

## Godfrey, Rob

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**From:** Caula, Natalie <ncaula@postandcourier.com>  
**Sent:** Friday, October 26, 2012 4:23 PM  
**To:** Godfrey, Rob  
**Subject:** RE: SC Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Thanks Rob. Also, Governor Haley mentioned an executive order during the press conference. Do you have any information on that for release?

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Friday, October 26, 2012 2:03 PM  
**To:** Caula, Natalie  
**Subject:** Fw: SC Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

**From:** Samantha Cheek [mailto:CheekS@sctax.org]  
**Sent:** Friday, October 26, 2012 02:00 PM  
**To:** Samantha Cheek <CheekS@sctax.org>  
**Subject:** SC Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

**For Immediate Release: October 26, 2012**

### **SC Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers**

*Hacker illegally obtained credit card and Social Security numbers*

[Columbia, S.C.] The S.C. Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

“On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers,” said DOR Director James Etter. “We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor’s office.”

## Godfrey, Rob

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**From:** Ashley Byrd <abyrd@southcarolinaradionetwork.com>  
**Sent:** Friday, October 26, 2012 4:37 PM  
**To:** Godfrey, Rob  
**Subject:** RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Rob, the call center is not up

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Friday, October 26, 2012 4:28 PM  
**Subject:** UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
**Importance:** High

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

**Anyone who has filed a South Carolina tax return since 1998 should take the following steps:**

1. Call 1-866-578-5422 where you will 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.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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.

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

## Godfrey, Rob

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**From:** Samantha Cheek <CheekS@sctax.org>  
**Sent:** Friday, October 26, 2012 4:44 PM  
**To:** nophillips@thestate.com  
**Cc:** Godfrey, Rob  
**Subject:** RE: Mandiant

Noelle,

His name is Marshall Heilman and he is the Director of Services for Mandiant.

I received your message from earlier, if you need anything else please let me know.

*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](http://www.sctax.org) | Twitter: @SCDOR

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Friday, October 26, 2012 4:19 PM  
**To:** Samantha Cheek  
**Subject:** FW: Mandiant

**From:** Phillips, Noelle [mailto:nophillips@thestate.com]  
**Sent:** Friday, October 26, 2012 3:25 PM  
**To:** Godfrey, Rob  
**Subject:** Mandiant

Hey Rob,

What is the name and title of the Mandiat rep who spoke at today's press conference? Thanks.

--  
Noelle Phillips  
Reporter  
The State Media Co.  
(803) 771-8307

~ jg

Begin forwarded message:

**From:** "Beeker, LaDonna" <lbeeker@wistv.com>  
**Date:** October 26, 2012, 3:29:25 PM EDT  
**To:** All WIS Producers <AllWISProducers@wistv.com>  
**Subject:** Number info - from SCDOR

Just got this ...

**From:** Samantha Cheek [<mailto:CheekS@sctax.org>]  
**Sent:** Friday, October 26, 2012 3:29 PM  
**To:** Beeker, LaDonna  
**Subject:** RE: Public contact info

We are working to get more representatives on the 866 line in order to take taxpayers calls. The number provided is working, however it is just at a high volume at the moment. As time progresses we will be able to identify which taxpayers' confidential numbers were compromised and we will alert those individuals.

*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](http://www.sctax.org) | Twitter: @SCDOR

**From:** Beeker, LaDonna [<mailto:lbeeker@wistv.com>]  
**Sent:** Friday, October 26, 2012 3:18 PM  
**To:** Samantha Cheek  
**Subject:** Public contact info

Hi Samantha,

We are getting a lot of calls complaining about the 866-number not working and/or they can't get through because of "high call volume." Is there more than one phone number available? Or any suggestions for the callers who are getting this recording? Is the DOR working on anything else to get the public in touch with a person to find out if they have been compromised?

Please advise of any info we can give the viewers as they call and as we are coming up on future broadcasts. Thanks for your help.

LaDonna Beeker  
Investigative producer  
WIS-TV  
803-309-6518  
[lbeeker@wistv.com](mailto:lbeeker@wistv.com)

## Godfrey, Rob

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**From:** Gatson, Judi <jgatson@wistv.com>  
**Sent:** Friday, October 26, 2012 4:45 PM  
**To:** Samantha Cheek  
**Cc:** Norman, Meaghan; Godfrey, Rob  
**Subject:** Re: Number info - from SCDOR

Thanks Samantha! Also need to clarify, does this only affect people who have paid personal income taxes since 1998  
\*or\* could people who've only paid personal property taxes also be affected?

~jg

On Oct 26, 2012, at 4:17 PM, "Samantha Cheek" <[CheekS@sctax.org](mailto:CheekS@sctax.org)> wrote:

I apologize, the call center is open 9-9 Monday through Friday and 11-8 Saturday and Sunday.

*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](http://www.sctax.org) | Twitter: @SCDOR

**From:** Samantha Cheek  
**Sent:** Friday, October 26, 2012 4:16 PM  
**To:** 'Gatson, Judi'  
**Cc:** Norman, Meaghan; [RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)  
**Subject:** RE: Number info - from SCDOR

We're unsure as to those details – the call center is open and available for taxpayers to call 24/7.

*Samantha Cheek*

Public Information Director  
SC Department of Revenue  
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[www.sctax.org](http://www.sctax.org) | Twitter: @SCDOR

**From:** Gatson, Judi [<mailto:jgatson@wistv.com>]  
**Sent:** Friday, October 26, 2012 3:31 PM  
**To:** Samantha Cheek  
**Cc:** Norman, Meaghan  
**Subject:** Fwd: Number info - from SCDOR

Samantha,

How many operators are currently working that phone line? How many operators do you hope to add? Where is the call center located? And is the line open 24 hours a day?

Many thx,

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

**Anyone who has filed a South Carolina tax return since 1998 should take the following steps:**

1. Call 1-866-578-5422 where you will 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.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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.

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

## Godfrey, Rob

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**From:** Shane Massey <[REDACTED]@bellsouth.net>  
**Sent:** Friday, October 26, 2012 4:45 PM  
**To:** Godfrey, Rob  
**Subject:** RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Ah, I thought it was call the center OR go online. It's actually both. Thanks, Rob.

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Friday, October 26, 2012 4:44 PM  
**To:** Shane Massey  
**Subject:** RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Sen. Massey,

The first step is to call the call center. There, you'll be provided with an activation code. Here are the steps to take:

1. Call 1-866-578-5422 where you will 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.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

Let me know if you need anything else.

Rob

**From:** Shane Massey [mailto:[REDACTED]@bellsouth.net]  
**Sent:** Friday, October 26, 2012 4:39 PM  
**To:** Godfrey, Rob  
**Subject:** RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Rob,

To do the online protection, you need an activation code. Any idea what that is?

Shane Massey

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Friday, October 26, 2012 4:28 PM  
**Subject:** UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
**Importance:** High

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

**From:** Godfrey, Rob

**Sent:** Friday, October 26, 2012 4:28 PM

**Subject:** UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

**Importance:** High

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**Rob Godfrey**

**Office of Gov. Nikki Haley**

**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

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**From:** Microsoft Exchange  
**To:** ellism@independentmail.com  
**Sent:** Friday, October 26, 2012 6:02 PM  
**Subject:** Relayed: FW: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[ellism@independentmail.com](mailto:ellism@independentmail.com)

**Subject:** FW: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

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Sent by Microsoft Exchange Server 2007

## Godfrey, Rob

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**From:** Ellis, Michael <Michael.Ellis@IndependentMail.com>  
**To:** Godfrey, Rob  
**Sent:** Friday, October 26, 2012 6:05 PM  
**Subject:** Read: FW: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Your message was read on Friday, October 26, 2012 6:04:37 PM (GMT-05:00) Eastern Time (US & Canada).

## Godfrey, Rob

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**From:** Samantha Cheek <CheekS@sctax.org>  
**Sent:** Friday, October 26, 2012 6:07 PM  
**To:** amcquary@WLTX.GANNETT.COM; Godfrey, Rob  
**Subject:** RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Anne,

Yes just the one number for taxpayers to call. The number of operators have been increased to handle the call volume. At the present time, the call center hours stand at what is mentioned below. We are looking in to see if family members can be added to the service.

*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](http://www.sctax.org) | Twitter: @SCDOR

**From:** McQuary, Anne [<mailto:amcquary@WLTX.GANNETT.COM>]  
**Sent:** Friday, October 26, 2012 5:00 PM  
**To:** Taillon, Jeff  
**Subject:** RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Jeff,

So still just the one number? Do we know if they are adding operators to handle the call volume? Have we asked them if they can go 24/7 to handle the volume?? Hearing from folks that you can add family members once you are online, another caller said you can't. So if you get through, can you do yourself and other family members. What about children who have SS#' can they be added?

Thanks

Anne

**From:** Taillon, Jeff [<mailto:JeffTaillon@gov.sc.gov>]  
**Sent:** Friday, October 26, 2012 4:32 PM  
**To:** McQuary, Anne  
**Subject:** FW: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
**Importance:** High

Anne,

I think this should help answer your questions. If there is anything else that I can do for you to be of service please let me know.

Jeff

**Jeff Taillon**

(803) 734-5129|Direct Line

(803) 767-7653|Cell

**From:** Godfrey, Rob

**Sent:** Friday, October 26, 2012 4:28 PM

**Subject:** UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

**Importance:** High

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**Rob Godfrey**

Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Samantha Cheek <CheekS@sctax.org>  
**Sent:** Friday, October 26, 2012 6:13 PM  
**To:** Godfrey, Rob  
**Subject:** FW: Greenville News

Followed up re: call in phone numbers for activation code.

*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](http://www.sctax.org) | Twitter: @SCDOR

**From:** Dykes, David [mailto:DDYKES@greenvillenews.com]  
**Sent:** Friday, October 26, 2012 5:50 PM  
**To:** Samantha Cheek  
**Subject:** Greenville News

Samantha –

Working on deadline on a story about the website and phone number for the public to contact in response to the cyber attack.

Taxpayers are telling us they are experiencing difficulties.

Please call me when you can.

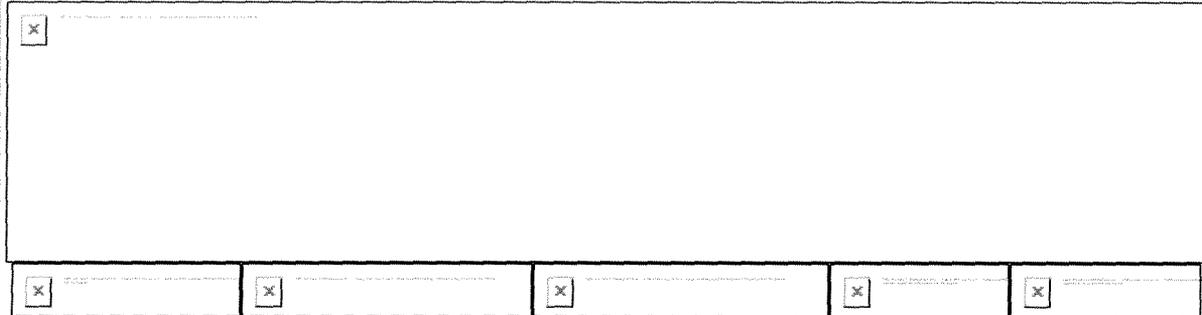
Thanks.

