and I have been told by Experian that he is not eligible for protection. What should I do? I have spent a considerable amount of time trying to resolve this issue with unsuccessful results. Also, it is a great disappointment to me that most of the people that I have talked to at Experian are not from the United States and have very distinct accents

that are difficult to understand. Where do I go from here? What do the residents of our state do that have no credit history and are disabled adults like [REDACTED]? At least I am comforted by the fact knowing that you are in Columbia representing us so superbly. Gratefully, Emily [REDACTED]

Emily [REDACTED]
[REDACTED]
Anderson, SC 29621
864-[REDACTED]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Wednesday, December 05, 2012 6:12 PM
To: Veldran, Katherine
Subject: RE: **SC constituent question**

Katherine,

Our escalations' agent has contacted and assisted individual with their questions/concerns.

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, November 27, 2012 2:50 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC constituent question**

Please call Greg [REDACTED] at 803-[REDACTED]

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: Bill Sandifer <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 [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

Veldran, Katherine

From: Tom Davis <TomDavis@scsenate.gov>
Sent: Thursday, December 06, 2012 10:38 AM
To: Veldran, Katherine
Subject: DOR Question

Katherine, I had sent you a note yesterday from my senate account:

Which read: "If you receive the email saying you can sign up for the family share plan for the kids, does that mean your data was compromised? I got those emails and so did my husband, but we did not get any sort of confirmation that our data was amongst the data breached.

Also, with the family share plan, are our children covered for lifetime like we are if we should have issues?"

Then this am we received this inquiry from a constituent, can you let me know what to tell her about the notices for those who are breached going out and if it is safe to pay estimated taxes on the website. I did not see that in the FAQ's.

Thanks.

Debbie Barthe
For Senator Tom Davis

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

From: Geraldine [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Thursday, December 06, 2012 10:16 AM
To: Debbie Barthe
Subject: Re: FW: FAQ

Debbie, I hope you have time to answer a few questions. I read in the newspaper that they were supposed to notify by mail last week the peoples who's information had been stolen. I have heard nothing.

Also, I usual pay my estimated SC tax on the web site and would like to know if it is safe to do that. Gerry [REDACTED]

On Fri, Nov 2, 2012 at 11:05 AM, Debbie Barthe <DebbieBarthe@scsenate.gov> wrote:

>
>
>
>
> Attached are some frequently asked questions that we've received from
> constituents and legislators regarding the SC DOR security breach.

Veldran, Katherine

From: Greg Foster <GregFoster@schouse.gov>
Sent: Thursday, December 06, 2012 12:33 PM
To: Greg Foster
Subject: Release - Legislative Investigation Launched into SCDOR Data Hacking

Follow Up Flag: Follow up
Flag Status: Flagged

**Office of the Speaker
SOUTH CAROLINA HOUSE OF REPRESENTATIVES**

FOR IMMEDIATE RELEASE

December 6, 2012
Contact: Greg Foster
(803) 734-3125
gregfoster@schouse.gov

Legislative Investigation Launched into SCDOR Data Hacking

Speaker Appoints House Members to Bipartisan Investigative Cmte.

(Columbia, SC) – In the wake of South Carolina’s biggest and most serious cyber infiltration of sensitive private citizen and business information, an official Legislative Investigation has been launched to find answers and make legislative recommendations on how our state can best address the many concerns this raises. With millions of our citizens’ and businesses’ most personal information now compromised, the public deserves full answers and solid reassurances that their identities are secure – and will remain secure – from the threat of fraud and abuse.

House Speaker Bobby Harrell said, “While this Investigative Committee is officially tasked with finding out answers and recommending better security solutions, its ultimate goal is to re-instill public trust in our state government. We greatly appreciate Governor Haley’s swift action directing her Cabinet agencies to work with federal authorities in addressing the immediate fallout of this security breach, but an independent outside investigation is needed to answer many of the questions moving forward.”

The appointment of this Investigative Panel comes one day after the House Organized South Carolina’s 120th General Assembly and assigned all newly-elected House Members to Standing Committees. As this investigation progresses, all of our state’s citizens are strongly encouraged to take immediate action to make sure their identities are protected. For information on how to sign up for the **Free Identity Protection** being offered by the state, click this link [here](#). And for a SCDOR Q&A of some of the most FAQs about these protections, click [here](#) and [here](#).

