

**nhcorrespondence,**

**From:** Office of the Governor Site Support <[redacted]@me.com>  
**Sent:** Tuesday, October 30, 2012 10:24 AM  
**To:** Haley, Nikki  
**Subject:** Weak response to the cyber hacking

RECEIVED

OCT 30 2012

Referred to CS

Answered

Title:  
First Name: Eric  
Middle Initial: [redacted]  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Greenville  
State: SC  
Zip: 29615  
Phone: 502 [redacted]

Email: [redacted]@me.com

Affiliation: South Carolina Resident

Message:

Dear Gov. Haley,

I'm sure that your office is being inundated with correspondence, questions, and complaints to the recent cyber-hacking, but I would like to add my voice to this chorus.

After learning of the cyber-hacking, my wife and I immediately set up an account with the Experian ProtectMyID service. However, as I registered on the site, it became readily apparent that this "protection" portal was primarily a revenue generating site for the service provider. It was full of invitations to their services offered by them and their partners. And based on what I can tell, apart from generating alerts for possible activities on linked to our Social Security numbers, the service essentially does nothing for us. This is a light-weight and completely inadequate response to the gravity of what has happened to us.

Further, the state has offered us only one year of "protection," meaning that a year from now this will become our responsibility and burden. For most of us, that means we are going to have to pay for this additional protection for the many years ahead that this is going to affect us. That means at least two accounts for my family—one for me and one for my wife. That adds up to at least an additional \$240 a year that will be added to our budget. Long-term, that adds up very quickly.

I'm sure you understand the gravity of what has happened—to quote the State newspaper this is "about the worst you can get." That being the case, as a response to the reality of having had our incredibly sensitive information breached dating back to 1998, for the state to offer its citizens one year of "protection" is an incredibly weak response. As the State newspaper also reported this morning, the reality is that the citizens of South Carolina can and will be plagued by this attack for years to come—these people now have our tax records, bank routing numbers, and who knows what else?

Further, for many people like my mother, who is 75 years old, legally blind, and does not use a computer, this level of response means nothing. She doesn't know how to use and access a computer or email to receive alerts for activities on her accounts. What does this "solution" do for her?

110722

The entire state needs direction on how we can adequately respond to this breach of our most personal and sensitive financial information. Further, we need the state to take ownership of its responsibility for what has happened. The citizens of this state are not responsible for what happened, but rather the state and its inadequate and antiquated encryption and cyber-security systems.

We need you and our government to step up and lead us through this with a strong, honest, transparent, and thorough response to this--a response that is going to help and protect us for the many years ahead that we can and will all be affected by it.

Beyond seeking to find and prosecute the actual perpetrators of this crime, make those responsible for this breach within the South Carolina government and its infrastructure responsible and accountable for what has happened. We do not need excuses and blame shifting. We do not need downsizing of the impact analysis.

Further, the responsibility for taking action in response to this should not fall upon the shoulders of the citizens of South Carolina. Our state government owned, maintained, and managed the data that has been breached, and we need the government to take responsibility for what has happened. We need answers and action.

I plead with you to lead us and help us.

Sincerely,

Eric [REDACTED]

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@sccoast.net>  
**Sent:** Monday, October 29, 2012 4:57 PM  
**To:** Haley, Nikki  
**Subject:** hacker

Title: Mrs.  
First Name: Margaret  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Longs  
State: SC  
Zip: 29568  
Phone: 843 [REDACTED]

Email: [REDACTED]@sccoast.net

Affiliation: Constituent

Message:

I have yet to find the website [www.protectmyid.com/scdor](http://www.protectmyid.com/scdor). I have tried for several days with no success- the phone lines are impossible to get thru- early, late or during the day - please help and explain the situation. This goes from bad to worse. No one answers a phone any more, and it would be so much easier to talk to a human - it is frustrating to hear a 'canned message' with no opportunity for response - it sets the stage for an opinion that there is really no persons who care.

Thank you for reading this complaint.

Maggie

OCT 30 2012  
AS  
Answered

001100

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <dmoffett@dinki-di.com>  
**Sent:** Monday, October 29, 2012 10:43 PM  
**To:** Haley, Nikki  
**Subject:** Data Breach - Department of Revenue

Title: Principal and CIO  
First Name: Donald  
Middle Initial: E  
Last Name: Moffett  
Suffix:  
Street Address: 1972 Scott Street  
Street Address 2:  
City: San Francisco  
State: Ca  
Zip: 94115  
Phone: 415-269-2197

Email: [dmoffett@dinki-di.com](mailto:dmoffett@dinki-di.com)

Affiliation: Small Business Owner  
Message:  
Governor Haley,

I am impressed with your leadership in the State of South Carolina. We are in the process of relocating from California to Columbia within the next 45 days.

I am writing you about the recent data breach at the Department of Revenue. I have authored several white papers relevant to data security and the effectiveness of encryption, to include "Encryption is not Enough" and "Defensive Security". I have studied data protection and know that they only effective data protection solution available today is a data centric solution.

It is time for sweeping change at the Department of Revenue. I understand their challenges; I was a former executive with the Internal Revenue service. There is a solution, N2K by InfoAssure, Inc. This product can be installed in the State environment, compliment their existing security processes and is application agnostic. This solution will take the state to the next generation of security and stop the incidents before they do more harm to State than they have already have.

I have great deal of interest in improving government processes, as a former winner of Vice President Gore's prestigious Hammer Award and the Malcolm Baldrige Award for Quality; I am committed to government excellence. I want to see South Carolina set the pace for the country.

My company, entered into a strategic relationship with InfoAssure to assist with the deployment and support of their product N2K (Need to Know), InfoAssure, Inc. has developed patented software technology called Need2Know® (N2K). N2K incorporates the company's three core patents. The Federal Government awarded N2K a Technology Readiness Level (TRL) of 8+. The Defense Intelligence Agency certified N2K for use on the Joint Worldwide Intelligence Communications System. This solution provides a data centric solution which is very effective in an environment such as the Department of Revenue and provides the level of protection required for sensitive data.

OCT 30 2012  
CS

10/30/12

We are prepared to offer the State an opportunity to implement this technology to protect the taxpayer's sensitive data. Give us the opportunity to make a one hour presentation on the capabilities of this product and you won't be disappointed.

We would like the opportunity to present to the Department of Revenue our product and am requesting your support in that endeavor. A non-disclosure is required by each participant. Contact our president, Melanie Moffett at 415-726-0181.

At this point and time, it is the best solution available to the State. We hope to hear from the State soon.

Thank you

Don Moffett  
415-269-2197  
[www.mdmgs.com](http://www.mdmgs.com)  
[www.infoassure.com](http://www.infoassure.com)

**nhcorrespondence,**

**From:** Office of the Governor Site Support <[REDACTED]@mdmgs.com>  
**Sent:** Thursday, November 22, 2012 3:06 PM  
**To:** Haley, Nikki  
**Subject:** DOR Data Breach

Title: DOR Breach  
First Name: Donald  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: San Francisco  
State: ca  
Zip: 94115  
Phone: 415 [REDACTED]

25 2012  
[Handwritten signature: Nikki Laughlin]  
[Handwritten text: Answered]

Email: [REDACTED]@mdmgs.com

Affiliation: Other  
Message:  
Governor,

223987

First of all, I have long been a supporter of you and your management style and secondly it is the reason my wife and I choose to relocate to South Carolina by the first of the year.

Saying that, I can't help but say, South Carolina needs to get out of the press about this data breach. I have been involved in Information Security for the past 25 years and retired from the IRS in the early 90s. Since then I have been working with healthcare, financial services, and telecommunications on governance, security and strategy planning and portfolio services. This past 18 months I have been working with the DOR in the State of California on Governance, to include enterprise, data, and security. I am well aware of NIST and IRS Standards, and clearly the SC state standards are not in sync. I realize that you rely on your subject matter experts to advise you on this, in this case they are completely wrong.

I also represent a product that you can implement state wide that will provide the state the protection necessary for your data. This product, N2K (Need2Know) by InfoAssurance, was certified for use on the Joint Worldwide Intelligence Communication System, the Top Secret network used by the Intelligence Community (IC) and the Department of Defense. Recently, it became available for the private sector and it provides a level of security which is second to none.

The board of directors for InfoAssure include Former Secretary of State Frank C. Carlucci, James A. Williams, former Director of the Defense Intelligence Agency, and John A. "Jack" Leide former President, EDS Global Information Technologies, J2 Director Intelligence, CENTCOM Desert Storm I.