David Dykes  
Business Writer  
The Greenville News  
P.O. Box 1688  
Greenville, SC 29602  
(800) 274-7879  
(864) 298-4273 (direct)  
(864) 918-1431 (cell)  
(864) 298-4395 (fax)  
[ddykes@greenvillenews.com](mailto:ddykes@greenvillenews.com)

**Godfrey, Rob**

**From:** Rep. Bill Taylor <[REDACTED]@[REDACTED].com>  
**Sent:** Friday, October 26, 2012 6:26 PM  
**To:** Godfrey, Rob  
**Subject:** SC 's Been HACKED - This is a serious warning OPEN NOW

You're receiving this email because of your relationship with **TaylorSCHouse**. You may **unsubscribe** if you no longer wish to receive our emails.



## SC's Been HACKED!

(Informational Newsletter)

Dear Friends:

You may have heard the late breaking news that your identity may be at risk.

The SC Department of Revenue revealed this afternoon that they experienced a cyber attack and approximately **3.6 million Social Security numbers and 387,000 credit and debit card numbers** have been exposed. I've been receiving calls from folks concerned they may be a victim. Those concerns are justified. 3.6 million Social Security numbers includes most of us. The vast majority of credit cards on file with the Revenue Department are protected by strong encryption, but about **16,000 are unencrypted**.

The state says the cyber hole has been plugged, but you have every right to be concerned and take steps now to protect yourself from identity theft or misuse of your credit or debit card.

Here's what you need to do...

1. Anyone who has filed a South Carolina tax return since 1998 is urged to visit [protectmyid.com/scdor](http://protectmyid.com/scdor) or **call 866-578-5422** to determine if their information is affected. (Expect long wait times on the phone call.) Phone will be answered until 9:00 pm and will be open again tomorrow.
2. To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection.
3. In addition to the Experian monitoring service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:
  - \* Regularly review credit reports
  - \* Place fraud alerts with the three credit bureaus
  - \* Place a security freeze on financial and credit information with the three credit bureaus.

**Additional steps to protect yourself...**

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

**Final Thought**

This is a most serious and regrettable situation that puts you at risk. Legislators will be briefed Monday morning and I'll report back. In the meantime, I urge each of you to be on alert and take the necessary steps to protect your identity, credit and banking information.

In your Service,

**Bill Taylor**

**803-270-2012**

Representative

South Carolina General

Assembly

[robgodfrey@taylorhouse.com](mailto:robgodfrey@taylorhouse.com)

[www.Taylorshouse.com](http://www.Taylorshouse.com)

Newsletter not paid for by  
taxpayer funds.

Paid for by TaylorSCHouse



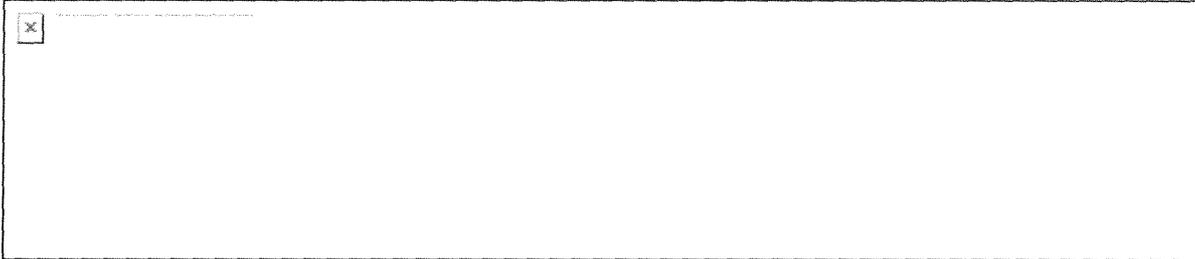
This email was sent to robgodfrey@gov.sc.gov by [robgodfrey@taylorhouse.com](mailto:robgodfrey@taylorhouse.com)  
[Update Profile/Email Address](#) Instant removal with [SafeUnsubscribe™](#) [Privacy Policy](#).  
Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

**Godfrey, Rob**

---

**From:** Rep. Bill Taylor <bill@taylorschouse.com>  
**Sent:** Friday, October 26, 2012 7:26 PM  
**To:** Godfrey, Rob  
**Subject:** UPDATE ON COMPUTER HACKING - Please Read

You're receiving this email because of your relationship with **TaylorSCHouse**. You may **unsubscribe** if you no longer wish to receive our emails.



## SC's Computer Hacking Update

(Informational Newsletter)

### UPDATE

The web link provided in the initial 'Hacker' newsletter doesn't seem to be useful. That web address, which was provided by the Governor's office and is being used by the news media, delivers you to a page that asks for an activation code.

We're told you have to call 866-578-5422 to get the activation code. Of course, the phones lines are so jammed, as one would expect in an event like this, you get a recording asking you to call back later.

It appears patience is the best prescription at the moment.  
I'll send out updates as we learn more.



This email was sent to robgodfrey@gov.sc.gov by [bill@taylorschouse.com](mailto:bill@taylorschouse.com)  
[Update Profile/Email Address](#) Instant removal with [SafeUnsubscribe™](#) [Privacy Policy](#).  
Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

**Godfrey, Rob**

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**From:** Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>  
**To:** bsymmes@clemson.edu  
**Sent:** Friday, October 26, 2012 7:14 PM  
**Subject:** Delivery Delayed: S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

**Delivery is delayed to these recipients or distribution lists:**

[bsymmes@clemson.edu](mailto:bsymmes@clemson.edu)

Subject: S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

This message has not yet been delivered. Microsoft Exchange will continue to try delivering the message on your behalf.

## Godfrey, Rob

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**From:** Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>  
**To:** bsymmes@clemson.edu  
**Sent:** Friday, October 26, 2012 8:41 PM  
**Subject:** Delivery Delayed: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

### Delivery is delayed to these recipients or distribution lists:

[bsymmes@clemson.edu](mailto:bsymmes@clemson.edu)

Subject: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

This message has not yet been delivered. Microsoft Exchange will continue to try delivering the message on your behalf.

## Godfrey, Rob

---

**From:** Smith, Tim <tcsmith@greenvillenews.com>  
**Sent:** Friday, October 26, 2012 9:31 PM  
**To:** Godfrey, Rob  
**Subject:** FW: PRESS RELEASE: Nikki Haley, yet again, proves she is more interested in helping her political career than helping South Carolina

Rob,

Any response to Harpootlian's stuff, especially the last graf?

Tim

---

From: amanda.alpert@gmail.com [amanda.alpert@gmail.com] On Behalf Of Amanda Loveday [aloveday@scdp.org]  
Sent: Friday, October 26, 2012 3:59 PM  
To: Amanda Loveday  
Subject: PRESS RELEASE: Nikki Haley, yet again, proves she is more interested in helping her political career than helping South Carolina

Immediate Release

Press Contact:  
Amanda Loveday  
803-315-5837  
aloveday@scdp.org<mailto:aloveday@scdp.org>

Nikki Haley, yet again, proves she is more interested in helping her political career than helping South Carolina

South Carolina Democratic Party Chairman, Dick Harpootlian, released the following statement in response to the personal information hacked from the Department of Revenue:

Nikki Haley today contradicted the Nikki Haley of yesterday – or maybe came down with a case of Romnesia, which I've heard is contagious.

Haley surrounded herself with federal officials today while telling the people of South Carolina that more than a third of the state's social security numbers and credit card numbers were stolen from her Department of Revenue by a computer hacker. This is a different story than the past year where we've heard Haley stomp her feet and shout that the federal government has no place in our state when it came to the Voter ID law, Medicaid and education funding.

Just two months ago, Haley said in her National Convention speech, "The hardest part of my job continues to be this federal government."

Maybe if she spent more time doing her job in South Carolina rather than traveling around the country raising money and playing politics, someone would have been paying attention and not let more than a third of our state's personal information be compromised.

If she were the CEO of a company that had a third of its data hacked especially after all the public warnings of the danger of hackers, she would be fired. Too bad she has two more years on her contract.



## Godfrey, Rob

---

**From:** Greg Young <Greg.Young@experianinteractive.com>  
**Sent:** Friday, October 26, 2012 11:12 PM  
**To:** Godfrey, Rob; Stirling, Bryan  
**Cc:** Ken Chaplin  
**Subject:** RE: From Greg Young, re: proposed statement

We feel that the statement should come from the State. It would be strange having the company answer for the state in this situation, but we should be included.

**Greg Young, APR**  
Director  
Public Relations/Consumer Engagement

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

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Friday, October 26, 2012 8:10 PM  
**To:** Greg Young; Stirling, Bryan  
**Cc:** Ken Chaplin  
**Subject:** Re: From Greg Young, re: proposed statement

Is this statement/release coming from Experian?

---

**From:** Greg Young [mailto:Greg.Young@experianinteractive.com]  
**Sent:** Friday, October 26, 2012 10:56 PM  
**To:** Stirling, Bryan  
**Cc:** Godfrey, Rob; Ken Chaplin <Ken.Chaplin@experianinteractive.com>  
**Subject:** From Greg Young, re: proposed statement

### **Statement related to South Carolina citizens' inability to access breach protection services via phone.**

The Office of the Governor has worked closely with Experian's ProtectMyID™ to offer taxpayers affected by the recent data breach the opportunity to sign up for one year of credit monitoring and identity protection. The offer has already generated hundreds of thousands of calls. Unfortunately, some residents have experienced challenges getting through due to the high call volume. The Office of the Governor has worked closely with Experian to implement a solution that will help remedy this.

Starting Saturday, October 27 at 11 a.m. Eastern Time, callers will immediately receive a pre-recorded message offering the option to wait for a live operator, or follow instructions to initialize the ProtectMyID product online.

"Despite our preparation, we -- along with our partner, Experian -- were unprepared for the overwhelming response to the breach announcement," said [NAME]. "Unintentionally, an exaggerated sense of urgency was created by omitting to note the registration process will be available for weeks. We deeply regret the inconvenience and anxiety this has caused the citizens of South Carolina and have moved as quickly as possible with Experian to implement a solution."

**[please edit as you see fit and we can review]**

Greg Young, APR  
Director  
Public Relations/Consumer Engagement

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

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

## Godfrey, Rob

---

**From:** Greg Young <Greg.Young@experianinteractive.com>  
**Sent:** Sunday, October 28, 2012 2:24 PM  
**To:** Godfrey, Rob  
**Subject:** from Greg Young, re: please give me a call

**Importance:** High

Rob –

Want to discuss how to get some materials to you. Please leave message if I am on other line, so I know which number is yours.

Mobile: [REDACTED]

Best,

GY

**Greg Young, APR**

Director  
Public Relations/Consumer Engagement

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

## Godfrey, Rob

---

**From:** Largen, Stephen <slargen@postandcourier.com>  
**Sent:** Wednesday, October 31, 2012 10:27 AM  
**To:** Godfrey, Rob  
**Cc:** Samantha.Cheek@sctax.org  
**Subject:** questions

Do people signing up for Experian waive their right to sue in the future?