“Governor Haley maintains, and to her credit has demonstrated, that the Cabinet agencies she oversees will readily be forthcoming with information about this security breach,” Speaker Harrell added. “But to fully restore public trust we need the most accurate accounting of these concerns, not an agency’s internal best version of what happened. For that to happen, those tough questions need to be answered before this independent outside investigation.”

Majority Leader Bruce Bannister, Chairman of the Investigative Committee commented, "This security breakdown is shockingly disturbing. It's clear that something went horribly wrong, and our citizens are entitled to answers and assurances that these problems are being addressed. Our Investigation needs to uncover exactly what went wrong so we can take the necessary steps to make sure it doesn't happen again. Our citizens expect better, and deserve better, from their state government."

Minority Leader Harry Ott, Vice Chairman of the Investigative Committee stated, "People only have one choice when it comes to where they can file their state income taxes, for that reason alone, we should be holding our agencies to a higher standard when protecting our public's trust. With this failure, we've let an entire state down. This trust must be earned back and it's up to this Investigative Committee to start us down the right path."

Appointed by House Speaker Bobby Harrell, the Members of the House's Legislative Investigation into the SCDOR Data Hacking are under the authority of a bipartisan Committee Chaired by Majority Leader Bruce Bannister and Vice-Chaired by Minority Leader Harry Ott:

Legislative Investigative Committee Into SCDOR Data Hacking

Rep. Bruce Bannister, Chairman

Rep. Harry Ott, Vice Chairman

Rep. Shannon Erickson

Rep. Laurie Slade Funderburk

Rep. Dwight Loftis

Rep. James Merrill

Rep. Andy Patrick

Rep. Ronnie Sabb

Rep. Bakari Sellers

Rep. Gary Simrill

The Investigative Committee will be charged with issuing a full public report to the General Assembly detailing the breakdown in agency security measures that allowed this cyber data hacking to occur. The Committee shall have the ability to request any necessary information, interview experts and take witnesses testimony to uncover exactly how the infiltration occurred and to determine if proper security measures were followed. The Committee's report shall also include recommendations for any legislative or agency procedural changes necessary to ensure that our businesses' and citizens' personal information is better safeguarded from future cyber assaults.

#

Greg Foster
Deputy Chief of Staff
& Director of Communications
Office of the Speaker
South Carolina House of Representatives
(803) 734-3125
gregfoster@schouse.gov
twitter.com/gregfoster_sc

Veldran, Katherine

From: Tricia Miller <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. [REDACTED]'s email is below and she is concerned about her mother-in-law who is [REDACTED] 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

Veldran, Katherine

From: Joan Kelley <JoanKelley@scsenate.gov>
Sent: Friday, December 14, 2012 7:59 AM
To: Veldran, Katherine
Subject: RE: Experian sends Family Secure notifications to taxpayers with minor dependents

Good morning – I'm at 803-212-6172 in Senator Malloy and Thurmond's Offices.

Thanks,
Joan

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, December 13, 2012 4:55 PM
To: Joan Kelley
Subject: RE: Experian sends Family Secure notifications to taxpayers with minor dependents

Joan,
Do you have contact number I can call to answer your questions?
Thank you,
Katherine

From: Joan Kelley [mailto:JoanKelley@scsenate.gov]
Sent: Thursday, December 13, 2012 10:02 AM
To: Veldran, Katherine
Subject: RE: Experian sends Family Secure notifications to taxpayers with minor dependents

I'll have to find out from my husband. He signed us up. Would they have given him a number, most likely?

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, December 13, 2012 9:49 AM
To: Joan Kelley
Subject: RE: Experian sends Family Secure notifications to taxpayers with minor dependents

When you signed up for ProtectMyID did you go through the website or the call center?
Thank you,
Katherine

From: Joan Kelley [mailto: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
Importance: High

Hi Katherine – Deanne [REDACTED] had forwarded this to me as an FYI. My husband and I have already signed up for the ProtectMyID, but we also have a [REDACTED] 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