This is not like other products, this is a team of security experts that are ready and able to address this situation and to provide your office the support and loyalty required for this type of situation.

I hope that we hear from your office, we can and will address this problem for your office.

Donald [REDACTED]  
Principal and CIO

nhcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@charter.net>  
**Sent:** Saturday, November 03, 2012 11:36 AM  
**To:** Haley, Nikki  
**Subject:** Experian acct

**Title:** [REDACTED]  
**First Name:** R  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Greenville  
**State:** SC  
**Zip:** 29615  
**Phone:**

**Email:** [REDACTED]@charter.net

**Affiliation:** South Carolina Resident

**Message:**

I have tried repeatedly to customer number: [REDACTED] Ruth [REDACTED]  
29615

I try repeatedly to access my account and cannot. I get a repeatedly get a reset my password screen, which I do. Then I get a request for a security code; I try scdor123 to no avail. I have no other code. I grow increasingly frustrated as the service is not accessible to me despite the state of SC providing this service.

I have tried calling two Experian phone numbers to no avail. I get a repeated loop recorded message on both numbers. I have emailed and gotten no response other than an automated message.

I am increasingly frustrated and angry at this gross security breach and the poor response I get from Experian. I expect access and a satisfactory response to this ongoing ineffective service.

RECORDED

NOV 05 2012

RETOUR 65  
ANSWERED

225368

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@chcarter.net>  
**Sent:** Monday, November 12, 2012 4:39 PM  
**To:** Haley, Nikki  
**Subject:** data breach

**Title:** [REDACTED]  
**First Name:** Ruth  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Greenville  
**State:** sc  
**Zip:** 29615  
**Phone:**  
**Email:** [REDACTED]@chcarter.net

RECEIVED  
NOV 13 2012  
Laughtlin  
Answered

Ruth Carter

**Affiliation:** Constituent  
**Message:**

I emailed previously seeking help with several attempts to open an account with Experian. I have been unable to access Experian. I have tried emailing and calling repeatedly to no avail. I have emailed your office previously and have not received even the courtesy of an acknowledgement. I am greatly concerned about the data breach and the inadequate response from your office. I would like, at the very least, an acknowledgement of this contact and preferably a resolution to my ongoing difficulty getting satisfaction from Experian.

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Wednesday, November 14, 2012 10:01 AM  
**To:** Haley, Nikki  
**Subject:** CREDIT PROTECTION ON TRUSTS

**Title:**  
**First Name:** Jennifer  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Rock Hill  
**State:** SC  
**Zip:** 29730  
**Phone:** 803 [REDACTED]

**Email:** [REDACTED]@aol.com

**Affiliation:** South Carolina Resident

**Message:**  
Hello,

I am Trustee of a Trust Account in South Carolina. I have contacted Experian concerning protection for this account and they told me this is not available on trusts. I currently have a call into the bank in which I set this account up, but I mentioned this to them a few weeks ago and they told me I would have to call Experian. My question is, if the bank claims they cannot help me for protection on this Trust, then what should I do? I filed a tax return last year on this account and need these assets protected to take care of a disabled family member. I do not feel it is fair if I am required to pay a bank or other establishment, whereas other South Carolinas are being offered the service for free now for a year. I appreciate any help you can offer on this. Please feel free to call or email me with your suggestions.

Thank you so much.

RECEIVED  
NOV 14 2012  
Referred to: Laughlin  
Answered: \_\_\_\_\_

2012.11.14

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Wednesday, October 31, 2012 11:51 AM  
**To:** Haley, Nikki  
**Subject:** Experian

**Title:**  
**First Name:** Larry  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Isle of Palms  
**State:** SC  
**Zip:** 29451  
**Phone:** 843 [REDACTED]

**Email:** [REDACTED]@aol.com

**Affiliation:** South Carolina Resident

**Message:**

I am getting no results in reaching Experian online. My SSN was used last October to change my bank deposit info. My payment was sent to a bank in RI. I thought I had it straight and received my payment. I was then notified by a different department of SS that their records showed I was overpaid and they are holding this month's payment. The Treasury Dept. notified me that they were making a case against the individuals but this did not help with SS. My suggestion is that anyone wanting to change their deposit information should have to do so in person. I know the recent voter ID controversy brought up inconvenience, but it would be better than losing money. A system could be set up for those without means to go in person. I as a lot of other South Carolinians could use help in getting online registration. When you agreed to a lump sum, you took the impetus off of them to do a good job.

RECEIVED

OCT 31 2012

Referred: [REDACTED] 05

Answered: \_\_\_\_\_

nhcorrespondence,

**From:** Office of the Governor Site Support <moorekb98@gmail.com>  
**Sent:** Friday, October 26, 2012 8:46 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

RECEIVED

Title: Mr  
First Name: Kevin  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: North Augusta  
State: SC  
Zip: 29860  
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

I would like to know if my identity has been compromised in any way.

Thanks,

K. [REDACTED]

OCT 29 2012

Referred to: CS  
Answered: Cooper

10/31 Spoke

w/ constituent

4 referred

to website to  
enroll in  
credit protection

225338

**nhcorrespondence,**

**From:** Office of the Governor Site Support <[REDACTED]@giveninnovation.com>  
**Sent:** Sunday, November 11, 2012 7:15 PM  
**To:** Haley, Nikki  
**Subject:** DOR Hacked

RECEIVED

NOV 13 2012

*Handwritten signature*  
Answered

203244

Title: mr.  
First Name: John  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Easley  
State: SC  
Zip: 29640  
Phone:  
Email: [REDACTED]@giveninnovation.com

Affiliation: Constituent  
Message:  
Dear Governor Haley,

The hacking of SC Department of Revenue is a scandal. We've heard about the initial response. Actually, there are a lot of people out there who remain oblivious to the scandal. The response to give taxpayers free credit protection for a year is a step forward but it's a Band-Aid. My social security number has been stolen and my wife's SS# and all my dependents and I have a life ahead of me and I don't need the worry of having my identity stolen next year, 10 or 20 years from now because the DOR was hacked in 2012. When are we going to hear that we are truly being protected from "enemies foreign and domestic". I want an iron clad assurance my credit file for my wife and I and my dependents is protected for life. Better still I would like a new clean social security number for myself, my wife and my dependents. Surely, a bill can be introduced to provide such a benefit and require the SS Administration to issue new numbers to those folk so compromised. Credit card issuers issue new credit card numbers all the time so why can't new SS#'s be issued.

Identity theft, in my view, is not getting the attention it deserves from our elected officials. There needs to be a catch up in thinking, laws and enforcement. This is highway robbery but long gone is the bandit on a horse with a pistol.

I hope you are outraged too as a South Carolinian and will do what needs to be done for us all at State and Federal.

Kind regards,

John [REDACTED]  
[REDACTED]  
Dacusville, 29640 SC

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@sccoast.net>  
Sent: Saturday, December 01, 2012 9:41 AM  
To: Haley, Nikki  
Subject: Administrative Position

RECEIVED

Title: Information Security Program  
First Name: Matthew  
Middle Initial: [redacted]  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Conway  
State: SC  
Zip: 29526  
Phone: 843-[redacted]

DEC 03 2012 7  
Referred *Matthew*  
Answered \_\_\_\_\_

*286669*

Email: [redacted]@sccoast.net

Affiliation: Veteran

Message:

Attached you will find my resume.

I am a HUGE supporter of Governor Haley and I am interested in the position of administrator for the internet and information tech security position.