How many businesses are affected and to what extent?

How exactly did the hacker get in? The governor has said the individual didn't get in through the Internet but a communication system. Can you provide more detail on that system?

Stephen Largen  
Reporter, The Post and Courier  
(864) 641-8172  
follow me on Twitter @stephenlargen

## Godfrey, Rob

---

**From:** Smith, Tim <tcsmith@greenvillenews.com>  
**Sent:** Wednesday, October 31, 2012 10:44 AM  
**To:** Godfrey, Rob  
**Subject:** RE: Anything we owe you?

Today

---

**From:** Godfrey, Rob [RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 10:03 AM  
**To:** Smith, Tim  
**Subject:** Re: Anything we owe you?

Deadline for this?

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

**From:** Smith, Tim [mailto:tcsmith@greenvillenews.com]  
**Sent:** Wednesday, October 31, 2012 09:52 AM  
**To:** Godfrey, Rob  
**Subject:** RE: Anything we owe you?

Rob,

We're continuing to get questions from readers about the nature of the information exposed. That is, in addition to Social Security numbers, credit or debit card numbers and now state ID numbers, were there other types of information on there, such as bank account numbers, check routing numbers, names, addresses, phone numbers, birth dates, income or other tax information?

I realize at this juncture the agency may not know numbers of everything but does it know the type of everything? And how did it just learn the state ID numbers?

Thanks!

Tim Smith

---

**From:** Godfrey, Rob [RobGodfrey@gov.sc.gov]  
**Sent:** Tuesday, October 30, 2012 4:34 PM  
**To:** Smith, Tim  
**Subject:** Re: Anything we owe you?

That's currently with the AG's office.

The governor was referring to a "hole" as an error within the DOR processes and system that enabled this to happen - Etter was referring to the hole that the hacker created in order to get in there, and that Mandiant has since plugged.

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

**From:** Smith, Tim [mailto:tcsmith@greenvillenews.com]  
**Sent:** Tuesday, October 30, 2012 04:23 PM  
**To:** Godfrey, Rob

Subject: Re: Anything we owe you?

Cost/rate of Nelson Mullins

Also, the governor this morning said there was no hole at DOR. Mr Etter said repeatedly there was. Both were describing the computer system before Mandiant fixed it. Just trying to reconcile the statements.

Sent from my iPhone

On Oct 30, 2012, at 4:13 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov<mailto:RobGodfrey@gov.sc.gov>> wrote:

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

## Godfrey, Rob

---

**From:** Smith, Glenn <gsmith@postandcourier.com>  
**Sent:** Wednesday, October 31, 2012 11:42 AM  
**To:** Godfrey, Rob  
**Subject:** experian call center

Rob,

Getting several calls from folks who say they are still unable to get through to the Experian call center. They are folks who either don't have a computer or are uneasy about registering online.

One local attorney said she has called repeatedly on a daily basis since Friday (including two calls this morning) and keeps getting a message saying all operators are busy. The message instructs her to register online and then disconnects after a time.

How does that square with the governor's statements that the wait time for callers is under 12 minutes? I swear it's not us calling and jamming up the lines. ☺

Others have called asking how the state intends to reach those who don't use computers (such as some elderly, low-income or rural folks) and get them registered. Is there an outreach or assistance effort? Do you still plan to send letters to folks who are affected?

Thanks in advance for your assistance.

Glenn Smith  
Reporter  
The Post and Courier  
134 Columbus Street  
Charleston, SC 29403  
843-937-5556  
843-937-5579 (fax)  
[www.postandcourier.com/staff/glenn\\_smith/](http://www.postandcourier.com/staff/glenn_smith/)

## Godfrey, Rob

---

**From:** Chris IMAP <cwalsh@aikenstandard.com>  
**Sent:** Wednesday, October 31, 2012 12:15 PM  
**To:** Godfrey, Rob  
**Subject:** Hacked Tax Return Questions

Rob, thank you for taking the time to speak with me this morning and answer a few questions. If you need anything further, please feel free to email me back or call at 803-645-0286.

Chris Walsh

Although you have release the information regarding the hacking and who to contact about credit protection through news outlets, does the State plan on contacting those affected, in particular the elderly, those with minors and military who may be stationed overseas or will it be left up to the media?

Varying reports state that free credit monitoring will be supplied for a year or lifetime. The negotiated price for a year is \$12 million, but what is the negotiated price for lifetime coverage? What does "lifetime" entail and would minors also be able to receive the protection?

How does the State plan to pay for "lifetime" credit protections for residents? What discussions have been had about getting the expense covered in the budget for years to come?

The total the State would pay for a year is said to be \$12 million, but is that for the 3.6 million affected or the 4.6 million residents? How will you or residents know who is affected? Will businesses and corporations that were affected also be covered?

Pertaining to the D.O.R. website, is there a plan to make the credit protection link more prominent or easier to work through? A lot of complaints have been made about the accesibility and the site not loading, is there any plans to upgrade the site due to the large number of traffic coming in?

Thank you again for your time.

## Godfrey, Rob

---

**From:** Adcox, Seanna M. <SAdcox@ap.org>  
**Sent:** Wednesday, October 31, 2012 12:43 PM  
**To:** Godfrey, Rob  
**Subject:** Email request

Can I get copies of Gov. Haley's emails since Sept. 13 that reference or in any way pertain to the security breach at the Department of Revenue. Also, on the same subject and time frame, copies of emails written or received by Tim Pearson and Bryan Stirling.

Seanna

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP\_US\_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

---

**From:** Golden, Kelly <KellyGolden2@clearchannel.com>  
**Sent:** Wednesday, October 31, 2012 1:10 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

SC DOR press contact? Thanks, Kelly G., 94.3 WSC

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Tuesday, October 30, 2012 1:05 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

*Extended fraud resolution and coverage for dependents who are minors announced*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

[http://www.youtube.com/watch?v=wleWys8\\_VmA](http://www.youtube.com/watch?v=wleWys8_VmA)

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. 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 a "Family Secure Plan" if they claim minors as dependents.

Gov. Haley and Chief Keel 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. South Carolina taxpayers have until the end of January, 2013 to sign up.

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.

-###-

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

## Godfrey, Rob

---

**From:** Jacoby, Marybeth <mjacoby@WLTX.GANNETT.COM>  
**Sent:** Wednesday, October 31, 2012 1:38 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

Rob,  
Thanks we will be there but is there a little more you can tell me about content?

*Marybeth*

**Marybeth Jacoby**

**News Director**

News 19, WLTX and online



6027 Garners Ferry Road

Columbia, SC 29209

Work: 803.647.0231

Mobile: 803.429.5268



---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 1:24 PM  
**Subject:** Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

### **Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY**

*State officials will provide update on S.C. DOR information security breach*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter will hold a press conference **TODAY, Wednesday, October 31, at 4:30 PM** to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

**WHO:** Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter

**WHAT:** DOR information security breach update

**WHEN:** TODAY, Wednesday, October 31, 4:30 PM

**WHERE:** S.C. Statehouse, first floor lobby, Columbia S.C.

~~###~~

**Rob Godfrey**

**Office of Gov. Nikki Haley**

**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Chris IMAP <cwalsh@aikenstandard.com>  
**Sent:** Wednesday, October 31, 2012 1:40 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Hacked Tax Return Questions

Rob, thanks for sending me all of that info. I've been swamped with information and have been going off AP releases, which obviously weren't nearly in depth enough. I believe I have all of the info I need from the press conferences so far, but is there any way to listen or watch today's live? Thanks again for all of your help.

Chris Walsh

On Oct 31, 2012, at 12:24 PM, Godfrey, Rob wrote:

> Off the record - Most of this stuff has been covered in the three news conferences the governor and state officials have had over the last week. Have y'all watched those and read the press releases?

>

> ----- Original Message -----

> From: Chris IMAP [mailto:cwalsh@aikenstandard.com]

> Sent: Wednesday, October 31, 2012 12:14 PM

> To: Godfrey, Rob

> Subject: Hacked Tax Return Questions

>

> Rob, thank you for taking the time to speak with me this morning and answer a few questions. If you need anything further, please feel free to email me back or call at 803-645-0286.

> Chris Walsh

>

> Although you have release the information regarding the hacking and who to contact about credit protection through news outlets, does the State plan on contacting those affected, in particular the elderly, those with minors and military who may be stationed overseas or will it be left up to the media?

>

> Varying reports state that free credit monitoring will be supplied for a year or lifetime. The negotiated price for a year is \$12 million, but what is the negotiated price for lifetime coverage? What does "lifetime" entail and would minors also be able to receive the protection?

>

> How does the State plan to pay for "lifetime" credit protections for residents? What discussions have been had about getting the expense covered in the budget for years to come?

>

> The total the State would pay for a year is said to be \$12 million, but is that for the 3.6 million affected or the 4.6 million residents? How will you or residents know who is affected? Will businesses and corporations that were affected also be covered?

>

> Pertaining to the D.O.R. website, is there a plan to make the credit protection link more prominent or easier to work through? A lot of complaints have been made about the accesibility and the site not loading, is there any plans to upgrade the site due to the large number of traffic coming in?

>

> Thank you again for your time.

## Godfrey, Rob

---

**From:** Howell, Jessica <jessica.howell@thepeoplesentinel.com>  
**Sent:** Wednesday, October 31, 2012 1:52 PM  
**To:** Godfrey, Rob  
**Subject:** Out of Office AutoReply: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

I will be out of the office until Thursday, November 8th. For immediate assistance, please contact our office at (803) 259-3501 or Laura Mckenzie at [laura.mckenzie@morris.com](mailto:laura.mckenzie@morris.com).

Classified Line Ad deadline is Noon on Friday.

Display Ad deadline is 5PM on Friday.

## Godfrey, Rob

---

**From:** Chris IMAP <cwalsh@aikenstandard.com>  
**Sent:** Wednesday, October 31, 2012 1:44 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Hacked Tax Return Questions

Thanks.

On Oct 31, 2012, at 1:42 PM, Godfrey, Rob wrote:

> We'll circulate video after it.

>

> -----Original Message-----

> From: Chris IMAP [mailto:cwalsh@aikenstandard.com]

> Sent: Wednesday, October 31, 2012 1:40 PM

> To: Godfrey, Rob

> Subject: Re: Hacked Tax Return Questions

>

> Rob, thanks for sending me all of that info. I've been swamped with information and have been going off AP releases, which obviously weren't nearly in depth enough. I believe I have all of the info I need from the press conferences so far, but is there any way to listen or watch today's live? Thanks again for all of your help.

> Chris Walsh

>

> On Oct 31, 2012, at 12:24 PM, Godfrey, Rob wrote:

>

>> Off the record - Most of this stuff has been covered in the three news conferences the governor and state officials have had over the last week. Have y'all watched those and read the press releases?

>>

>> ----- Original Message -----

>> From: Chris IMAP [mailto:cwalsh@aikenstandard.com]

>> Sent: Wednesday, October 31, 2012 12:14 PM

>> To: Godfrey, Rob

>> Subject: Hacked Tax Return Questions

>>

>> Rob, thank you for taking the time to speak with me this morning and answer a few questions. If you need anything further, please feel free to email me back or call at 803-645-0286.