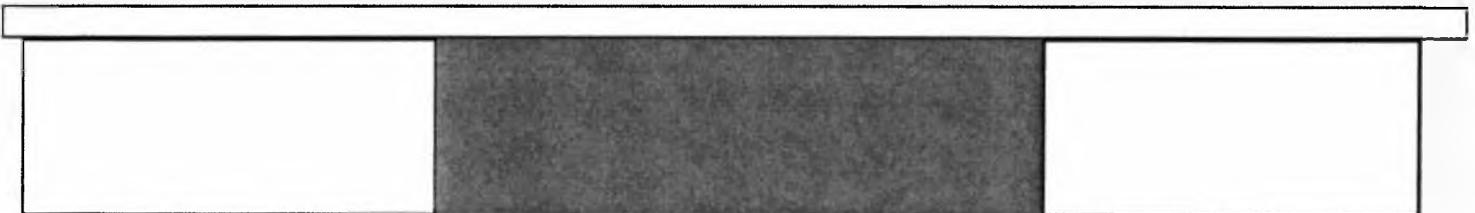
Attached are frequently asked questions regarding the **Experian Family Secure** plan. Below is an example of the email notification.

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@exprt.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:

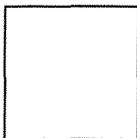
- Monthly monitoring to determine whether minors in your household have an Experian credit report
- Monthly monitoring alerts of key changes to your children's Experian credit report
- You can enroll all of your children!

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: Kim Jackson <KimJackson@schouse.gov>
Sent: Tuesday, December 18, 2012 8:29 AM
Subject: SCDOR Data Breach Investigative Committee Meeting - Thursday, December 20, 2012

MEMORANDUM

TO: The Honorable Harry Ott
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

FROM: The Honorable Bruce Bannister, Chairman

DATE: December 17, 2012

SUBJECT: **SCDOR Data Breach Investigative Committee Meeting**

The following meeting has been scheduled for the SCDOR Data Breach Investigative Committee:

Thursday, December 20, 2012, 10:00 AM, in Room 516 of the Blatt Building.

The committee will hear testimony about the Department of Revenue data breach and related security issues. Other items may be added.

cc: Ann Martin (5th Floor Receptionist - Blatt Building)
Sergeant at Arms (Mitch Dorman 2nd Floor State House)
Press Room (3rd Floor State House)
The Honorable Robert W. Harrell, Jr., Speaker of the House (506 Blatt Building)

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: Kara Brurok <KaraBrurok@schouse.gov>
Sent: Wednesday, December 19, 2012 9:54 AM
To: Kim Jackson
Subject: CANCELED SCDOR Data Breach Investigative Committee Meeting - Thursday, December 20, 2012

The SCDOR Data Breach Investigative Committee meeting scheduled for Thursday, December 20th has been canceled. It will be rescheduled at a later date.

Kara Brurok
South Carolina House of Representatives
Ways and Means Committee-Budget Analyst
1105 Pendleton Street
525 Blatt Building
Columbia, South Carolina 29201
803.734.1539
karabrurok@schouse.gov

From: Kim Jackson
Sent: Tuesday, December 18, 2012 8:29 AM
Subject: SCDOR Data Breach Investigative Committee Meeting - Thursday, December 20, 2012

MEMORANDUM

TO: The Honorable Harry Ott
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

FROM: The Honorable Bruce Bannister, Chairman

DATE: December 17, 2012

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cc: Ann Martin (5th Floor Receptionist - Blatt Building)

Sergeant at Arms (Mitch Dorman 2nd Floor State House)
Press Room (3rd Floor State House)
The Honorable Robert W. Harrell, Jr., Speaker of the House (506 Blatt Building)

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: [REDACTED]@aol.com
Sent: Thursday, December 20, 2012 1:20 PM
To: Veldran, Katherine
Subject: to Kathrine from Ray Harper

Katherine,
Thanks so much for your help. This is a letter describing what I have been through. The letter at the bottom is what I sent to Larry Martin. I haven't contacted Tracy Early to this point.

Ray

Channel 7 News 800-207-6397
To Tracy Early
From Ray [REDACTED]

Miss Early,
After seeing your report on the South Carolina Hacking Scandal I thought you might could help citizens like me. I would greatly appreciate if you would look over my attached letter to Senator Larry Martin that makes reference to your report on the South Carolina Hacking Scandal and the brief description of what I have been through.

Time will be soon be running out for myself and South Carolina citizens like me to sign up before the deadline in January. I would like to sign up for the "Resolution for Life Protection". But if I can't sign up, I feel I deserve to have some questions answered. I don't know why I am being left out.