Thank you for your consideration

[redacted]  
Conway SC 29526 843-[redacted]  
[redacted]@sccoast.net

Matthew [redacted]  
Experience [redacted] SC

§ [redacted]  
§ [redacted]  
§ [redacted]  
§ [redacted]  
2001-2003 [redacted] SC

§ [redacted]  
§ [redacted]

§ [redacted]  
2000-2001 [redacted] SC  
1990-1999 [redacted]

§ [redacted]

§ [REDACTED]  
§ [REDACTED]  
§ [REDACTED]

1986 – 1990 [REDACTED]

1980 – 1985 [REDACTED]

Education 1974 – 1977 [REDACTED]

1977 - 1979 [REDACTED]

§ [REDACTED]  
§ [REDACTED]  
§ [REDACTED]  
§ [REDACTED]  
§ [REDACTED]

Schools/Training

[REDACTED] (1988), [REDACTED] (1987), [REDACTED]  
[REDACTED] (2004), [REDACTED], [REDACTED], [REDACTED]  
[REDACTED], [REDACTED], [REDACTED] ([REDACTED]) [REDACTED]  
[REDACTED], [REDACTED], [REDACTED] Police Instr [REDACTED]  
[REDACTED], [REDACTED], [REDACTED]

Personal Contacts

[REDACTED], (843) [REDACTED]  
[REDACTED] (843) [REDACTED] (580) [REDACTED] (505) [REDACTED]

[Redacted]

DEC 12 2012

[Redacted] Camden, SC 29020  
Tel.: (803) [Redacted] Fax: (803) [Redacted]

Referenced Laughlin  
Answered \_\_\_\_\_

Date 12/10/12

228663

To	From
GOV. HALLEY Fax: (803) 734-5167 Tel.: (803) 734-2100	Philip [Redacted] [Redacted] Fax: (803) [Redacted] on request Tel.: (803) [Redacted]
This fax consists of 2 pages. Please inform us if transmission errors occur.	

Dear GOV. HALLEY/STAFF

Re: SC DOR DATA BREACH SOLUTION

I HAVE BEEN UNABLE TO REACH YOU OR OUR SEN. SHEHEEN BY EMAIL DUE TO INCOMPATIBILITIES OF YOUR SYSTEMS. PLEASE SEE ATTACHED EMAIL, THANKS.

Sincerely,

[Redacted Signature]

Philip [Redacted]  
President & Chief Engineer

[REDACTED] <[REDACTED]@[REDACTED]>

governor@govoepp.state.sc.us

Mon 10 Dec 2012 13:35:17 -0500

ization: Private

ject: SCDOR Data Breach solution

Gov. Haley,

I had tried to raise this concern through to our Senator, Mr. Sheheen, but he was not responsive, or there may be some political calculus going on.

As one of the millions of people and businesses in this state who have had the security of our identities compromised by the data breach, I find that the remedy at hand of 1 year's Experian monitoring to be woefully inadequate to deal with the potential losses that may very well derive from the incident in the future.

So, I would propose the following: That the state of South Carolina petition/compel the US gov't/IRS/SSA for the issuance of fresh SSN's/EIN's for all people and businesses who have been effected, and that these replacements be linked to data that is already on file with the compromised number which would then be permanently retired from use.

Both sides of the aisle should like this approach, and the cost to SC will be over and done with for a next year price of \$0.

Regards,

Philip [REDACTED]

803 [REDACTED]

**nhcorrespondence,**

**From:** Office of the Governor Site Support <[redacted]@comcast.com>  
**Sent:** Sunday, December 23, 2012 3:43 PM  
**To:** Haley, Nikki  
**Subject:** Account Fraud - Messing With My Holidays

DEC 27 2012  
Re: Laughtin  
Answered \_\_\_\_\_

Title:  
First Name: Carmen  
Middle Initial: [redacted]  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Mt. Pleasant  
State: SC  
Zip: 29464  
Phone:  
  
Email: [redacted]@comcast.com

Affiliation: Constituent  
Message:  
Dear Governor,

I understand SC residents are being asked to contact you or the Department of Revenue when their personal financial accounts are compromised.

My personal checking account had \$5,000 taken from it on Thanksgiving Day. After calls, visits to our bank and much paperwork, we think we have everything straightened out. Our money was returned by the bank 7 days after it was taken.

Today I checked my business credit card and found a fraudulent charge which requires me destroy my card and wait 7 to 10 days for a new one to arrive. (Merry Christmas to me.)

I thought I would add my information to the data you and the SC Department of Revenue are gathering in the wake of the Cyber Attack. Yes, I did sign up with Experian, but that hasn't seemed to help keep anyone out of my accounts.

I hope I will not wake up on New Year's Day to additional fraudulent activity.

Very truly yours,  
  
Carmen [redacted]

228236

nhcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@att.net>  
**Sent:** Friday, December 07, 2012 9:56 PM  
**To:** Haley, Nikki  
**Subject:** ID protection problem

**Title:** [REDACTED]  
**First Name:** Thomas  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Gaffney  
**State:** SC  
**Zip:** 29340  
**Phone:** 864 [REDACTED]  
**Email:** [REDACTED]@att.net

**Affiliation:** South Carolina Resident

**Message:**

I am a resident of S.C., and I have signed up for ID protection recently. My concern now is getting my [REDACTED] ID protected. He has been listed as a dependent on my tax returns each year. He is above the age of 21 without a credit history. I've tried to list him as a child, but due to birth date restrictions on the site, I can't. I tried to enroll him separately as an adult, but experian reports no credit history; so it won't go through. I spoke with a [REDACTED] today when I called the toll free number given. They could not offer a solution. I see this as a real problem. I realize that there are probably many other residents in my situation. Sometimes tax payers even claim parents on their income taxes. Can you help me with a solution? I appreciate everything you have already done to help in this breach of information. Hopefully we can find a solution for my problem.

Sincerely

RECEIVED

DEC 10 2012

Re: Laughlin  
Answered: Laughlin

228103

**nhcorrespondence,**

**From:** Office of the Governor Site Support <[REDACTED]@msn.com>  
**Sent:** Wednesday, January 09, 2013 5:05 PM  
**To:** Haley, Nikki  
**Subject:** Fraud due to state incident

RECEIVED

JAN 09 2013

*Laughlin*

**Title:** [REDACTED]  
**First Name:** Maeve  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** West Union  
**State:** SC  
**Zip:** 29696  
**Phone:** 864 [REDACTED]  
**Email:** [REDACTED]@msn.com

**Affiliation:** South Carolina Resident

**Message:**

I have been informed today by my credit card company that charges in the amount of nearly \$4,000 were made to my account this morning. So I will get a new card and I will not be liable for those charges. But I have to wonder just how much information and how much more significant this theft will be for me in my personal life [REDACTED], living on fixed income. What a shame that this situation still has not been corrected, in spite of having knowledge of it for months. My daughter and her husband have also experienced the same thing affecting one of their credit cards. They have a child with [REDACTED] and they had to deal with this kind of problem. I wonder how far it will go and how many people will be affected.

You are ultimately responsible for this problem and so far, I do not see an end in sight. With all due respect, what is the hold up and why is it taking so long? We must always be looking behind our backs now, wondering who has our identity and is making a mess of it.

I am deeply concerned with this issue, among many others. I would like to know that it has been resolved, and more than that, that we will NEVER be held responsible for the damages done to our private financial lives due to this terrible error by SC.

Thank you.

Maeve [REDACTED]

301209

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@knology.net>  
**Sent:** Friday, November 09, 2012 2:50 PM  
**To:** Haley, Nikki  
**Subject:** PROPOSED SOLUTION TO PROTECT DATA LOST IN SECURITY BREACH AND GOING FORWARD

Title: n/a  
First Name: Richard  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED] Street Address 2:  
City: Charleston  
State: SC  
Zip: 29407  
Phone: 727 [REDACTED]

Email: [REDACTED]@knology.net

Affiliation: Constituent

Message:

Good afternoon. My name is Richard [REDACTED] and I'm [REDACTED] living in Charleston, South Carolina. I was born and raised here, but only recently returned after being away for a number of years. I'm a military veteran, having served four years active duty as an officer in the Army, and I worked for [REDACTED]

I'm writing today because I've been thinking nonstop about the recent security breach in South Carolina, and how we could fix it, so that South Carolinians, whose information was compromised, wouldn't have to worry about identity theft for the rest of their days. As a [REDACTED], I spend an enormous amount of time [REDACTED] and this breach really got my attention. So, please, when you have some time, read this. Worst case, you'll enjoy a nice laugh at my expense; best case, we'll solve a big problem for all Americans, not just South Carolinians.

I'm sure the state will encrypt the data going forward, but that doesn't offer peace of mind to the people who've already had their personal information stolen; and, I'm not just talking about South Carolinians, but all Americans who've been victims of identity theft over the years. Because of this specific problem, we now have a whole new industry dedicated to nothing but monitoring systems, so they can notify you, after the fact, that someone may be exploiting your personal information for nefarious reasons: LifeLock, ProtectYourID from Experian, and Wells Fargo's Identity Theft Protection, to name a few.