>> Chris Walsh

>>

>> Although you have release the information regarding the hacking and who to contact about credit protection through news outlets, does the State plan on contacting those affected, in particular the elderly, those with minors and military who may be stationed overseas or will it be left up to the media?

>>

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>>

>> How does the State plan to pay for "lifetime" credit protections for residents? What discussions have been had about getting the expense covered in the budget for years to come?

>>

>> The total the State would pay for a year is said to be \$12 million, but is that for the 3.6 million affected or the 4.6 million residents? How will you or residents know who is affected? Will businesses and corporations that were affected also be covered?

>>

>> Pertaining to the D.O.R. website, is there a plan to make the credit protection link more prominent or easier to work through? A lot of complaints have been made about the accessibility and the site not loading, is there any plans to upgrade the site due to the large number of traffic coming in?

>>

>> Thank you again for your time.

>

## Godfrey, Rob

---

**From:** Weaver, Ellen (DeMint) <Ellen\_Weaver@demint.senate.gov>  
**Sent:** Wednesday, October 31, 2012 1:52 PM  
**To:** Godfrey, Rob  
**Subject:** Automatic reply: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

I am under the weather and currently out of the office.

If you need immediate assistance, please call 803-771-6112.

Thank you for emailing - I look forward to being in touch.

E

-----  
Ellen E. Weaver  
State Director  
U.S. Senator Jim DeMint

## Godfrey, Rob

---

**From:** English, Alan <alan.english@thecabin.net>  
**Sent:** Wednesday, October 31, 2012 1:52 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

Please remove me from your list. Thank you. You may have me down as [alan.english@augustachronicle.com](mailto:alan.english@augustachronicle.com)

Alan English  
Publisher  
Log Cabin Democrat  
(501) 505-1211  
(501) 428-1755 (cell)

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 12:24 PM  
**Subject:** Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

### **Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY**

*State officials will provide update on S.C. DOR information security breach*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter will hold a press conference **TODAY, Wednesday, October 31, at 4:30 PM** to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

**WHO:** Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter

**WHAT:** DOR information security breach update

**WHEN:** TODAY, Wednesday, October 31, 4:30 PM

**WHERE:** S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

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

## Godfrey, Rob

---

**From:** Adcox, Seanna M. <SAdcox@ap.org>  
**Sent:** Wednesday, October 31, 2012 2:05 PM  
**To:** Godfrey, Rob  
**Cc:** Samantha Cheek (CheekS@sctax.org)  
**Subject:** My questions....

For your office and/or Revenue:

\_Yesterday, Etter said the agency believed it was secure based on monitoring from a third-party security system that scanned DOR's system Sept. 14 and Oct. 14 and in both cases said there were no external vulnerabilities. Obviously, that's ludicrous. So, what is this third-party security system, how long have we had it and what are we paying for it?

\_Why did Etter initially tell senators yesterday that it's going to take two to four weeks to know if businesses are exposed? When he said "we don't have the file," what did he mean? Did the hacker completely remove the agency's file, rather than copy it? If the agency doesn't have the file, who does?

\_What kind of codes/credentials did the hacker have and need to get into the system, and why do 250 people at the agency have them? How many people are currently employed at the agency?

\_The 3.6 million figure represents Social Security numbers, correct? So the business data potential taken would be in addition to that, correct? Does the agency have a figure yet on that, or even nailed down what kind of businesses are exposed?

\_Haley has repeatedly said that no one at the agency or state government had anything to do with or could've prevented this hacking. But how can she say that if 250 people have the codes Etter says were needed to get this data? And what exactly was the hole that was plugged Oct. 20?

\_Etter said recommendations made by Mandiant allowed the agency to close the breach. What were those recommendations?

\_Why is DOR keeping data on taxpayers as far back as 1998 anyway? The IRS doesn't go back nearly that far during audits.

\_I'm still unsure how the governor can say that the unencrypted numbers were expired and therefore not vulnerable. When my credit cards expire, I get shipped new ones, with the same exact numbers on them. While the expiration date may change, that clearly hasn't mattered from my own experience. For example, I've frustratingly had magazines and services continue to automatically charge my credit card, years after I signed up for something, despite never updating them with a new expiration date.

\_Is Michael Garon under investigation, or perhaps being asked for advice on what the agency should have been doing? These breaches did indeed occur before he left. Did he know about them or suspect the agency was vulnerable? Or is he in any way why the agency was vulnerable? How long had he been the agency's IT director?

\_Etter referenced 2003 when talking about the encrypted credit card numbers. I didn't catch exactly what he said. Was 2003 when the agency started encrypting credit card numbers, and if so, why then?

\_Is the governor going to ask the Legislature to pass any specific legislation resulting from this?

\_As for Experian, this service doesn't look so "free" after all. According to the fine print on the Web site, ProtectMyID membership includes a total of ONE credit report, specifically Experian's. Any additional reports from Experian, and any reports at all from the other two credit rating agencies will cost you, as will any credit score. That would indicate that past that initial report, Experian may alert you that your credit has been pinged, but you'll have to pay for a new report that tells you who or what pinged it.

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP\_US\_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

---

**From:** Doughman, Andrew <Andrew.Doughman@shj.com>  
**Sent:** Wednesday, October 31, 2012 2:27 PM  
**To:** Godfrey, Rob  
**Subject:** John Hawkins suing the governor  
**Attachments:** DOC002.PDF; ATT00001.htm

Rob,

Have you seen this yet?

The former senator is filing or has just filed a lawsuit against the governor and revenue that alleges they broke state law in failing to promptly disclose the data security breach.

What's the governor's interpretation of the claims asserted by Hawkins? Do they have any merit?

Given that the governor endorsed Hawkins' opponent in the primary this year, is this a politically motivated lawsuit?

Regards,

-Andrew Doughman

---

**From:** John Hawkins [john@hawkinslawsc.com]  
**Sent:** Wednesday, October 31, 2012 2:11 PM  
**To:** Doughman, Andrew  
**Subject:** Fwd: press release

---

John Hawkins  
The Hawkins Law Firm  
P.O. Box 5048  
Spartanburg, SC 29304  
[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)  
[www.hawkinslawsc.com](http://www.hawkinslawsc.com)  
864-574-8801  
FAX: 574-8810

Begin forwarded message:

**From:** Jennifer Smith <[jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)>  
**Subject:** press release  
**Date:** October 31, 2012 1:51:09 PM EDT

**To:** John Hawkins <[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)>, Logan Rollins  
<[logan@hawkinslawsc.com](mailto:logan@hawkinslawsc.com)>, Amy Southern <[amy@hawkinslawsc.com](mailto:amy@hawkinslawsc.com)>

Jennifer E Galbraith

Mrs. Jennifer E Galbraith

Paralegal for The Hawkins Law Firm

Post Office Box 5048

Spartanburg, SC 29304

Phone : 864-574-8801

Fax: 864-886-2053

Email: [jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)

## Godfrey, Rob

---

**From:** SC Biz News <news+canned.response@scbiznews.com>  
**Sent:** Wednesday, October 31, 2012 2:47 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

Thank you for contacting GSA Business. Your submission has been received.

Our email address has changed. Please update your contact information for GSA Business with this email address: [gsanews@scbiznews.com](mailto:gsanews@scbiznews.com).

\*\*Please do not reply to this automatically generated email.

## Godfrey, Rob

---

**From:** Doughman, Andrew <Andrew.Doughman@shj.com>  
**Sent:** Wednesday, October 31, 2012 3:11 PM  
**To:** Godfrey, Rob  
**Subject:** RE: John Hawkins suing the governor

Thanks, Rob. When is that likely to be available? If it's *not* mentioned, will we have time to chat/email specifically regarding this matter?

-Andrew

---

**From:** Godfrey, Rob [RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 2:38 PM  
**To:** Doughman, Andrew  
**Subject:** RE: John Hawkins suing the governor

I imagine she'll get a question about this at the afternoon newser. We'll circulate video of that newser as soon as possible. Thanks!

---

**From:** Doughman, Andrew [mailto:Andrew.Doughman@shj.com]  
**Sent:** Wednesday, October 31, 2012 2:27 PM  
**To:** Godfrey, Rob  
**Subject:** John Hawkins suing the governor

Rob,

Have you seen this yet?

The former senator is filing or has just filed a lawsuit against the governor and revenue that alleges they broke state law in failing to promptly disclose the data security breach.

What's the governor's interpretation of the claims asserted by Hawkins? Do they have any merit?

Given that the governor endorsed Hawkins' opponent in the primary this year, is this a politically motivated lawsuit?

Regards,

-Andrew Doughman

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**Sent:** Wednesday, October 31, 2012 2:11 PM  
**To:** Doughman, Andrew  
**Subject:** Fwd: press release

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John Hawkins  
The Hawkins Law Firm

P.O. Box 5048  
Spartanburg, SC 29304  
[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)  
[www.hawkinslawsc.com](http://www.hawkinslawsc.com)  
864-574-8801  
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Begin forwarded message:

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**To:** John Hawkins <[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)>, Logan Rollins  
<[logan@hawkinslawsc.com](mailto:logan@hawkinslawsc.com)>, Amy Southern <[amy@hawkinslawsc.com](mailto:amy@hawkinslawsc.com)>

Jennifer E Galbraith  
Mrs. Jennifer E Galbraith  
Paralegal for The Hawkins Law Firm  
Post Office Box 5048  
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Phone : 864-574-8801  
Fax: 864-886-2053  
Email: [jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)

## Godfrey, Rob

---

**From:** Harriet McLeod <harrietmcleod@gmail.com>  
**Sent:** Wednesday, October 31, 2012 3:39 PM  
**To:** Godfrey, Rob  
**Subject:** Question for Governor Haley

Rob, the governor said South Carolina is required to inform other states within 45 days.  
Required by whom?  
Required to inform whom in other states? Governors? DoR's?  
And what information will South Carolina impart to other states?

Thanks,  
Harriet

--  
Harriet McLeod  
Reuters America  
[www.reuters.com](http://www.reuters.com)

Charleston, South Carolina  
843-270-4619 (mobile)  
[harrietmcleod@gmail.com](mailto:harrietmcleod@gmail.com)

## Godfrey, Rob

---

**From:** Rep. Bill Taylor <bill@taylorscheuse.com>  
**Sent:** Wednesday, October 31, 2012 3:53 PM  
**To:** Godfrey, Rob  
**Subject:** SC 's HACKED - FAQs

You're receiving this email because of your relationship with **TaylorSCHouse**. You may **unsubscribe** if you no longer wish to receive our emails.



### HACKING - FAQs

(Informational Newsletter)

Dear Friends:

I trust you're keeping up-to-date on the S.C. cyber hacking situation through various news media reports. As you know, the Department of Revenue's computer system was hacked and 3.6 million Social Security numbers were stolen along with nearly 400,000 credit card numbers. This is a troubling situation for every South Carolinian and for state government. Every day there are new developments with more questions. To help provide answers, here are the most Frequently Asked Questions:

**How bad is the situation?**

Information hacked from DOR could haunt SC taxpayers for years to come. Hackers could have in their possession taxpayer information that would allow crooks to take over bank accounts, file for bogus tax refunds or get fraudulent loans. One security analyst was quoted. "This is about the worst you can get."