South Carolinians like myself that choose not to participate in the "Credit" Way of Life" are not being told we won't be getting the "Resolution for Life protection" from our State when Experian, As an Alternative to ProtectMyId, offers to sign us up with the Social Security monitoring by mail for 12 months. Had I not been persistent in my questions, not anyone I talked with was going to tell me South Carolina would be excluding some citizens from the "Resolution for Life Protection". When you read my attached notes, It doesn't appear that Senator Larry Martin is getting any answers either.

Details Of what I have been through

For more than a month now I have been trying to sign on with Experian, because my private information was exposed by DOR in the South Carolina security breach. I quickly helped my Mother & Father sign up successfully with protection for them. I have been trying to sign up with ProtecMyId.com from the very start. I am being told I won't be getting "Resolution for Life Protection" from South Carolina because I don't have any credit. "I Choose" not to borrow but to save money and buy in stead of owing some credit card or bank.

When I tried signing up for myself, it stopped halfway through the process & said "Welcome, You Are the Newest Member of ProtectMyID" and I would receive an email in seven to ten days. I waited around ten days and called Experian. The operator looked at my information and said I had not answered all of the questions, I said that I did but I didn't argue with her and tried signing up again. I did this three times and called Experian three times and got the same reply that I hadn't answered all the questions. I eventually talked with someone who said I couldn't sign on because I don't have any credit, and went on to say if I signed on with My Free Report . Com that I could call Experian back and that would work.

So, I tried to sign on with MyFreeReport.com and it stopped half way through. I called their help line and gave my info and she said to wait a couple hours and try again. I did so again I tried and it stopped half way through. I called MfreeReport.com helpline again and that person said she couldn't help me. I asked her where she was located and she said "Asia". So by this point, I had been giving my information to people in Asia.

At this point I called Lindesy Grahams office and they said this was a State matter and gave me the Governors Office phone number. I spoke with a lady and she said she would have someone to call me. Later that day Rosemary [REDACTED] at 949-[REDACTED] with Experian called and Rosemary said she would send me over to Jennifer with Experian said she

would sign me up with Social Security monitoring by mail for 12 months, took some of my personal information and said something like There you go, You're Signed up! At that point I asked, "Was I included for the Fraud Resolution for Life" and she 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.

Jennifer said she would send me to Trey, for me to hold on and he might would help. I talked with Trey for quite a long time and he said I needed to be signed up for ProtectmyID.com and after trying a long time he couldn't do anything. Trey Said for me to hold on that he would send me over to "Experian Disputes Department" might get some help. So, I got on the phone with Jean and after a quite a long time she said there was nothing she could do to help.

Tuesday, November 20, 2012 So, I called Rosemary [REDACTED] back and asked why I was being excluded from the Fraud Resolution for Life. Rosemary said she would make a few calls and get an answer for me. That was before Thanksgiving and Rosemary said she would call me back after the Holiday. Rosemary called and said she was sorry but they gave her no reason except you don't have any credit. I asked Rosemary was it Experian excluding me? Rosemary said no.

I told Rosemary about the Channel 7 News "Weeks After Hacking Scandal" Report by Tracy Early and how Smantha Cheek with SCDOR said the state is working with SCDOR to implement a program for those tax payers with no credit. I said the report by Early was on the Channel 7 News website. Rosemary asked for me to send her the link and she would have it taken down. I never sent her the link.

After I got off the phone with Rosemary, I called Senator Larry Martin Tuesday, November 20, 2012 10:35 AM. I briefly explained some of what I had been through to him and Senator Martin said he was not aware that anyone would be excluded, even children that have no credit history will be getting the "Fraud Resolution for Life". So, I gave him some information, sent him the Tracy Early Report along with a brief email explaining my concern. Senator Martin said he would get back to me with an answer the following week. After not hearing from him in three weeks, I sent him an email to follow up on this situation. I got a reply from Senator Martin & he said he would follow up with his contact in the Governors office and get back to me next week.

December 19, 2012 Now four weeks after not hearing anything from Senator Martin, I decided to give him a call. I left Senator Martin message explaining that I wanted to follow up and wondered if he had heard anything. Later this day I got a call from his assistant in Columbia Cindy [REDACTED] Mrs. [REDACTED] asked if I had heard anything from the Governors office and I said no. She said Senator Martin asked her to contact me and said he would put another call to his contact in the Governors office. Cindy said Senator Martin hasn't heard anything from the Governors Office either.