These services, although well-intentioned and helpful, are defensive in nature and antiquated for today's reality, when it comes to addressing how we should protect a consumer's personal information after it's been compromised. Hackers are going to hack, and criminals are going to steal; and, today, they have more tools than ever. I'm fairly certain government agencies, such as the Social Security Administration and the IRS, who are responsible for creating the original numbers and maintaining the historical data associated with each one, are working round-the-clock to solve this problem, but I've seen nothing yet that would block criminals from using data once it's been stolen. I agree with Governor Haley, and fully appreciate her anger. She had limited options when the breach occurred, and none of them were satisfactory to her or the people of South Carolina.

RECEIVED  
NOV 09 2012  
Referred: *Laughlin*  
Answered: \_\_\_\_\_

Today, I want to offer my perspective on how the Social Security Administration and the IRS might adapt their current computer systems, so the organizations downwind, who depend on social security numbers and FIN's to conduct business for consumers, such as credit bureaus, could recognize fraudulent activity when it happens, and block the bad guys on the spot.

**PROPOSED SOLUTION:** The Social Security Administration and the IRS create the social security numbers and FIN's, and maintain the historical data associated with each of them, so, in my opinion, they'd be the ones to champion the solution; since, only these agencies, along with a few others, would have the power to direct the organizations downwind to implement a new solution.

I understand why the Social Security Administration and the IRS cannot simply issue a new social security number or Federal ID number every time one's hacked or exposed: they have to maintain the historical data associated with each number. And, that's not what I'm suggesting. But, what if the Social Security Administration, for example, when a consumer's number was stolen or compromised, created a unique special code or password, and linked it to that person's original social security number, so when the criminal tried to use the original nine-digit social security number to access someone's credit or business history, it wouldn't work; it just wouldn't be enough information. Let me explain.

**HYPOTHETICAL EXAMPLE WHEN ONE PERSON'S NUMBER IS STOLEN:** When the consumer calls the Social Security Administration to report their number stolen, they'd be advised that their number would no longer be valid, unless it's used with a special code or password linked uniquely to their social security number. This password would be mailed to them, or they could pick it up at the local social security office, with proof of identity, of course; or, by going online, or calling an 800 number, as long as the appropriate safeguards had been put in place. This would be a small price to pay for a consumer, given what might happen to their personal data, without the new special code or password. Furthermore, they wouldn't have to pay LifeLock or Experian each month for the rest of their days or their children's days, to notify them when someone misuses their personal information. A special code or password would become the new reality. You get hacked; you get a new password linked to your original social security number or FIN. Your personal history is maintained, but now the nine-digit number is no longer enough information for a criminal to pull credit or open a new account.

The key, again, is the Social Security Administration and the IRS's ability to designate fraudulent numbers in their databases, so the organizations downwind are notified when a number has been compromised, and that going forward, the consumer has to provide the password or special code in addition to the original nine-digit social security number or FIN to pull credit or gain access to their personal data. Fraudulent information would be updated daily by the Social Security Administration and the IRS, so within twenty-four hours after a number has been reported stolen, it's blocked in the system, making the information worthless to the criminal.

**HYPOTHETICAL EXAMPLE WHEN 3.6 MILLION NUMBERS ARE STOLEN:** Governor Haley should have been able to send a file containing the stolen information to the Social Security Administration or IRS, who would have then flagged those numbers in the database for fraud and issued a unique password for each consumer. Having consumers use a password, along with their original social security number or FIN, should have been the extent of their pain. A special code or password linked to their original social security number or FIN, in my opinion, would not be an inconvenience for the consumer; it would be peace of mine.

If you have any questions, please call me.

Sincerely,

Richard [REDACTED]  
(727) [REDACTED]

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[redacted]@[redacted].net>  
**Sent:** Tuesday, January 15, 2013 5:40 PM  
**To:** Haley, Nikki  
**Subject:** SCDOR hacking

**Title:**  
**First Name:** Mary  
**Middle Initial:** [redacted]  
**Last Name:** [redacted]  
**Suffix:**  
**Street Address:** [redacted]  
**Street Address 2:**  
**City:** Charleston  
**State:** SC  
**Zip:** 29407  
**Phone:** 843-[redacted]

**Email:** [redacted]@[redacted].net

**Affiliation:** South Carolina Resident

**Message:**

What is the government doing to protect the people who do not have a credit file and therefore, cannot sign up for protection? I have tried contacting Hugh Leatherman and got some idiot answer about "we're looking into that" and I tried contacting Leon Stavrinakis, who didn't even bother to reply to my email even though I am a constituent.

My [redacted] does not use credit (and I know he is not the only person in SC in this situation). He tried originally to sign up for protection, but was denied because since he has no credit, he has no credit file and there is nothing to which they can attach the warning information. Last week, he received notice that his file was part of the information hacked so we called Protect My Id and was told that they had a solution for this. It required contacting Experian for a copy of his credit report. Naturally, there would be nothing to copy and it was implied that he would receive notification that there is no credit history. This notification was to be used when calling back to the Problem Resolution Unit and a procedure was in place to afford him the protection he deserves.

Today, he attempted to follow these instructions, but got nowhere. The system to request the file is automated and denied his request (because he has no file) and the system is not set up to direct a caller to a live person. He called back to the number listed in the letter requesting help and after "some research", the young woman directed him to their website to set up an account, but this required him providing a credit/debit card for the site to charge. Since this is supposed to be free, he refused and ultimately, the young woman was unable to assist him and told him to send an email to their customer service department.

Since the state caused this problem through their lack of foresight, the state needs to fix this problem. If your advisors have told you that this particular problem is solved, they are either lying or failing to do their jobs because they have not confirmed the solution. The clock is ticking and as I understand it, there are quite a few people with this problem and they are getting NO help. Isn't it about time this changes?

RECEIVED  
JAN 16 2013  
Laughlin  
Answered

302909  
2012-21173

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Tuesday, January 22, 2013 11:50 AM  
**To:** Haley, Nikki  
**Subject:** SCDOR Data Breach

**Title:** [REDACTED]  
**First Name:** Linda  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Florence  
**State:** SC  
**Zip:** 29506  
**Phone:** 843-[REDACTED]

**Email:** [REDACTED]@gmail.com

**Affiliation:** Constituent

**Message:**

[REDACTED] I called the SC Department of Revenue in an effort to enroll her in the identity protection plan. [REDACTED] told the representative on the phone to enroll her with me as her spokesperson. She refused, saying she had to [REDACTED]. Is this discrimination due to [REDACTED] within your organization? How do I enroll her in the protection plan?

JAN 22 2013  
*Laughlin*

302903

nhcorrespondence,

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From: Office of the Governor Site Support <[REDACTED]@gmail.com>  
Sent: Wednesday, November 21, 2012 5:18 AM  
To: Haley, Nikki  
Subject: out of state taxpayers

Title: Mrs.  
First Name: Joy  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED] Address 2:  
City: Richmond  
State: Va  
Zip: 23238  
Phone:

Email: [REDACTED]@gmail.com

Affiliation: Senior Citizen

Message:

When was the state of South Carolina going to notify people living out of state who file SC tax returns about the recent cyber attack? I saw it in a newspaper I picked up while visiting in Myrtle Beach a couple of weeks ago. Just because I don't live in SC now doesn't mean I can't be harmed by this. If I hadn't accidentally seen it I would have no way of knowing to try to protect myself. I expect a reply.

Joy [REDACTED]

NOV 21 2012  
Referred to Laughlin  
Answered \_\_\_\_\_

226851

nhcorrespondence,

---

**From:** Office of the Governor Site Support [REDACTED]@att.net>  
**Sent:** Sunday, October 28, 2012 1:12 PM  
**To:** Haley, Nikki  
**Subject:** hacked numbers

RECEIVED

OCT 29 2012

05

10/29/12

Title: Experian  
First Name: Susan  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Chas  
State: SC  
Zip: 29412  
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

I have gone on the Experian website and signed up. I received email notices for myself and my husband that we did not pass the identity part and needed to answer more questions. I was given a number to call. After a 35 minute wait, [REDACTED] answered the call. He told me that the system had just gone down and I would have to call back in 2 to 3 hours. Just wanted to let you know the frustration of what is going on for your constituents. Hope you all are working hard to get this issue under control. Thank you, Susan [REDACTED]

6124403

**nhcorrespondence,**

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**From:** Office of the Governor Site Support [REDACTED]@yahoo.com>  
**Sent:** Friday, October 26, 2012 6:55 PM  
**To:** Haley, Nikki  
**Subject:** trying to call 866-578-5422

RECEIVED

OCT 29 2012

Refer: CS

Answered: \_\_\_\_\_

Title: Mrs  
First Name: Lynnette  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Blythewood  
State: SC  
Zip: 29016  
Phone: 803-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

I have been trying to call 866-578-5422 for two hours and keep getting the recording "we are currently...."