**How do I sign up for credit monitoring?**

Anyone who has filed a South Carolina tax return since 1998 should visit <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 to determine if your information is affected and to enroll in one year of credit monitoring provided by Experian.

**Could we not have a portal provided that would allow quicker, more direct and easier access?**

Based on my experience today, using the Experian website is easy; it took me about two minutes to complete the form. A way to confirm that you are on the correct page is the picture of the person/model on the page should be a female. Some people are being bounced directly to the Experian home page (the picture on this page is a male) this is a problem on the user's end not Experian's. If you don't have access to the internet, please call 1-866-578-5422. The wait times are getting shorter.

**Why was it so difficult to get through on the phone lines over the weekend?**

Even with 300+ phone operators, the Experian call center was overwhelmed. To alleviate the

congestion the code "scdor123" was made available publically rather than forcing people to call the phone center.

**What's my protection against future fraud?**

Experian's ProtectMyID™ Alert is designed to detect, protect, and resolve potential identity theft and includes daily monitoring of all three credit bureaus.

**How long will state government protect me from fraud?**

Under a deal negotiated with a credit monitoring agency Experian, SC citizens whose tax returns were hacked will be eligible for credit fraud resolution for life.

**Are young adults that previously filed in SC covered?**

If a tax return was filed from 1998 until present and a person's SS# was listed on the return as the filer or a dependent - they can sign up for the protection. Individuals currently 18 and older must enroll themselves. Individuals currently 17 and younger must be added on the family plan by their parent or legal guardian. Laws do not allow them to consent to this agreement on their own. SCDOR will cross check SS#s with all enrollments.

**Why doesn't SCDOR just enroll taxpayers?**

It is against the law to enroll taxpayers without their consent.

**How much time should deployed, overseas military expect to wait before they are contacted? Is there any "extra" contact, perhaps specifically assigned to this group, that we can share to get them in touch with the right people without having a phone line wait?**

The Governor's office and DOR are in the process of working with the Department of Defense to make the notification enrollment process as easy as possible. Details will be released when confirmed.

**Were checking account routing numbers compromised?**

Of the files accessed an individual's entire return was accessed. The Social Security #'s and bank information were not encrypted. Credit cards were encrypted on returns after 2003. Any unencrypted credit card information would be for cards that have expired.

**Were business accounts compromised?**

The state DOR doesn't know if business accounts were compromised by a hacker who broke into the agency's computer files of tax returns. As the investigation is still ongoing, a DOR spokesperson says it cannot determine at this time exactly who was affected.

**What about my credit card I had on file with DOR?**

DOR says that the vast majority of credit cards are protected by strong encryption, but about 16,000 of the card numbers are not encrypted.

**Why wasn't the DOR database information encrypted?**

The state had used the same standards as banks and other private institutions when it decided not to encrypt your data. The state has now opted to begin encrypting all of the agency's files - a process that should be completed in the next several months. Increasing security for all of the state's informational technology has also become a priority.

**Should we be concerned with scammers taking advantage of the situation?**

Yes! One constituent wrote me that she received two e-mails already from what appeared to be American Express asking for her to update some of her information. She says the Web Site looked OK, but the information requested was too detailed. She didn't fall for the scam and instead called Amex. They confirmed both emails are from hackers. Amex has put a fraud alert on her account. We all have to be personally vigilant and smart.

**Who is to blame?**

Sophisticated international cyber crooks are at fault. No one at DOR has been cited for being at fault. A senate legislative committee is investigating.

**What's being done to see this doesn't happen again?**

Gov. Haley has signed an executive order directing all of her Cabinet agencies to designate someone to cooperate with state Inspector General Patrick Maley on a new effort to improve the state's cyber-security. She's stated, "State government's fragmented approach to IT security makes South Carolina vulnerable to serious cyber and information breaches."

**More Questions?**

These FAQ's don't answer everything, so if you have a question send it to me and I'll do my best to get you an answer. Please be patient because with the process - it's a dynamic situation.

**OF SPECIAL NOTE:** 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 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.

In your Service,

**Bill Taylor**

**803-270-2012**

Representative  
South Carolina General  
Assembly

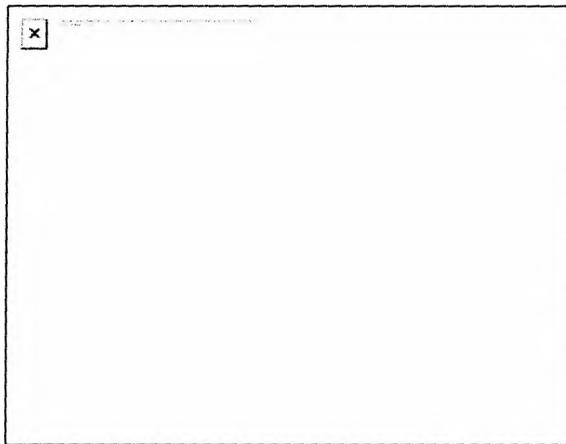
[Bill@taylorschouse.com](mailto:Bill@taylorschouse.com)

[www.Taylorschouse.com](http://www.Taylorschouse.com)

Newsletter not paid for by  
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**Picture of the Week**



**Aiken's Vocational Rehabilitation Center is about a 'Hand Up' as opposed to a 'Hand Out'. House Candidate Don Wells and I were accompanied by Center Manager John McMurtrie on a tour of the York Street facility. These folks partner with local industries to train and re-train people who want to work. It's all about JOBS!**



This email was sent to [robgodfrey@gov.sc.gov](mailto:robgodfrey@gov.sc.gov) by [bill@taylorschouse.com](mailto:bill@taylorschouse.com)  
[Update Profile/Email Address](#) Instant removal with [SafeUnsubscribe™](#) [Privacy Policy](#).  
Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

## Godfrey, Rob

---

**From:** Connor, Eric <ECONNOR@greenvillenews.com>  
**Sent:** Wednesday, October 31, 2012 4:04 PM  
**To:** Godfrey, Rob  
**Subject:** lawsuit

Rob, does the Governor's Office have any response to the Hawkins' suit that was filed today and the allegations?  
Thanks  
- Eric

Eric Connor  
*The Greenville News*  
GreenvilleOnline.com  
864.298.4304 (o)  
864.505.7756 (c)  
Twitter @econnorgvnews

## Godfrey, Rob

---

**From:** Connor, Eric <ECONNOR@greenvillenews.com>  
**Sent:** Wednesday, October 31, 2012 4:24 PM  
**To:** Godfrey, Rob  
**Subject:** RE: lawsuit

Will do. Thanks

Eric Connor  
*The Greenville News*  
GreenvilleOnline.com  
864.298.4304 (o)  
864.505.7756 (c)  
Twitter @econnorgvnews

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 4:20 PM  
**To:** Connor, Eric  
**Subject:** Re: lawsuit

430 PM media avail at Statehouse. Let Tim Smith know you'd like the question asked.

---

**From:** Connor, Eric [mailto:ECONNOR@greenvillenews.com]  
**Sent:** Wednesday, October 31, 2012 04:04 PM  
**To:** Godfrey, Rob  
**Subject:** lawsuit

Rob, does the Governor's Office have any response to the Hawkins' suit that was filed today and the allegations?  
Thanks  
- Eric

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*The Greenville News*  
GreenvilleOnline.com  
864.298.4304 (o)  
864.505.7756 (c)  
Twitter @econnorgvnews

## Godfrey, Rob

---

**From:** Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>  
**To:** bsymmes@clemson.edu  
**Sent:** Wednesday, October 31, 2012 4:43 PM  
**Subject:** Undeliverable: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

### Delivery has failed to these recipients or distribution lists:

[bsymmes@clemson.edu](mailto:bsymmes@clemson.edu)

Microsoft Exchange has been trying to deliver this message without success and has stopped trying. Please try sending this message again, or provide the following diagnostic text to your system administrator.

### Diagnostic information for administrators:

Generating server: mailstore1.clemson.edu

bsymmes@clemson.edu  
#< #4.4.7 SMTP; 452 4.2.2 Over quota> #SMTP#

### Original message headers:

Return-Path: <RobGodfrey@gov.sc.gov>  
Received: from mx7.clemson.edu (mx7.clemson.edu [130.127.237.236]) by mailstore1.clemson.edu (8.13.8/8.13.8) with ESMTP id q9QKZkNF030454 for <bsymmes@clemson.edu>; Fri, 26 Oct 2012 16:35:47 -0400  
Received: from ciomail2.sc.gov (ciomail2.sc.gov [167.7.36.2]) by mx7.clemson.edu (8.13.8/8.13.8) with ESMTP id q9QKZdFp020193 for <bsymmes@clemson.edu>; Fri, 26 Oct 2012 16:35:44 -0400  
Received: from (unknown [167.7.136.59]) by ciomail2.sc.gov with smtp (TLS: TLSv1/SSLv3,128bits,AES128-SHA) id 6f22\_ed35\_df10ddc4\_1fab\_11e2\_9528\_00188b2fc6a2; Fri, 26 Oct 2012 16:29:47 -0400  
Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht02.bcbad.state.sc.us ([167.7.136.59]) with mapi; Fri, 26 Oct 2012 16:28:14 -0400  
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>  
Importance: high  
X-Priority: 1  
Date: Fri, 26 Oct 2012 16:27:49 -0400  
Subject: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
Thread-Topic: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
Thread-Index: Ac2zt+kTjeBFV0gSRp6zfvGW1sln1w==  
Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01CA1FA6@SCMBXC02.bcbad.state.sc.us>

Accept-Language: en-US  
Content-Language: en-US  
X-MS-Has-Attach: yes  
X-MS-TNEF-Correlator:  
acceptlanguage: en-US  
Content-Type: multipart/mixed;  
    boundary="\_004\_B0A6515D1E2B5D48B936DC213B3B8F8E01CA1FA6SCMBXC02bcbadst\_"  
MIME-Version: 1.0  
X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10432:5.7.7855,1.0.431,0.0.0000  
    definitions=2012-10-26\_06:2012-10-26,2012-10-26,1970-01-01 signatures=0  
X-Proofpoint-Spam-Details: rule=notspam policy=default score=0 spamscore=0 suspectscore=0 phishscore=0  
    bulkscore=0 adultscore=0 classifier=spam adjust=0 reason=mix scancount=1  
    engine=6.0.2-1203120001 definitions=main-1210260250



UPDATE - Video:  
Gov. Nikki Hal...

## Godfrey, Rob

---

**From:** Neal, Sharranda <sneal@wltx.gannett.com>  
**Sent:** Wednesday, October 31, 2012 5:58 PM  
**To:** Godfrey, Rob  
**Subject:** Request from News19 WLTX-TV

Pursuant to the SC Freedom of Information Act, News19 WLTX-TV requests the following information:

\*all email/ written correspondence between Governor Nikki Haley and her staff with Pat Malley and James Etter between August 26, 2012 to present ( October 31, 2012)

\* any written requests, from Governor Nikki Haley requesting an investigation into how hackers breached the computer servers maintained by the South Carolina Department of Revenue

This request is for correspondence sent between August 26, 2012 and October 31, 2012

I request any fees associated with this request be waived, because the information requested will serve the public interest.