So, I asked Mrs. [REDACTED] if it would help if I contact Tracy Early with Channel 7 News since they already had been investigative reporting the South Carolina Hacking Scandal failure. Mrs. [REDACTED] said it would probably not help, but it would be ok if I did.

Mrs. Early, this is where I am. I can't find anyone that knows why I am being excluded from the Resolution for Life. I would appreciate any help you may have.

I would like to know who makes the decision to exclude some citizens of South Carolina and not others?

I would like to know who has the authority to exclude some citizens and not others. Does the Governor have that authority?

Has the decision to exclude some South Carolinians been debated by our Representatives?

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

Senator 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]

Veldran, Katherine

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
Sent: Thursday, December 20, 2012 1:34 PM
To: Veldran, Katherine
Cc: Ozzie Fonseca
Subject: RE: **Please assist SC constituent**

Kathy,

Thank you for your call regarding Mr. [REDACTED]. One of our escalations agents will be contacting Mr. [REDACTED] at 2pm EST per your request.

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: Wednesday, November 21, 2012 11:54 AM
To: 'Veldran, Katherine'; Ozzie Fonseca
Subject: RE: **Please assist SC constituent**

Katherine,

Our agent has answered all of Mr. [REDACTED] questions.

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 6:23 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 8:44 AM
To: Veldran, Katherine
Cc: Erin Crawford; Cindy Ledbetter
Subject: FW: to Larry Martin from Ray Harper

Katherine:

Here's an Experian issue that should be fairly easy to resolve. Mr. [REDACTED] has no established credit. When he attempted to sign up with Experian, he was told he couldn't because he had no credit in which to monitor. He said that he was also told that since he has no established credit that Experian could not provide fraud protection for life. Could you have someone take a look at this for us? Many thanks!

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: Cindy Ledbetter <CindyLedbetter@scsenate.gov>
Sent: Thursday, December 20, 2012 1:39 PM
To: Veldran, Katherine
Subject: RE: to Larry Martin from Ray [REDACTED] follow up on SC protection

Follow Up Flag: Follow up
Flag Status: Flagged

Thanks Katherine.

Cindy

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Thursday, December 20, 2012 1:35 PM
To: Cindy Ledbetter
Cc: Larry Martin
Subject: RE: to Larry Martin from Ray [REDACTED] follow up on SC protection

I spoke with him today. We have another call with Experian on 2:00. I will follow up with you today.
Thank you,
Katherine

From: Cindy Ledbetter [mailto:CindyLedbetter@scsenate.gov]
Sent: Wednesday, December 19, 2012 3:49 PM
To: Veldran, Katherine
Cc: Larry Martin
Subject: RE: to Larry Martin from Ray [REDACTED] follow up on SC protection

Hi Katherine,

I called earlier and left a message but you may not be in the office today. Senator Martin is here and asked me to check with you on whether anyone has been in touch with Mr. Harper regarding the fraud protection.

Thanks very much. Look forward to hearing from you.

Cindy

*Cindy Ledbetter
Office of Senator Larry A. Martin
Senate Judiciary Committee
P.O. Box 142
Columbia, SC 29202
(803) 212-6610
(803) 212-6600 Fax*

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](mailto:[REDACTED]@aol.com)]

Sent: Tuesday, December 11, 2012 9:00 AM

To: Larry Martin

Subject: Re: to Larry Martin from Ray Harper 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. Harper:

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 Harper

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]** [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: Friday, December 21, 2012 12:49 PM
To: Veldran, Katherine
Cc: Ozzie Fonseca
Subject: SCDOR - Alternate process

Katherine,

Below is the language requested around the alternate process.

The individual's SSN is monitored monthly (for a one-year term) to confirm no credit file has been created (indicating there has been no use of the individual's PII for credit-related fraudulent purposes). If no credit file is found, a letter will be sent monthly indicating there is no file. If it is found that a credit file has been created, the individual is notified by mail. The individual may then call in to speak with a fraud resolution representative. If the individual, in conjunction with the fraud resolution representative, determines that the information reflects fraudulent activity, the representative will assist the individual to correct the information.