From reading the governor's website, I understand the phone lines will be open 24/7. I cannot understand how I have not been able to get through as I have been redialing nearly constantly.

My number is 803-[REDACTED] can someone please call me?  
Thank you.

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support [REDACTED]@bellsouth.net>  
**Sent:** Sunday, October 28, 2012 5:11 PM  
**To:** Haley, Nikki  
**Subject:** Dor Cyber attack

RECEIVED

OCT 29 2012

Re: (15)  
Answered

Title:  
First Name: Earl  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Colubia  
State: SC  
Zip: 29212  
Phone: 803-[REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

We have been struggling to call the phone number listed and or/go to the website offered to 'Protect my ID' to no avail (of course with 3 1/2 million tax apyers scrambling to the site) I urge the Govenor and the state to have DOR bite the bullet and sent a mass download to protectmyid.com as all residents need the protection due to the oversight of the DOR in protecting our privacy.

The alternative I fear is upset constituents as well as possible lowsuits over the violation of privacy act.

Thank you Govenor for yoru fine service

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Friday, October 26, 2012 6:37 PM  
**To:** Haley, Nikki  
**Subject:** Another Plan?

Title: Mrs.  
First Name: Charlotte  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29209  
Phone: 803 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

**Message:**

Thank you for your diligence toward helping the 3.8 million SC residents whose personal information may have been compromised by the cyber attack. WIS reports that it takes 10 minutes to navigate the hot line after our call has made it through. This plan means that each hot line employee can handle only 6 calls per hour. With 3.8 million folks trying to get through, it would take thousands of employees answering the phone. There must be a better plan to get these &quot;activation codes&quot; out. Help...We're all nervous!

RECEIVED

OCT 29 2012

Refr: [Signature]

Answered: \_\_\_\_\_

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support [REDACTED]@att.net>  
**Sent:** Saturday, October 27, 2012 6:53 PM  
**To:** Haley, Nikki  
**Subject:** SS#

RECEIVED

OCT 29 2012

Refer: SC  
Answered \_\_\_\_\_

Title: Voter  
First Name: Tommy  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29204  
Phone: 803 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Other

Message:

Please have someone from your office call me or e-mail me regarding the DOR problem. I tried to go on line to give them my info but it took so long I was timed out by my computer. I am trying again and it will not allow me. I called and I have been on the phone waiting for 45 minutes and still waiting. NOT A GREAT DAY IN SC. I hope I hear back since I am a voter.

A member of

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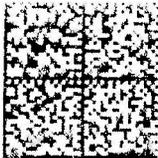
*Private Wealth Services*

Scott [REDACTED]  
Lincoln Financial Advisors Corp.

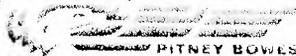
[REDACTED]  
Syracuse, NY 13202

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UNITED STATES POSTAGE



PITNEY BOWES

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0004650799 JAN 09 2013

MAILED FROM ZIP CODE 15202

ANSWERED

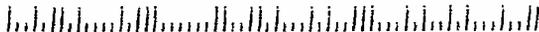
REGISTERED MAIL

*Nikki Haley*

JAN 14 2013

RECEIVED

The Honorable Gov. Nikki Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201



Scott [REDACTED] CLTC  
Wealth Planning Advisor

Lincoln Financial Advisors Corp.  
100 Madison St. 18th Floor  
Syracuse, NY 13202  
phone 315 [REDACTED]  
toll free 800 758-9843  
fax 315 428-8488  
[REDACTED]@LFG.com

January 9, 2013

The Honorable Gov. Nikki Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201

Dear Governor Haley,

I write this letter to you as both a financial advisor and [REDACTED] of two of your constituents, [REDACTED] S [REDACTED] and J [REDACTED] of Hilton Head, SC who have become the recent victims of the security breach that occurred with the SCDOR. I have had the pleasure and amused bewilderment of reading, listening and watching as more and more of the proverbial onion is peeled back and exposed regarding this recent debacle.

It didn't hit home until Monday of January 7, 2013 when I received a distraught phone call from [REDACTED] year old [REDACTED] stating that their bank accounts at Coastal States Bank had been compromised. [REDACTED] has received no notification from SCDOR as of the date of this letter.

To make sure you understand the scope and ramification of what this has done to [REDACTED] and [REDACTED] and the 5.7 million plus residents and 700,000 businesses of South Carolina who have been impacted by this mess, please let me enlighten you:

- All of [REDACTED]'s Bank and Visa accounts at Coastal States Bank will have to be closed, new accounts established, funds verified that no money was lost, and funds transferred to the newly established accounts. They will also incur additional fees for having to have new checks printed. (estimated cost of between \$30-\$45 and 1-3 hours of time lost forever )
- All new paperwork for their direct deposits from Social Security Administration, [REDACTED]'s pension deposit, investment and insurance company direct deposits along with re-verification of DPOA provisions as [REDACTED] is terminally ill with [REDACTED] Disease and [REDACTED] is currently his DPOA. As I handle all financial investments for [REDACTED] and will not charge them and as I am a fee based financial advisor, my time and staff time expense has exceeded \$1,750.00 in having to deal with paperwork, phone calls to various companies and agencies and FEDEX costs. (By the way, most competent advisors will have to eat this cost as it is the right thing to do for their clients) [REDACTED] unfortunately will have to deal with Social Security for both her and [REDACTED] (as I mentioned he unable to due to his health), (You will hear screaming from borders North to South and East to West when your constituents have to deal with that ballyhoo at

[www.LFA-Sagemark.com](http://www.LFA-Sagemark.com)

Scott [REDACTED] is a registered representative of Lincoln Financial Advisors Corp.

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A member of

**Sagemark**  
Consulting

Private Wealth Services

501818

Social Security) and she will have to deal with some investment companies that will not honor my broker-dealer and thus I can't service those accounts for her. (lost time on her end 1-3 hours gone forever) There may be constituents who aren't in such a fortuitous position as [REDACTED] who have [REDACTED] who can assist and wade through the morass of paperwork and red tape along with lost hours spent to fix what was a completely avoidable situation if the proper cyber-security and encryption had been in place at SCDOR from the start. Instead, based on information provided to date and testimony from former SCDOR employees, a high school student with a laptop could have breached your computer security systems (no disrespect or innuendo directed to SC teenagers then other to point out the ridiculousness of this situation.)

- [REDACTED] will have to spend an additional 4-6 hours (lost forever) notifying, changing and re-establishing all of her online bill paying that she had established with her current compromised bank accounts. Again precious time that she has lost with [REDACTED] because of this mess created by SCDOR.

I hope this brief journey gives you a glimpse into the mess that was created by SCDOR and the ancillary fallout and expense that has impacted and will impact many of your constituents for years to come (remember, it was social security numbers that were compromised as well.) What is more disturbing is that [REDACTED] have received no notice of the breach (that came from their bank, Coastal State Bank...kudos to them by the way, who have had to set up a customer task force at additional cost and expense to them and are dealing with on average 84 customers per day who have been impacted.) In my opinion, they have every right to sue the State of South Carolina for gross negligence and I will keep my eyes open for any future class action lawsuits that my parents could join in the future. But of course this again will adversely impact [REDACTED] as the tax payers (them included) will be on the hook for any lawsuits.

What precipitated this letter was the online article I read in the Island Packet recently that a Senator Vincent Sheheen has introduced legislation for the State of South Carolina to formally apologize to the 5.7 million people and 700,000 businesses that have been irreparably harmed for many years to come by the breach at SCDOR. Your response to it in the article was that it was a "publicity stunt". That's an arrogant response. As an outsider looking in, I would say it is the least that the State of South Carolina can do other than offer a "free" one year credit protection/notification plan that in my opinion should be extended for life for everyone impacted. The impact is "years" not "year" here. So, from one Republican to another, I will remind you of that famous quote on the desk of the former President of the United States, Harry S Truman, "The buck stops here" and with you as well Governor on this mess.

An apology is a good start and would I state for the record that Sen. Sheheen, regardless of his politics or party affiliation, has the right idea. You might want to try a little humility yourself. The apology by the way will be little solace for [REDACTED] for the time she has lost and will lose with [REDACTED] and the unnecessary worry she will have to live with in the future as she straightens out what should have never happened in the first

place if the proper cyber-security measures and protocols had been in place from the beginning at SCDOR.