Please let me know if there is anything more I need to do to facilitate this request.

Thanks for your prompt response,

Sharranda Neal  
Content Manager  
News19 WLTX-TV  
Address: 6027 Garners Ferry Road  
Columbia, S.C. 29209  
Phone: (803) 695-3741  
Cell Phone: (803) 429-9021  
Fax: (803) 776-1791

## Godfrey, Rob

---

**From:** Kearney, Brendan <bkearney@postandcourier.com>  
**Sent:** Wednesday, October 31, 2012 6:01 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Hey, Rob.

A few quick questions:

Why is the Dun & Bradstreet credit-monitoring service for life and free to both businesses and the state, whereas the Experian credit-monitoring service for individual taxpayers is only for a year and will the state \$12 million? (By the way, is that contract finalized and signed?)

When Gov. Haley was talking about the business information that may have been compromised, she said the hackers "got what is already public." Can you explain what she was referring to? (Because if it was already public, what's the need for special monitoring/protection?)

Is the timeline for determining which individual taxpayers and which businesses actually had their information stolen roughly the same (i.e., months)?

And finally, something that might help with the above, when do you think today's press conference will be posted on YouTube?

Thanks a lot,

Brendan Kearney  
Reporter  
The Post and Courier  
134 Columbus St.  
Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
www.postandcourier.com  
@kearney\_brendan on Twitter

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 5:40 PM  
**Subject:** Gov. Nikki Haley to hold Cabinet meeting on Thursday

### Gov. Nikki Haley to hold Cabinet meeting on Thursday

**COLUMBIA, S.C.** – Governor Nikki Haley will hold a Cabinet meeting on Thursday, November 1, at 2:30 PM in Room 252 of the Edgar A. Brown Building on the Statehouse grounds.

**WHO:** Gov. Nikki Haley

**WHAT:** Cabinet meeting

**WHEN:** Thursday, November 1, 2:30 PM

**WHERE:** Room 252, Edgar A. Brown Building, Corner of Pendleton and Sumter, Columbia

~~###~~

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

## Godfrey, Rob

---

**From:** Adcox, Seanna M. <SAdcox@ap.org>  
**Sent:** Wednesday, October 31, 2012 6:10 PM  
**To:** Godfrey, Rob  
**Subject:** need answered now....

I'm writing through Bruce's article and need something answered to make sure we're reporting this correctly.

Does the 3.6 million figure represent tax returns or Social Security numbers/total people included on tax returns? If it's tax returns, as has been reported, then it's a lot more than 3.6 million people, but conversely if it's total SS numbers on tax returns, then it's a lot fewer than 3.6 million returns.

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP\_US\_DISC]

mks dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

---

**From:** Shain, Andy <ashain@thestate.com>  
**Sent:** Wednesday, October 31, 2012 6:15 PM  
**To:** Godfrey, Rob  
**Subject:** Question

Any concern this will affect eco devo now that business records have been exposed?

--

Andrew Shain  
Reporter/Editor  
The State  
1401 Shop Road  
Columbia, S.C. 29201  
(803) 771-8619  
Web: [thestate.com](http://thestate.com)  
Twitter: [@andyshain](https://twitter.com/andyshain)

## Godfrey, Rob

---

**From:** Kearney, Brendan <bkearney@postandcourier.com>  
**Sent:** Wednesday, October 31, 2012 6:26 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Thanks for these, Rob.

One last follow-up:

For businesses, is the vulnerability you referenced tied to the EINs or is there any concern for the personal information of officers listed on tax returns? And what could having those EINs be used for (fraudulently rerouting a tax refund, applying for a loan, etc)?

The 418,000 enrollees so far...is that total or just by phone? (If total, do we know how many signed up by phone vs. website?)

Thanks again,

Brendan Kearney  
Reporter  
The Post and Courier  
134 Columbus St.  
Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
www.postandcourier.com  
@kearney\_brendan on Twitter

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 6:19 PM  
**To:** Kearney, Brendan  
**Subject:** Re: Gov. Nikki Haley to hold Cabinet meeting on Thursday

- 1) Because that is what Dun & Bradstreet offered us.
- 2) What she meant was that none of the information was taken is secure in the way that Social Security numbers are – for example, bank routing numbers, which appear on checks. However, that does not mean that there isn't some vulnerability for businesses, and that is why the protection is being offered.
- 3) Yes.
- 4) Already sent it to you.

Thanks. And have a good evening.

---

**From:** Kearney, Brendan [mailto:bkearney@postandcourier.com]  
**Sent:** Wednesday, October 31, 2012 6:01 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Hey, Rob.

A few quick questions:

Why is the Dun & Bradstreet credit-monitoring service for life and free to both businesses and the state, whereas the Experian credit-monitoring service for individual taxpayers is only for a year and will the state \$12 million? (By the way, is that contract finalized and signed?)

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@kearney\_brendan on Twitter

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**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 5:40 PM  
**Subject:** Gov. Nikki Haley to hold Cabinet meeting on Thursday

## **Gov. Nikki Haley to hold Cabinet meeting on Thursday**

**COLUMBIA, S.C.** – Governor Nikki Haley will hold a Cabinet meeting on Thursday, November 1, at 2:30 PM in Room 252 of the Edgar A. Brown Building on the Statehouse grounds.

**WHO:** Gov. Nikki Haley

**WHAT:** Cabinet meeting

**WHEN:** Thursday, November 1, 2:30 PM

**WHERE:** Room 252, Edgar A. Brown Building, Corner of Pendleton and Sumter, Columbia

-###-

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

## Godfrey, Rob

---

**From:** Shain, Andy <ashain@thestate.com>  
**Sent:** Wednesday, October 31, 2012 6:27 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Question

That was before we learned that business records were exposed. You just want me to stick with a day old answer?

On Wed, Oct 31, 2012 at 6:19 PM, Godfrey, Rob <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

The governor answered that question during the briefing yesterday – and it remains the same today. Thanks. And have a good evening.

**From:** Shain, Andy [mailto:[ashain@thestate.com](mailto:ashain@thestate.com)]  
**Sent:** Wednesday, October 31, 2012 6:15 PM  
**To:** Godfrey, Rob  
**Subject:** Question

Any concern this will affect eco devo now that business records have been exposed?

--

Andrew Shain

Reporter/Editor

The State

1401 Shop Road

Columbia, S.C. 29201

[\(803\) 771-8619](tel:(803)771-8619)

Web: [thestate.com](http://thestate.com)

Twitter: [@andyshain](https://twitter.com/andyshain)

--

Andrew Shain  
Reporter/Editor  
The State  
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Columbia, S.C. 29201  
(803) 771-8619  
Web: [thestate.com](http://thestate.com)  
Twitter: [@andyshain](https://twitter.com/andyshain)

## Godfrey, Rob

---

**From:** Adcox, Seanna M. <SAdcox@ap.org>  
**Sent:** Wednesday, October 31, 2012 6:39 PM  
**To:** Godfrey, Rob  
**Subject:** RE: need answered now....

thanks

---

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Wednesday, October 31, 2012 6:38 PM  
**To:** Adcox, Seanna M.  
**Subject:** RE: need answered now....

What's been reported is correct, so, as you point out, if you add dependents the number would be higher.

---

**From:** Adcox, Seanna M. [mailto:SAdcox@ap.org]  
**Sent:** Wednesday, October 31, 2012 6:10 PM  
**To:** Godfrey, Rob  
**Subject:** need answered now....

I'm writing through Bruce's article and need something answered to make sure we're reporting this correctly.

Does the 3.6 million figure represent tax returns or Social Security numbers/total people included on tax returns? If it's tax returns, as has been reported, then it's a lot more than 3.6 million people, but conversely if it's total SS numbers on tax returns, then it's a lot fewer than 3.6 million returns.

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP\_US\_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

---

**From:** Kearney, Brendan <bkearney@postandcourier.com>  
**Sent:** Wednesday, October 31, 2012 6:45 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Oh, and do you know which of these products Dun & Bradstreet is offering S.C. businesses for free?  
<http://www.dnb.com/all-products.html>

Brendan Kearney  
Reporter  
The Post and Courier  
134 Columbus St.  
Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
[www.postandcourier.com](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

---

**From:** Kearney, Brendan  
**Sent:** Wednesday, October 31, 2012 6:26 PM  
**To:** 'Godfrey, Rob'  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Thanks for these, Rob.

One last follow-up:

For businesses, is the vulnerability you referenced tied to the EINs or is there any concern for the personal information of officers listed on tax returns? And what could having those EINs be used for (fraudulently rerouting a tax refund, applying for a loan, etc)?

The 418,000 enrollees so far...is that total or just by phone? (If total, do we know how many signed up by phone vs. website?)

Thanks again,

Brendan Kearney  
Reporter  
The Post and Courier  
134 Columbus St.  
Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
[www.postandcourier.com](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 6:19 PM

**To:** Kearney, Brendan

**Subject:** Re: Gov. Nikki Haley to hold Cabinet meeting on Thursday

- 1) Because that is what Dun & Bradstreet offered us.
- 2) What she meant was that none of the information was taken is secure in the way that Social Security numbers are – for example, bank routing numbers, which appear on checks. However, that does not mean that there isn't some vulnerability for businesses, and that is why the protection is being offered.
- 3) Yes.
- 4) Already sent it to you.

Thanks. And have a good evening.

---

**From:** Kearney, Brendan [<mailto:bkearney@postandcourier.com>]

**Sent:** Wednesday, October 31, 2012 6:01 PM

**To:** Godfrey, Rob

**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Hey, Rob.

A few quick questions:

Why is the Dun & Bradstreet credit-monitoring service for life and free to both businesses and the state, whereas the Experian credit-monitoring service for individual taxpayers is only for a year and will the state \$12 million? (By the way, is that contract finalized and signed?)

When Gov. Haley was talking about the business information that may have been compromised, she said the hackers "got what is already public." Can you explain what she was referring to? (Because if it was already public, what's the need for special monitoring/protection?)

Is the timeline for determining which individual taxpayers and which businesses actually had their information stolen roughly the same (i.e., months)?

And finally, something that might help with the above, when do you think today's press conference will be posted on YouTube?

Thanks a lot,

Brendan Kearney  
Reporter  
The Post and Courier  
134 Columbus St.  
Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
[www.postandcourier.com](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

---

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]

**Sent:** Wednesday, October 31, 2012 5:40 PM

**Subject:** Gov. Nikki Haley to hold Cabinet meeting on Thursday

## **Gov. Nikki Haley to hold Cabinet meeting on Thursday**

**COLUMBIA, S.C.** – Governor Nikki Haley will hold a Cabinet meeting on Thursday, November 1, at 2:30 PM in Room 252 of the Edgar A. Brown Building on the Statehouse grounds.