Regards,

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



535 Anton, Suite 100
Costa Mesa, CA 92626
T: 949.567.7629
C: 949.294.2183
F: 949.242.2938
Anel.Nevarez@experianinteractive.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>

Veldran, Katherine

From: Heather [REDACTED] <[REDACTED]@yahoo.com>
Sent: Thursday, December 20, 2012 6:32 PM
To: Veldran, Katherine
Subject: Follow Up

Follow Up Flag: Follow up
Flag Status: Flagged

Katherine, I wanted to follow-up on my email to you from November 17th. The offer was made to help us with such workshops on the November 16th conference call and I was wondering if that offer is still available. Please see details below...

From: Heather [REDACTED] <[REDACTED]@yahoo.com>
To: "Veldran, Katherine" <KatherineVeldran@gov.sc.gov>
Sent: Saturday, November 17, 2012 5:19 AM
Subject: Follow up from yesterday's call

Thank you for the information, Katherine. I am interested in hosting an informational workshop here in Socastee on the SCDOR breach and how people can protect themselves from fraud by helping them sign up for the fraud protection. This will be a combined effort from myself and our area's county council member. We would like to invite the Governor and her staff to participate. Please let me know if this is possible.

Thanks for all you do!

Heather [REDACTED]
843 [REDACTED]

On Nov 16, 2012, at 3:32 PM, "Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Attached are the following:

- Frequently Asked Questions I and II
- Frequently Asked Questions - *geared towards Seniors*
- General Information - *handouts*
- Minimizing the Effects of a Security Breach – *information sheet*
- How to Place a Security Freeze - *brochure*

Please continue to email me your questions.
Thank you for your support.
Katherine

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

From: Veldran, Katherine
Sent: Tuesday, November 13, 2012 12:40 PM
To: Veldran, Katherine
Cc: Pitts, Ted; Stirling, Bryan
Subject: FAQ II

Attached are more frequently asked questions that we've received from constituents and legislators regarding the SC DOR security breach.
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

From: Veldran, Katherine
Sent: Friday, November 02, 2012 10:29 AM
To: Veldran, Katherine
Cc: Stirling, Bryan; Pitts, Ted
Subject: FAQ

Attached are some frequently asked questions that we've received from constituents and legislators regarding the SC DOR security breach.
We will continue to send updates. Please email or call me with any questions.

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

<FAQ I 11_2.pdf>
<FAQ II 11_13.pdf>
<FAQ - SENIORS 11_16.pdf>
<General Handout.pdf>
<How to Place Security Freeze 11_16.pdf.pdf>
<General Handout II.pdf>
<Minimizing the Effects of a Security Breach.pdf>

Veldran, Katherine

From: Anel Nevarez <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 FORTUNE [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: Barton Vincent <Vincent.Barton@doc.sc.gov>
Sent: Thursday, December 27, 2012 12:21 PM
To: Veldran, Katherine
Subject: FW: Inmate access to ProtectMyID

Happy Holidays!

My Director was asking me about the draft letter we had discussed at our meeting on December 11th. Have those letters gone out? If you could provide a copy of that letter, it would be appreciated. Thanks. Bart Vincent

From: Barton Vincent
Sent: Wednesday, December 12, 2012 12:02 PM
To: 'Veldran, Katherine'
Subject: RE: Inmate access to ProtectMyID

Thanks

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, December 12, 2012 11:47 AM
To: Barton Vincent
Cc: Pitts, Ted; Patel, Swati
Subject: RE: Inmate access to ProtectMyID

Barton,
Thank you for the follow up.
The draft is still being worked on as soon as it's ready I will make sure to pass it along.
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

From: Barton Vincent [mailto: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

Veldran, Katherine

From: Eva Velasquez <Eva@idtheftcenter.org>
Sent: Thursday, December 27, 2012 5:31 PM
To: Greg Young; Veldran, Katherine; Stirling, Bryan
Cc: jon.neiditz@nelsonmullins.com
Subject: RE: From Greg Young, re: ITRC assistance

Good Afternoon Everyone,
I am following up on the email from the week before last regarding the request for assistance from the ITRC. As previously stated we are willing to discuss how we can define the scope of assistance that the ITRC is able to provide. Please contact me directly if you wish to discuss this matter further.

Sincerely,

Eva Casey Velasquez
President/CEO
Identity Theft Resource Center
Eva@idtheftcenter.org
(858) 444-3284



From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Thursday, December 20, 2012 1:20 PM
To: KatherineVeldran@gov.sc.gov; Stirling,Bryan (BryanStirling@gov.sc.gov)
Cc: Eva Velasquez
Subject: From Greg Young, re: ITRC assistance
Importance: High

Katherine and Bryan,

As I noted, Eva is open to talking about how the State and ITRC might work together in a mutually beneficial way to address the different product offerings.