Respectively yours,

A handwritten signature in black ink, appearing to read "Scott H.", followed by a black rectangular redaction box.

Scott [redacted]  
Wealth Planning Advisor  
Sagemark Private Wealth Services  
Syracuse, New York

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@hotmail.com>  
Sent: Thursday, December 13, 2012 12:31 AM  
To: Haley, Nikki  
Subject: Help and Concerns about Fair Credit Collections Statute

RECEIVED

DEC 13 2012

05?

Answered

229041

Title: [redacted]  
First Name: Thomas  
Middle Initial:  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2: [redacted]  
City: North Myrtle Beach  
State: So  
Zip: 29582  
Phone: 724 [redacted]

Email: [redacted]@hotmail.com

Affiliation: South Carolina Resident

Message:

To the honorable Governor of South Carolina Nikki R. Halley

Many of us have been on our own to fix the damage that has been done to us by the failed economy and the lack of oversight on the financial industry. I am one of them. I am working to re-establish [redacted] and [redacted] of our country [redacted].

It is unfortunate that South Carolina was the target of cyber hackers but your response to that and the timing of giving us the ProtectmyID coverage could not have been better for me. I had [redacted] years of an [redacted] then found myself [redacted] and [redacted].

[redacted]. I assure you that I am not [redacted]. I was a [redacted] earning a [redacted] salary. In [redacted] made the decision to leave [redacted] and we moved our family to [redacted]. We opened a [redacted] in [redacted]. From that point on my life [redacted]. By [redacted] our [redacted] was gone, [redacted]. From there things just [redacted]. For the first time in my life I faced the very real possibility [redacted].

[redacted]. I count my blessings every day. [redacted] I know have in my emotional [redacted].

In [redacted] I was a [redacted] in [redacted] and started to [redacted]. After consulting with several attorneys I took the suggestion of one to [redacted] and followed a course of action for what he called an [redacted]. I had [redacted] and that is what you need to file for [redacted] with an attorney. [redacted] and I simply stopped [redacted]. I lived through and survived all of the harassment associated with credit collectors. I researched the consumer protection laws and quietly waited until the statute of limitations expired. I was fortunate that none of my creditors filed suit. I have a little less than [redacted] before most of those debts will come off of my credit report. I learned a lot along the way but still have some questions. That is why I am writing this letter to you. I know that it is very unlikely that you will actually read this letter. I am asking that whoever responds to this letter that you do not reply with a letter telling me to contact a professional or an attorney for this help. I also would appreciate it if you do not just answer with a reply that tells me

to read a section of the law or a specific publication for that answer. I would just like some straight forward answers to assist me with my efforts and maybe a few suggestions based on my experience. I have been in contact with the consumer protection agency, the FCC and the South Carolina Attorney General's office. So please don't refer me back to them as well.

1) [REDACTED]

Additionally, South Carolina is a state that if you lose your home to foreclosure you still owe the balance of the loan due not recovered by the foreclosure sale. This is only one of a handful of states that handles a foreclosure this way. For the majority of states a foreclosure ends the mortgage debt and there is no outstanding balance. [REDACTED] alleges that they acquired the second mortgage on my home that was foreclosed. [REDACTED] was not the credit grantor but they are one of the parasite companies that purchased bad debts for pennies on the dollar and they make a profit and living off of the misfortune of others.

I was recently denied credit due to this item on my credit report. Every month they continue to report that this loan is open and 180 days past due. Even after [REDACTED] years has passed, I am still stuck with not being able to get a loan or a credit card at a reasonable interest rate to lower my financial obligations. I purchased [REDACTED] and I am paying 21% interest on that loan. I thought that is has been [REDACTED] years now and thought that someone would consider giving me a loan to reduce this interest rate. No one would touch me.

Question 1) My credit dispute on this was responded with they are in compliance with fair standard credit reporting. Why are they allowed to report this alleged debt as open and 180 days past due each and every month? No other creditor has done this. They are on my report but they are listed as "Closed" or sold / transferred to another lender. This is another concern that I address later in this letter.

Question 2) I had [REDACTED]. Those loans have been bought and sold numerous times over the past [REDACTED] years. Each and every one of those companies has placed a [REDACTED] on my credit report. Those [REDACTED] have resulted in no less than [REDACTED].

[REDACTED] Why is this allowed to happen?

Question 3 several parts) another of the parasite companies has asserted that a debt they acquired was a [REDACTED] and I do not have any rights under the Federal or State consumer protection laws. The last payment on this debt was over [REDACTED] years ago as I read the SOL statute, the SOL has expired. Is that correct and does someone who has a debt [REDACTED] have any protection laws with regard to the behavior of a debt collector? Why can they place [REDACTED] I have no rights under the consumer protection laws because this was a [REDACTED]? I filled complaints on this with the credit bureau, the FCC and the state consumer protection bureau.

Question 4) I had [REDACTED] imposed on me as a result of my [REDACTED] in [REDACTED]. They have all been paid and [REDACTED] have been issued. However, those continue to be listed as [REDACTED] and as I understand it will be there for [REDACTED] years. Why are [REDACTED] allowed to be placed onto my [REDACTED]? I have sent letters to the IRS, to [REDACTED] and to the state requesting that they show some consideration and compassion for the predicament I was in and asking that they voluntarily remove the [REDACTED]. To date, I have not received a reply to my letters.

Question 5) my other [REDACTED] have shown at least some compassion by [REDACTED]. Many of those past accounts have been sold to the parasite companies who continue to attempt collection even after the expiration of the statute of limitations but they have at least stopped reporting them as open and past due, with the noted exception of [REDACTED]. Why can debt collectors continue collection efforts and report debts as delinquent after the expiration of the Statute of Limitations? How can someone be delinquent on a debt that they have no legal responsibility to pay? Creditors had an opportunity to make a legal claim for the debt and for whatever reason they choose not to do that. It doesn't make sense to me [REDACTED]. Can you explain this to me? This is also relative to question 2 above. [REDACTED]

[REDACTED] This then forces me to go through another round [REDACTED]

[REDACTED] Note that this has to be done with all three credit reporting agencies. They do not communicate to each other and if you [REDACTED]

[REDACTED] Why is that?

I have an expectation that you will respond to me with one of three alternatives for each of my questions.

1.) What they are doing is not appropriate or not in compliance with the federal or state consumer protection statutes. If this is the case please direct me to where I can find that in the statute.

2.) What they are doing is in compliance and that the statute is written that way for a specific logical reason. Please provide me with the thinking as to why it is the way it is.

3.) What they are doing is in compliance however you think that the statute needs to be addressed to prevent this from happening in the future and you will take the steps to initiate a plan of action to change it.

I understand that you are a very busy lady. I do not have any false expectation that this letter will even make it across your desk. I just want whoever reads and responds to this letter to give my concerns some serious thought. Give me some of that "Southern Hospitality" and provide me with answers that just make good common sense.

Thank you and I wish you the best for a happy holiday season. Please ensure that you take the time from you busy schedule to enjoy this holiday season with the ones you love.

Regards,

Thomas [REDACTED]  
[REDACTED]  
[REDACTED]

North Myrtle Beach SC 29582

724 [REDACTED]



Answered

Office of the Governor  
Post Office Box 13367  
Columbia, SC 29211  
Mrs. H. H. H.



2246669

*Personal information continued*

CARRIE [REDACTED]  
Name identification number: [REDACTED]  
CAROLYN [REDACTED]  
Name identification number: [REDACTED]  
CARRIE [REDACTED]  
Name identification number: [REDACTED]  
CAROLYN [REDACTED]  
Name identification number: [REDACTED]

**Addresses**

These addresses are listed in no particular order and may include previous addresses where you received mail. The Address identification number is how our system identifies the address and the source of that address, such as a creditor, court or potential creditor. The geographical code shown with each address identifies the state, county, census tract, block group and Metropolitan Statistical Area associated with each address. These listings do not affect your credit score.

Address	Type of address	Geographical code
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Address identification number: [REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Address identification number: [REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Address identification number: [REDACTED]		

**Social Security number variations**

As a security precaution, we did not list the Social Security number that you provided when you contacted us. The numbers below are variations that have been reported to us. Only the last four digits of each reported variation are displayed. Numbers that appear here vary from the number you used to generate this report. Actual differences in the numbers may be part of the displayed portion or part of the hidden portion.