**WHO:** Gov. Nikki Haley

**WHAT:** Cabinet meeting

**WHEN:** Thursday, November 1, 2:30 PM

**WHERE:** Room 252, Edgar A. Brown Building, Corner of Pendleton and Sumter, Columbia

-###-

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

## Godfrey, Rob

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**From:** postmaster@wm.com  
**To:** sesposit@wm.com  
**Sent:** Wednesday, October 31, 2012 7:01 PM  
**Subject:** Undeliverable: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

### Delivery has failed to these recipients or distribution lists:

[sesposit@wm.com](mailto:sesposit@wm.com)

The recipient's e-mail address was not found in the recipient's e-mail system. Microsoft Exchange will not try to redeliver this message for you. Please check the e-mail address and try resending this message, or provide the following diagnostic text to your system administrator.

### Diagnostic information for administrators:

Generating server: wm.com

sesposit@wm.com  
# < #5.1.1 smtp;550 5.1.1 RESOLVER.ADR.RecipNotFound; not found> #SMTP#

### Original message headers:

Received: from adcpps003.wm.com (192.168.190.102) by ADCHUB002.wm.com (10.248.35.16) with Microsoft SMTP Server (TLS) id 14.2.283.3; Wed, 31 Oct 2012 18:01:04 -0500  
Received: from ciomail2.sc.gov (ciomail2.sc.gov [167.7.36.2]) by adcpps003.wm.com (8.14.4/8.14.4) with ESMTP id q9VN12AC025727 (version=TLSv1/SSLv3 cipher=DHE-RSA-AES256-SHA bits=256 verify=NOT) for <sesposit@wm.com>; Wed, 31 Oct 2012 18:01:03 -0500  
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Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht02.bcbad.state.sc.us ([167.7.136.59]) with mapi; Wed, 31 Oct 2012 18:57:43 -0400  
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>  
Importance: high  
X-Priority: 1  
Date: Wed, 31 Oct 2012 18:57:25 -0400  
Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
Thread-Topic: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
Thread-Index: Ac23uq4Y1rUUNy0YSrSL5o5Ac+PmLg==

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X-MS-TNEF-Correlator:  
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<1257030>  
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To: Undisclosed recipients;;  
Return-Path: RobGodfrey@gov.sc.gov



Video: Haley,  
Keel, Etter upda...

## Godfrey, Rob

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**From:** MAILER-DAEMON@p3plsmtp13-02.prod.phx3.secureserver.net  
**Sent:** Wednesday, October 31, 2012 7:01 PM  
**To:** Godfrey, Rob  
**Subject:** failure notice

Your mail message to the following address(es) could not be delivered. This is a permanent error. Please verify the addresses and try again. If you are still having difficulty sending mail to these addresses, please contact Customer Support at 480-624-2500.

<peter@petermccoyle.com>:  
child status 100...The e-mail message could not be delivered because the user's mailfolder is full.

--- Below this line is a copy of the message.

Return-Path: <RobGodfrey@gov.sc.gov>  
Received: (qmail 26460 invoked by uid 30297); 31 Oct 2012 23:01:29 -0000  
Received: from unknown (HELO p3plsmtp01-055.prod.phx3.secureserver.net) ([10.6.12.119])  
(envelope-sender <RobGodfrey@gov.sc.gov>)  
by p3plsmtp13-02.prod.phx3.secureserver.net (qmail-1.03) with SMTP  
for <peter@petermccoyle.com>; 31 Oct 2012 23:01:29 -0000  
X-IronPort-Anti-Spam-Result:  
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by p3plsmtp01-055.prod.phx3.secureserver.net with ESMTP; 31 Oct 2012 16:01:27 -0700  
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Wed, 31 Oct 2012 19:01:01 -0400  
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mapi; Wed, 31 Oct 2012  
19:00:57 -0400  
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>  
Importance: high  
X-Priority: 1  
Date: Wed, 31 Oct 2012 19:00:54 -0400  
Subject: FW: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
Thread-Topic: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
Thread-Index: Ac23uq4Y1rUUNyOYSrSL5o5Ac+PmLgAALisg  
Message-ID: <BOA6515D1E2B5D48B936DC213B3B8F8E01CA22C8@SCMBXC02.bcbad.state.sc.us>  
References: <DB21ACBA09462D4DA0948EECE7A38A93010D5C6F06@SCMBXC02.bcbad.state.sc.us>  
In-Reply-To: <DB21ACBA09462D4DA0948EECE7A38A93010D5C6F06@SCMBXC02.bcbad.state.sc.us>  
Accept-Language: en-US  
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X-MS-TNEF-Correlator:  
acceptlanguage: en-US  
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X-NAI-Spam-Threshold: 8  
X-NAI-Spam-Score: 0.5  
X-NAI-Spam-Version: 2.2.0.9309 : core <4388> : streams <849253> : uri <1257030>

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Content-Type: text/plain; charset="us-ascii"  
Content-Transfer-Encoding: quoted-printable

Members of the General Assembly,

The governor asked that I make sure you saw this release.

Rob

From: Godfrey, Rob  
Sent: Wednesday, October 31, 2012 6:57 PM  
Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
Importance: High

Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach Protection for individuals and businesses available at no charge

COLUMBIA, S.C. - Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach. They outlined additional safety solutions - including fraud monitoring for businesses from Dun & Bradstreet Credibility Corp and Experian in addition to extended fraud resolution for individuals and coverage for dependents who are minors from Experian - available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here: <http://www.youtube.com/watch?v=3DrYohFHnQaE8>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and today state officials said that information from up to 657,000 businesses was also exposed.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 620,000 calls and approximately 418,000 signups for Experian's ProtectMyID program. 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 a "Family Secure Plan" if they claim minors as dependents.

The governor also announced that, starting Friday, Dun & Bradstreet Credibility Corp will offer 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/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Dun & Bradstreet Credibility Corp Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley and Chief Keel 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. South Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID(tm) 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(r) and TransUnion(r) 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.

-###-

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

--\_000\_BOA6515D1E2B5D48B936DC213B3B8F8E01CA22C8SCMBXC02bcbadst\_  
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governor asked that I m= ake sure you saw this release.<o:p></o:p></span></p><p class=3DMsoNormal><s= pan
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--- End of message stripped.

## Godfrey, Rob

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**From:** MAILER-DAEMON@yahoo.com  
**Sent:** Wednesday, October 31, 2012 7:03 PM  
**To:** Godfrey, Rob  
**Subject:** Failure Notice

Sorry, we were unable to deliver your message to the following address.

<elizabeth@spartanburglawyers.com>:

Remote host said: 550 5.1.1 http://support.google.com/mail/bin/answer.py?answer=6596 bc7si6632189pab.36 [RCPT\_TO]

--- Below this line is a copy of the message.

Received: from [72.30.22.78] by nm9.bullet.mail.sp2.yahoo.com with NNFMP; 31 Oct 2012 23:01:42 -0000  
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M3o-

X-Originating-IP: [167.7.36.2]

Authentication-Results: mta1307.mail.gq1.yahoo.com from=gov.sc.gov; domainkeys=neutral (no sig); from=gov.sc.gov; dkim=neutral (no sig)

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by mta1307.mail.gq1.yahoo.com with SMTP; Wed, 31 Oct 2012 16:01:40 -0700

Received: from (unknown [167.7.136.58]) by ciomail2.sc.gov with smtp  
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id 2db9\_1406\_d49f6840\_23ae\_11e2\_9e62\_00188b2fc6a2;  
Wed, 31 Oct 2012 19:01:01 -0400

Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht01.bcbad.state.sc.us ([167.7.136.58]) with mapi; Wed, 31 Oct 2012 19:00:57 -0400

From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>

Importance: high

X-Priority: 1

Date: Wed, 31 Oct 2012 19:00:54 -0400

Subject: FW: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
Thread-Topic: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Thread-Index: Ac23uq4Y1rUUNy0YSrSL5o5Ac+PmLgAALisg

Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01CA22C8@SCMBXC02.bcbad.state.sc.us>

References: <DB21ACBA09462D4DA0948EECE7A38A93010D5C6F06@SCMBXC02.bcbad.state.sc.us>

In-Reply-To: <DB21ACBA09462D4DA0948EECE7A38A93010D5C6F06@SCMBXC02.bcbad.state.sc.us>

Accept-Language: en-US

Content-Language: en-US

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X-MS-TNEF-Correlator:

acceptlanguage: en-US

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X-NAI-Spam-Flag: NO

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X-NAI-Spam-Threshold: 8

X-NAI-Spam-Score: 0.5

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Content-Type: text/plain; charset="us-ascii"

Content-Transfer-Encoding: quoted-printable

Members of the General Assembly,

The governor asked that I make sure you saw this release.

Rob

From: Godfrey, Rob

Sent: Wednesday, October 31, 2012 6:57 PM

Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Importance: High

Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach Protection for individuals and businesses available at no charge

COLUMBIA, S.C. - Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach. They outlined additional safety solutions - including fraud monitoring for businesses from Dun & Bradstreet Credibility Corp and Experian in addition to extended fraud resolution for individuals and coverage for dependents who are minors from Experian - available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here: <http://www.youtube.com/watch?v=3DrYohFHnQaE8>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and today state officials said that information from up to 657,000 businesses was also exposed.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 620,000 calls and approximately 418,000 signups for Experian's ProtectMyID program. 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 a "Family Secure Plan" if they claim minors as dependents.

The governor also announced that, starting Friday, Dun & Bradstreet Credibility Corp will offer 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/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Dun & Bradstreet Credibility Corp Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley and Chief Keel 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. South Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID(tm) 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(r) and TransUnion(r) 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.
- ###-

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

--\_000\_B0A6515D1E2B5D48B936DC213B3B8F8E01CA22C8SCMBXC02bcbadst\_

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Content-Transfer-Encoding: quoted-printable