She can be reached at 858 [REDACTED]

Greg Young, APR
Director
Public Relations

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

Veldran, Katherine

From: Debbie Barthe <DebbieBarthe@scsenate.gov>
Sent: Wednesday, January 02, 2013 3:23 PM
To: Veldran, Katherine
Subject: RE: hacking

Thanks this is helpful!

Debbie

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, January 02, 2013 3:17 PM
To: Debbie Barthe
Subject: RE: hacking

As of last Friday, 400,000 resident letters had been sent. About 100,000 letters are being sent every day. Approximately 3.8 million letters will be sent (includes both in-state and out-of-state affected taxpayers) by late January. Some letters are being sent by email if a taxpayer has already enrolled in identity theft protection services (ProtectMyID) and provided an email address to Experian. The deadline to enroll in ProtectMyID was extended to March 31, 2013. The deadline to enroll dependents whose social security numbers may have been compromised in the Family Secure plan through Experian is May 31, 2013.

Attached is a copy of the notification letter. I have also attached the FAQs and handouts. I'm looking into the lifetime coverage for kids. I will follow up asap. I hope this helps Senator Williams.

Thanks,
Katherine

From: Debbie Barthe [mailto:DebbieBarthe@scsenate.gov]
Sent: Wednesday, January 02, 2013 9:32 AM
To: Veldran, Katherine
Subject: hacking
Importance: High

Katherine,

Senator Williams has a speaking engagement tomorrow. He anticipates being asked about the SC Hacking issue, can you provide me with a summary update on where things stand as of today? Lots of folks are asking when they will receive "official notification" and if the children are provided the same lifetime coverage as the parents?

Need something ASAP if possible.

Debbie Barthe
Office of Senator Kent Williams
Gressette Building 608 (please note new suite)
P.O. Box 142
Columbia, SC 29202
Phone: 803-212-6000 (please note new number)
Fax: 803-212-6011
E-Mail: debbiebarthe@scsenate.gov



Veldran, Katherine

From: Tom Young <tyoung@tomyounglaw.com>
Sent: Wednesday, January 02, 2013 3:47 PM
To: Veldran, Katherine
Subject: RE: katherine -- question

Thank you

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

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Wednesday, January 02, 2013 2:50 PM
To: Tom Young
Subject: RE: katherine -- question

Copy of the letter.

Thanks,
Katherine

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

From: Tom Young [<mailto:tyoung@tomyounglaw.com>]
Sent: Wednesday, January 02, 2013 2:25 PM
To: Veldran, Katherine
Subject: katherine -- question
Importance: High

Katherine: Have the ID letters gone out? I have lots of constituents emailing me asking and saying they have not received anything. I have not either. Thanks. Tom

=====

Senator Tom Young
South Carolina Senate District 24
Aiken County
P.O. Box 651
Aiken, South Carolina 29802
Tel: (803) 649-0000
Fax: (803) 649-7005
www.tomyoungforsenate.com

**** See Tom's website for weekly legislative updates **** =====

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No virus found in this message.

Checked by AVG - www.avg.com

Version: 2013.0.2805 / Virus Database: 2637/5999 - Release Date: 12/31/12

Veldran, Katherine

From: Imartin@alicemfgco.com
Sent: Wednesday, January 02, 2013 3:54 PM
To: Veldran, Katherine
Cc: CindyLedbetter@scsenate.gov; erincrawford@scsenate.gov; John Hazzard
Subject: Re: to Katherine Veldran from Ray [REDACTED] Thank you for your help.

Many thanks, Katherine!

Larry

From: Veldran, Katherine
Sent: Wednesday, January 02, 2013 3:44 PM
To: <mailto:Imartin@alicemfgco.com>
Cc: <mailto:CindyLedbetter@scsenate.gov> ; <mailto:erincrawford@scsenate.gov> ; [John Hazzard](#)
Subject: FW: to Katherine Veldran from Ray [REDACTED], Thank you for your help.

Update regarding Mr. [REDACTED] below.
Please let me know if you need anything else.
Thanks,
Katherine

From: [REDACTED]@aol.com [[mailto:\[REDACTED\]@aol.com](mailto:[REDACTED]@aol.com)]
Sent: Sunday, December 30, 2012 7:41 PM
To: Veldran, Katherine
Subject: to Katherine Veldran from Ray [REDACTED] Thank you for your help.

