

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Ozzie Fonsecaofonseca@experianinteractive.com
CC: Laughlin, ChrystalCLaughlin@oepp.sc.gov
Date: 12/7/2012 12:41:30 PM
Subject: RE: ** Please assist SC Constirent**

Katherine,

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

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



T: 949.567.7629
C: 949.294.2183

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

Katherine,

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

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



T: 949.567.7629
C: 949.294.2183

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

This was sent to you yesterday.
Please confirm when completed.

Thank you,
Katherine

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

Katherine,

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

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

Patrick & Deborah Gilstrap - 864 882-6839.

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

Thanks,

Rep. Bill Sandifer

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

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

Patrick Gillstop
864-882-6839 home
864-906-1153 cell

Please call him to complete the enrollment process.

Please confirm.

Thank you,
Katherine

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