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style=3D'color:#1F497D'><o:p>&nbsp;</o:p></span></p><p = class=3DMsoNormal><span style=3D'color:#1F497D'>The
governor asked that I m= ake sure you saw this release.<o:p></o:p></span></p><p class=3DMsoNormal><span
style=3D'color:#1F497D'><o:p>&nbsp;</o:p></span></p><p class=3DMsoNorma=
l><span style=3D'color:#1F497D'>Rob<o:p></o:p></span></p><p
l>class=3DMsoNorm=
al><span style=3D'color:#1F497D'><o:p>&nbsp;</o:p></span></p><div><div
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","sans-serif"'>From:</span></b><span style=3D'font-size:10.0pt;font-family=
:"Tahoma","sans-serif"'> Godfrey, Rob <br><b>Sent:</b> Wednesday, October 3= 1, 2012 6:57 PM<br><b>Subject:</b>
Video: Haley, Keel, Etter update reporte= rs Wednesday on DOR information security breach<br><b>Importance:</b>
High<= o:p></o:p></span></p></div></div><p class=3DMsoNormal><o:p>&nbsp;</o:p></p>=
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,"sans-serif"'>Video: Haley, Keel, Etter update reporters Wednesday on DOR = information security
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size:14.0pt;font-famil=
y:"Arial","sans-serif"'>Protection for individuals and businesses available=
at no charge</span></i><span style=3D'font-
family:"Arial","sans-serif"'><b=
r><b>COLUMBIA, S.C. &#8211;</b> Governor Nikki Haley, South Carolina
r>La=
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rif">&nbsp;&nbsp;&nbsp;<b>Credit Report:</b> A free copy of your Experian credit report.</p></span></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif"></span></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif">&nbsp;&nbsp;&nbsp;<b>Daily 3 Bureau Credit Monitoring:</b> Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax&reg; and TransUnion&reg; credit reports.</span></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif">&nbsp;&nbsp;&nbsp;<b>Identity Theft Resolution:</b> 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.</span></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif">&nbsp;&nbsp;&nbsp;<b>ExtendCARE:</b> Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.</span></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif">&nbsp;&nbsp;&nbsp;<b>\$1 Million Identity Theft Insurance:</b> 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.</span></p><p class=3DMsoNormal align=3Dcenter style=3D'text-align:center'><span style=3D'font-family:"Arial", "sans-serif">###</span></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif">&nbsp;&nbsp;&nbsp;</span></p><p class=3DMsoNormal><b><span style=3D'font-family:"Arial", "sans-serif";color:#17365D'>Rob Godfrey<br>Office of Gov. Nikki Haley</span></b></p><p class=3DMsoNormal><b><span style=3D'font-family:"Arial", "sans-serif";color:#17365D'>O: (803) 734-5074 | C: (803) 429-5086</span></b></p><p class=3DMsoNormal><span style=3D'font-family:"Arial", "sans-serif">&nbsp;&nbsp;&nbsp;</span></p></div></body></html>=

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## Godfrey, Rob

---

**From:** Doughman, Andrew <Andrew.Doughman@shj.com>  
**Sent:** Wednesday, October 31, 2012 7:18 PM  
**To:** Godfrey, Rob  
**Subject:** Re: John Hawkins suing the governor

Thanks

Sent from my iPhone

On Oct 31, 2012, at 6:59 PM, "Godfrey, Rob" <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

<http://www.youtube.com/watch?v=rYohFHnQaE8>

---

**From:** Doughman, Andrew [<mailto:Andrew.Doughman@shj.com>]  
**Sent:** Wednesday, October 31, 2012 3:11 PM  
**To:** Godfrey, Rob  
**Subject:** RE: John Hawkins suing the governor

Thanks, Rob. When is that likely to be available? If it's *not* mentioned, will we have time to chat/email specifically regarding this matter?

-Andrew

---

**From:** Godfrey, Rob [[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)]  
**Sent:** Wednesday, October 31, 2012 2:38 PM  
**To:** Doughman, Andrew  
**Subject:** RE: John Hawkins suing the governor

I imagine she'll get a question about this at the afternoon newser. We'll circulate video of that newser as soon as possible. Thanks!

---

**From:** Doughman, Andrew [<mailto:Andrew.Doughman@shj.com>]  
**Sent:** Wednesday, October 31, 2012 2:27 PM  
**To:** Godfrey, Rob  
**Subject:** John Hawkins suing the governor

Rob,

Have you seen this yet?

The former senator is filing or has just filed a lawsuit against the governor and revenue that alleges they broke state law in failing to promptly disclose the data security breach.

What's the governor's interpretation of the claims asserted by Hawkins? Do they have any merit?

Given that the governor endorsed Hawkins' opponent in the primary this year, is this a politically motivated lawsuit?

Regards,

-Andrew Doughman

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**From:** John Hawkins [[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)]  
**Sent:** Wednesday, October 31, 2012 2:11 PM  
**To:** Doughman, Andrew  
**Subject:** Fwd: press release

---

John Hawkins  
The Hawkins Law Firm  
P.O. Box 5048  
Spartanburg, SC 29304  
[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)  
[www.hawkinslawsc.com](http://www.hawkinslawsc.com)  
864-574-8801  
FAX: 574-8810

Begin forwarded message:

**From:** Jennifer Smith <[jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)>  
**Subject:** press release  
**Date:** October 31, 2012 1:51:09 PM EDT  
**To:** John Hawkins <[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)>, Logan Rollins  
<[logan@hawkinslawsc.com](mailto:logan@hawkinslawsc.com)>, Amy Southern <[amy@hawkinslawsc.com](mailto:amy@hawkinslawsc.com)>

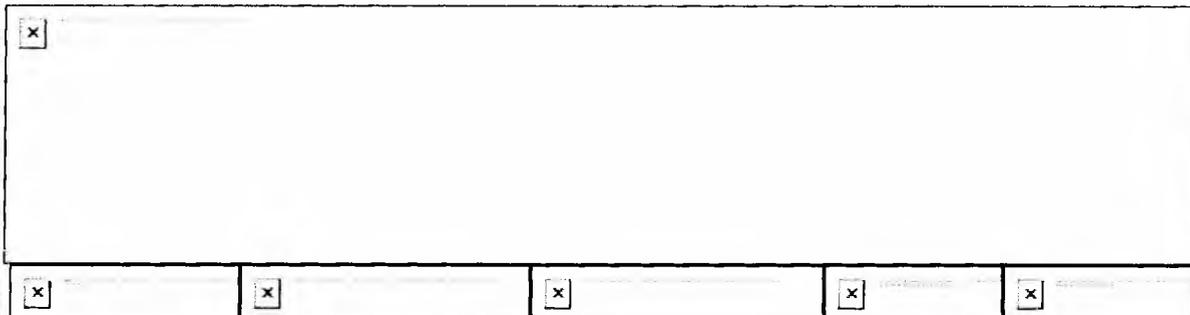
Jennifer E Galbraith  
Mrs. Jennifer E Galbraith  
Paralegal for The Hawkins Law Firm  
Post Office Box 5048  
Spartanburg, SC 29304  
Phone : 864-574-8801  
Fax: 864-886-2053  
Email: [jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)

**Godfrey, Rob**

---

**From:** Rep. Bill Taylor <bill@taylorschouse.com>  
**Sent:** Wednesday, October 31, 2012 8:12 PM  
**To:** Godfrey, Rob  
**Subject:** UPDATE: HACKING NEWS for BUSINESS

You're receiving this email because of your relationship with **TaylorSCHouse**. You may **unsubscribe** if you no longer wish to receive our emails.



## SC's Computer Hacking BUSINESS VULNERABILITY

Dear Friends:

### Attention Businesses

Governor Haley announced late today that the state will provide protection for South Carolina businesses that may have had tax information compromised when an international hacker got into the SC Department of Revenue's servers. Up to 657,000 business could be affected.

Dun and Bradstreet, a company that provides credit monitoring and protection for businesses, has agreed to assist SC business owners at no charge to the state! *Thank you, D&B!*

Starting Friday, November 2, 8 a.m., businesses can call **1-800-279-9881** or visit: <http://www.dandb.com/sc> to sign up for credit monitoring.

NOTE: The Small Business Chamber of Commerce is recommending businesses inquire of their financial institutions what's in place to protect them. The group recommended closing out the checking account that was obtained by the Department of Revenue and open up a new account.

I trust this information is helpful to business people. I'll make every effort to keep you updated on changing developments.

In your Service,

**Bill Taylor**  
803-270-2012  
Representative  
South Carolina General Assembly  
Bill@taylorschouse.com  
www.Taylorschouse.com

Newsletter not paid for by taxpayer funds.

Paid for by TaylorSCHouse



This email was sent to [robgodfrey@gov.sc.gov](mailto:robgodfrey@gov.sc.gov) by [bill@taylorschouse.com](mailto:bill@taylorschouse.com)  
[Update Profile/Email Address](#) Instant removal with [SafeUnsubscribe™](#) [Privacy Policy](#).  
Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

## Godfrey, Rob

---

**From:** SC Biz News <news+canned.response@scbiznews.com>  
**Sent:** Wednesday, October 31, 2012 8:32 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Thank you for contacting GSA Business. Your submission has been received.

Our email address has changed. Please update your contact information for GSA Business with this email address:  
[gsanews@scbiznews.com](mailto:gsanews@scbiznews.com).

\*\*Please do not reply to this automatically generated email.

## Godfrey, Rob

---

**From:** Walter [REDACTED]@hotmail.com>  
**Sent:** Thursday, November 01, 2012 6:45 AM  
**To:** Godfrey, Rob  
**Subject:** Distractions in the middle of the hacking incident

The Governor appears desperate now. She now seems to want to interstice the serious stuff on her facebook page with heart grabbing posts like the one about the little one walking out the door, sad.

No idea which "little one" walked out the door sad.

No idea if the "hug" worked.

One may ask if the Governor is trying to give her constituents a "hug" of sorts by attempting to distract us from the BIG "hurt" we received? You know the hurt her constituents received under her watch? The information stolen from a computer network that she assured us would be secure. Yeah, that one!

I want to congratulate the Governor for being able to maintain the highly organized and well oiled propaganda machine she has taken so much time to build.

The fans on her facebook page are certainly playing their part. I love the way she posted the thing regarding the "little one" walking out the door sad. Her fans seem to have bought it hook line and sinker!

Please tell her my advice is to go ahead and take the job with Fox News. They have little use for facts. She should fit right in with Bill and Rush. Of course she could replace Michael Savage on the radio.

Thanks for reading. No need in replying. You have not replied since my first e-mail. And the many others that complain of you and the Governor ignoring them has become expected.

Both you and the Governor go right on believing you are doing a great job. Good luck with that!

Sincerely,

Walter [REDACTED]

**Godfrey, Rob**

---

**From:** Dan Cooper <dtc@capstoneinsurance.com>  
**Sent:** Thursday, November 01, 2012 9:07 AM  
**To:** Godfrey, Rob  
**Subject:** Re: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Rob,  
Can you change my email from this one to [dan@parkerpoeconsulting.com](mailto:dan@parkerpoeconsulting.com)  
?  
Thanks,  
Dan Cooper

DTC iPhone

On Oct 31, 2012, at 7:34 PM, "Godfrey, Rob" <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

## **Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach**

*Protection for individuals and businesses available at no charge*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach. They outlined additional safety solutions – including fraud monitoring for businesses from Dun & Bradstreet Credibility Corp and Experian in addition to extended fraud resolution for individuals and coverage for dependents who are minors from Experian – available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

<http://www.youtube.com/watch?v=rYohFHnQaE8>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and today state officials said that information from up to 657,000 businesses was also exposed.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 620,000 calls and approximately 418,000 signups for Experian's ProtectMyID program. 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 a "Family Secure Plan" if they claim minors as dependents.

The governor also announced that, starting Friday, Dun & Bradstreet Credibility Corp will offer 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/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Dun & Bradstreet Credibility Corp Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley and Chief Keel 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. South Carolina taxpayers have until the end of January, 2013 to sign up.

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.

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## Godfrey, Rob

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**From:** Adcox, Seanna M. <SAdcox@ap.org>  
**Sent:** Thursday, November 01, 2012 11:54 AM  
**To:** Godfrey, Rob  
**Subject:** Experian

I know Etter addressed this to senators but wanted to give you the opportunity to answer for the governor:

Why was Experian the only company even considered for the service, and is Haley OK with that?

Seanna

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