To Katherine Veldran
From Ray [REDACTED]

Katherine,
Thank you for taking the time to help me. After our conversation with Ozzie on December 20, 2012 I realized I would have to take another avenue if I were to have the "Fraud Resolution for Life".

Last week I applied for a credit card & successfully signed up with ProtectMyId and will receive the extended coverage of "Fraud Resolution for Life". I feel I shouldn't have to do this just to sign up but I felt it was important enough to have the extra protection. I personally don't see much value in the ITRC.

I feel Governor Haley has been the most capable Governor for South Carolina since I have been voting. I like the fact that Governor Haley gets right to the point and stands for conservative values. For me, Governor Haley cannot be held responsible for what happened to our identities being stole, this vulnerability has most likely been there for several administrations. At the same time, the persons in direct charge of the data should have known the vulnerability. Even eighth graders know about the vulnerability of the internet.

I just wanted to let you know I have finally signed up for the "Fraud Resolution for Life" as provided by Experian.

Thank you for your help and your kindness.

Sincerely,

Ray [REDACTED]

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2012.0.2221 / Virus Database: 2637/5503 - Release Date: 01/02/13

Veldran, Katherine

From: Tommy Pope <TPope@elrodpope.com>
Sent: Wednesday, January 02, 2013 5:08 PM
To: Veldran, Katherine
Subject: Re: Expedia - SC Taxpayer

Thx tpope

Sent from my iPhone

On Jan 2, 2013, at 3:50 PM, "Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Tommy,
Update below regarding you constituent.
Please let me know if you need anything else.
Thanks,
Katherine

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

<image001.jpg>
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: Meredith Cleland <CLELANM@sctax.org>
Sent: Wednesday, January 02, 2013 5:38 PM
To: Veldran, Katherine
Subject: RE: Experian credit monitoring enrollment deadline extended

Thanks

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, January 02, 2013 3:56 PM
To: Veldran, Katherine
Subject: Experian credit monitoring enrollment deadline extended

FYI

From: Godfrey, Rob
Sent: Friday, December 21, 2012 2:21 PM
Subject: Experian credit monitoring enrollment deadline extended

Experian credit monitoring enrollment deadline extended

Taxpayers now have until March 31, 2013 to sign up for protection and unlimited fraud resolution

COLUMBIA, S.C. – South Carolina taxpayers affected by the information security data breach at the South Carolina Department of Revenue now have until March 31, 2013, to sign up for a year of free credit monitoring and unlimited fraud resolution provided by Experian. The deadline to sign up for monitoring and fraud resolution had been January 31, 2013.

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

- Call 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.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- Credit Report: A free copy of your Experian credit report.
- Daily 3 Bureau Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.

- Identity Theft Resolution: If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- ExtendCARE: Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- \$1 Million Identity Theft Insurance: As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

As of Thursday, there had been 957,575 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a “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 offers 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 AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

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

Veldran, Katherine

From: [REDACTED]@gmail.com
Sent: Wednesday, January 02, 2013 5:47 PM
To: Veldran, Katherine
Subject: Re: Experian credit monitoring enrollment deadline extended

K,

Thank you for info.
Happy New Year!

MW

Sent from my Verizon Wireless BlackBerry

From: "Veldran, Katherine" <KatherineVeldran@gov.sc.gov>
Date: Wed, 2 Jan 2013 15:56:13 -0500
To: Veldran, Katherine<KatherineVeldran@gov.sc.gov>
Subject: Experian credit monitoring enrollment deadline extended

FYI

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Sent: Friday, December 21, 2012 2:21 PM
Subject: Experian credit monitoring enrollment deadline extended

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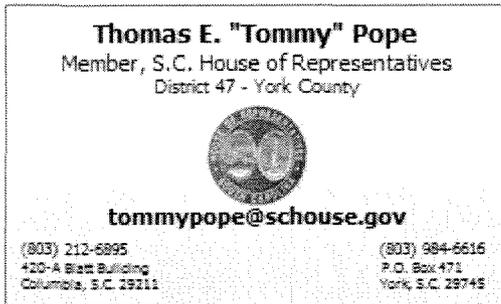
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Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Veldran, Katherine

From: Tommy Pope <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: '██████████@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

<image001.png>

<image002.png>