[REDACTED]  
[REDACTED]

*Personal information continued*

**Year of birth**

[REDACTED]

**Telephone numbers**

803 [REDACTED]  
803 [REDACTED]

**Notices**

This address has pertained to a business [REDACTED]  
[REDACTED]  
BUSINESS: [REDACTED]

--- End of Report ---

If you disagree with information in your report you may dispute most information at:  
[www.experian.com/disputes](http://www.experian.com/disputes)

You may also visit [www.experian.com](http://www.experian.com) to view your report again.



11/26/12

Dear Governor,

Enclosed is information from Experian. They are having problem with my social security number. It does not match with my social security number.

I don't know if these persons are using my number but I want to go on record as informing you of the problem.

I have lived at [redacted] [redacted] Bishopville, SC for over forty (40) years. This is a resident tax business. I have no knowledge of them nor their whereabouts. I have informed Experian by letter of the same.

224669

I am Carol [redacted] &  
signing name [redacted]  
My date of birth is [redacted]  
[redacted] my social security no. is  
[redacted]

I would appreciate some  
direction from you. My telephone  
number is (803) [redacted]

Sincerely,  
[redacted]



Prepared for: CARRIE [REDACTED]  
Date: November 13, 2012  
Report number: [REDACTED]

Dear CARRIE [REDACTED]

To assist you in understanding your correction summary, we have provided additional information that relates directly to items on your personal credit report.

It is essential when applying for credit or requesting a copy of your personal credit report to always use your complete identification information.

If this complete information is not used when your personal credit report is accessed by us or by a potential credit grantor, your full credit history may not be located. Additionally, if your complete identification information is not used by credit grantors when reporting credit information to us, our system may not be able to retrieve and report the data. When contacting Experian, please provide the following identification:

- Your full name including middle initial (and generation - JR, SR, II,III)
- Social Security number
- Date of birth
- Complete addresses for the past two years

Sincerely,

Experian  
NCAC  
P.O. Box 2002  
Allen TX 75013



Scan me with your smart phone  
for special offers from Experian.

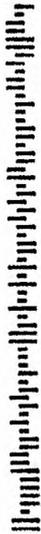
P.O. BOX 9701  
Allen, TX 75013



0000516 04 MB 1 237 \*\*AUTO 8 0 7273 29010-170030 -C03-P00516-1

CARRIE

BISHOPVILLE SC 29010-1700



.correspondence,

**From:** Office of the Governor Site Support [REDACTED] >  
**Sent:** Saturday, October 27, 2012 6:27 PM  
**To:** Haley, Nikki  
**Subject:** hacked numbers

RECEIVED

OCT 29 2012

Title: hacked numbers

First Name: susan

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: chas

State: sc

Zip: 29412

Phone: [REDACTED]

Email: [REDACTED]

Affiliation: Constituent

Message:

I am astounded at the governor's handling of the hacked IRS numbers. I called the number in the newspaper and was told to go to a website with a code and sign up for a security service. THEN the service will figure out if my numbers have been compromised. THEN I will get the service free if I have been compromised or I will pay for it if I want to continue it if I have not been compromised. I am forced to enter my private info on a website without knowing if I have been compromised to start with. WHAT IS WRONG WITH THIS PICTURE? YOU HAVE KNOWN FOR DAYS. I SHOULD BE TOLD FIRST!!!!!! How do you expect me to explain to my 91 year old mother that I am being asked to put all HER PRIVATE INFORMATION on the internet without the courtesy of being told if she has been compromised first? The citizens of SC are required to keep records, fill out forms, and pay taxes to the state every year. I find it difficult to believe that in this day and age that the state of SC and its governor have not been able to let those of us who have been compromised know it. I hope that someone comes to their senses and does something productive. Thank you, Susan [REDACTED]

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@haganfineart.com>  
**Sent:** Tuesday, November 20, 2012 4:25 PM  
**To:** Haley, Nikki  
**Subject:** experian is a rip off!

**Title:**  
**First Name:** karen  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** charleston  
**State:** sc  
**Zip:** 29401  
**Phone:** 843 [REDACTED]

**Email:** [REDACTED]@haganfineart.com

**Affiliation:** Constituent

**Message:**

Hi Governor Haley,  
Just took a long time to sign up for the "free" service your office offered after the hacking problem.

Thought you should know, the service you set up is a ruse to get us all to purchase from Experian.

As your office directed; I signed up, talked with them 2 times and still cant see my credit score. THEY WANT ME TO BUY IT.

Really?

Very upset that my account information has not been secure with SC.  
And further, that the service you set up does not work to inform me if my score changes.

I cant figure out how to tell if I've been ripped off if my score isn't readily available, unless I PAY them for more information.

Shouldn't that information have been included?

Thanks for your response.

Karen [REDACTED]

**RECEIVED**

NOV 20 2012

terra *Kayla*  
[REDACTED]

227145

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Tuesday, November 20, 2012 3:15 PM  
**To:** Haley, Nikki  
**Subject:** Solution for Hacking of SC files

RECEIVED

NOV 20 2012

Referred Laughlin  
Answered \_\_\_\_\_

Title: Score Technologies, Inc - COO  
First Name: Adam  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Hilton Head Island  
State: SC  
Zip: 29928  
Phone: 843 [REDACTED]  
Email: [REDACTED]@gmail.com

Affiliation: Other  
Message:

I am the Chief Operations Officer for "Score Technologies, Inc" a security encryption software company located on Hilton Head Island. Our company recently move to our new headquarters in Hilton Head Island from the London, United Kingdom.

Our software will GUARANTEE completely all your records and we are here locally in South Carolina. If you are seriously wanting to stop ALL your computer hacking problems, you might want to talk with us and see SCORE's solution.

Our office is at 7 Office Way, Hilton Head Island, SC 29928. You can contact me directly at (843) [REDACTED]

Adam [REDACTED]

227146

INTERNAL REVENUE SERVICE

1111 Constitution Avenue NW  
Washington, DC 20224-0002

SEIT Rm. 3308/IR

Official Business  
Penalty For Private Use, \$300

RECEIVED

DEC 06 2012

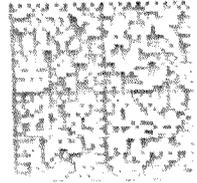
Referred to Pitts.

Answered

FYI Shirling

Relaxido  
MaHuang

227344



U.S. OFFICIAL MAIL  
TO Priority

The Honorable Nikki R. Haley  
Governor of South Carolina  
1205 Pendleton Street  
Columbia, SC 29201



COMMISSIONER

DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, D.C. 20224

November 30, 2012

The Honorable Nikki R. Haley  
Governor of South Carolina  
1205 Pendleton Street  
Columbia, SC 29201

Dear Governor Haley:

I am responding to your letter dated November 20, 2012, regarding the recent data breach within the South Carolina Department of Revenue (DOR). I can assure you that the protection and security of taxpayers and their Federal Tax Information (FTI) is a top priority of the IRS. The IRS works closely, and in partnership, with states to ensure the protection of taxpayers and this data, though we are not responsible for the protection of all state tax data or a state's data protection system.

I am sure we both recognize that data security is complex and based on multiple factors, including proper prevention, detection, reporting, and responsiveness. In your letter, you expressed concern that IRS policy does not require "encryption at rest." We are certainly prepared to discuss the use of encryption at rest. My understanding is that in considering the utility of this tool, one must balance its considerable cost versus the benefit of its deployment. If our understanding of what happened in your state is correct, such encryption would not have prevented your data breach.

This conclusion is based on limited information as we have had difficulty in obtaining access to information to determine what precisely happened in South Carolina. Since notification of the breach, we have worked with the Treasury Inspector General for Tax Administration to communicate with and seek information from personnel within the South Carolina DOR. That process had been complicated by the limited availability of information. We appreciate that last week, the IRS was approved to receive information. We look forward to receiving this information and hope that it will better facilitate our understanding of the root cause and consequences of the breach.

We have also been informed that you have addressed the underlying cause of the data breach and that FTI within South Carolina DOR systems is secure. However, to better understand the situation and in order to ensure the ongoing protection of Federal taxpayer data, the IRS Office of Safeguards will accelerate the previously scheduled safeguards review of the South Carolina DOR which had been scheduled for March 2013. We will work with your Acting Director of DOR, Bill Blume, in this regard and expect to begin in January.

We stand ready and look forward to working with you and the South Carolina Department of Revenue on this issue. If you would like to discuss further, please contact me at (202) 622-6860, or a member of your staff can contact Rebecca Chiaramida, Director of Privacy, Government Liaison and Disclosure, at (202) 622-2988.

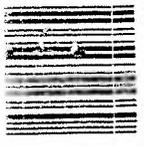
Sincerely,

A handwritten signature in black ink, appearing to read "S. T. Miller". The signature is written in a cursive, flowing style.

Steven T. Miller  
Acting Commissioner,  
Internal Revenue Service

Karen

[Redacted]  
[Redacted]  
Ridgeway SC  
29130



1000 29201

NOV 27 2012

RECEIVED

NOV 27 2012

Referred: Laughlin  
Assigned: Laughlin

Governor Nikki Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC. 29201

228242

November 23, 2012

Karen [REDACTED]  
[REDACTED]  
Ridgeway, South Carolina 29130

The Honorable Alan Wilson  
P.O. Box 11549  
Columbia, South Carolina 29201

Dear Attorney General Wilson:

Subsequent to completing ProtectMyId, my family's AT&T cell phone contract came up for renewal, which is through our local phone company, TruVista. After exploring possibilities for saving money, we decided to deal directly with AT&T. On October 31, 2012 my husband and I attempted to establish direct service and upgrade three cell phones at the Village at Sandhill AT&T store. We were told that Equifax found something questionable in our credit files, and a \$500 for each phone was required in order to have direct service with AT&T. (TruVista has never required a deposit.) AT&T refused to divulge the questionable issue, and we were advised to contact Equifax.

Equifax was immediately contacted, and we were advised to temporarily remove my credit alert in order for AT&T to resubmit our application. My credit alert was lifted with Equifax, and several representatives commented that they did not see any reason why AT&T viewed us as a risk. We went back and forth with both Equifax and AT&T, and neither company would explain what issues existed. Our cell phone contract is in my name because school employees receive a discount. We also had AT&T process my husband's information and received the same rejection with no explanation as to why. To date, AT&T refuses to waive the deposit but did tell us that some customers are not required to make a deposit for cell phone contracts.

Attached is a copy of our complaint with the Department of Consumer Affairs. Subsequent to printing my credit report, our Visa has been paid in full, and therefore we have ZERO debt. As a result, my credit score is potentially [REDACTED] and notice my risk rate is [REDACTED]

[REDACTED] Our financial portfolios are also in excellent shape. My intent in sharing our personal information is solely to provide documentation to justify our complaint.

My husband and I suspect AT&T of capitalizing on South Carolina's Department of Revenue Cyber Attack. How can individuals with our financial security be required to pay a \$1500 deposit for three phones? (TruVista is willing to renew our contract and upgrade our three phones without requiring a deposit.) In addition, AT&T refuses to tell us how they established requiring a deposit.

Thank you for any assistance you may provide and for ensuring that AT&T is not taking advantage of South Carolinians due to our current need for identity theft protection.

Sincerely,

Karen E. Ruff

cc: The Honorable Nikki Haley

PO Box 596

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Wednesday, November 07, 2012 8:12 PM  
**To:** Haley, Nikki  
**Subject:** SC Issue Regarding Hacking

**Title:** [REDACTED]  
**First Name:** Kay  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Wagener  
**State:** SC  
**Zip:** 29164  
**Phone:** 803 [REDACTED]

**Email:** [REDACTED]@yahoo.com

**Affiliation:** South Carolina Resident  
**Message:**  
Nov 7th

I contacted my local representative in Aiken and was referred to your office for an answer.

I have gone to the website provided and added my SSN for the SC consumer protection, however it will not let me add my EIN number for my estate. I file a tax return on my estate each year and want to protect this also. So far no one can tell me what to do. Please help.

Thank you,  
Kay [REDACTED]  
803 [REDACTED]

REC-11111111  
NOV 08 2012  
Refer: [Handwritten Signature]  
Answered: \_\_\_\_\_  
219021

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Thursday, November 01, 2012 2:41 PM  
**To:** Haley, Nikki  
**Subject:** SC DOR Breach

RECEIVED

NOV 01 2012

Refer: [REDACTED]  
Answered: \_\_\_\_\_

Title: [REDACTED]  
First Name: Dorothy  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Simpsonville  
State: SC  
Zip: 29681  
Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident  
Message:  
Dear Governor Haley:

My husband and I are both very concerned about the breach involving the SC Department of Revenue. We have called the 866-578-5422. We have followed the instructions on the recording.

We have gone to the website: [www.protectmyid.com](http://www.protectmyid.com), and tried to log in using the code scdor123. It will not allow us access. We cannot find out if our personal information has been breached following instructions given to us.

What is our next step? Who do we contact to find out if we have been affected by this breach? We are very concerned and would appreciate an answer as soon as possible. You may contact me at the phone number and email listed above.

Sincerely,  
Dorothy [REDACTED]  
Alan [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@ftc-i.net>  
Sent: Friday, December 14, 2012 7:21 AM  
To: Haley, Nikki  
Subject: Cyber Attack

Title: [redacted]  
First Name: Larry  
Middle Initial: [redacted]  
Last Name: Clutter  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Camden  
State: SC  
Zip: 29020  
Phone: 803-[redacted]

229057

R-0  
DEC 14 2012  
Referred: *Laughlin*  
[redacted]

Email: [redacted]@ftc-i.net

Affiliation: Constituent  
Message:  
Governor Haley (Nikki),

First, I'd like to thank you for the great job that you and those around you are doing Governing South Carolina~ Be assured of our continued support and friendship.

This note is written to give you some positive feedback concerning the steps you have taken in guarding the citizens of South Carolina against the recent "Cyber Attack".

First, I must admit that I was very reluctant in accepting that Experian (ProtectMyId) could or would be able to protect us against the criminals desiring to steal our identities.

With this unsettling doubt in mind I decided to test the performance of this Company in protecting our identities. So, I had my wife (AnnMarie) open a charge account at our local Wal-Mart Store - Watching my email for a notice from Experian that I should receive if in fact our identities were being watched.

Well, to my surprise in 4-5 days (not 30 or 60 days), an email was received from Experian stating that a change had been made to the credit report. After signing in I was very pleased to see that a notice was given that a charge account had been opened at Wal-Mart with corrective action options given.

We were just thrilled (to say the least) at the quick performance of this Company in notifying us of the change that was made - Because of this we will certainly sleep much better.

Anyways, just thought I would share this with you and thank you for the great job you and your staff continue to give to the Citizens of South Carolina - Stay the course and be firm.

We send a Merry Christmas and Happy New Years to you and yours during this Holiday Season.

Sincerely,

Larry [REDACTED] AnnMarie [REDACTED] ^i^

PS I do have a few suggestions to further protect citizens from this terrible era of Identity theft running so rampant throughout the world – But, that will wait for a later day...

## Laughlin, Chrystal

---

**From:** Laughlin, Chrystal  
**Sent:** Friday, January 25, 2013 10:47 AM  
**To:** 'Mike Forrester'  
**Cc:** Veldran, Katherine; Pitts, Ted  
**Subject:** RE: Hacked infor

Representative Forrester,

I contacted Mrs. Warner on January 8, 2013, and answered her questions. I also passed her daughter's contact information to Experian for assistance in enrolling in the SC No Credit History Plan. An Experian agent has left a message for Ms. Warner advising her to call back for assistance in enrollment.

Please contact me at 803.734.6299 if I can be of further assistance.

Sincerely,  
Chrystal Laughlin

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

**From:** Mike Forrester [<mailto:MikeForrester@schouse.gov>]  
**Sent:** Monday, January 07, 2013 4:36 PM  
**To:** Laughlin, Chrystal  
**Cc:** Pitts, Ted  
**Subject:** Re: Hacked infor

I'm sorry. The correct number is 864-██████████

Sent from my iPad

On Jan 7, 2013, at 4:33 PM, "Laughlin, Chrystal" <[CLaughlin@oepp.sc.gov](mailto:CLaughlin@oepp.sc.gov)> wrote:

> Representative Forrester,  
>  
> I attempted to contact Mrs. Warner at 864-██████████, however, there is no one by that name at that number. Is there an alternate number I could call?

>  
> Thank you,  
> Chrystal Laughlin  
> 803.734.6299

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

> **From:** Mike Forrester [<mailto:MikeForrester@schouse.gov>]  
> **Sent:** Monday, January 07, 2013 2:52 PM  
> **To:** Pitts, Ted  
> **Cc:** Laughlin, Chrystal  
> **Subject:** Re: Hacked infor

>  
> Thanks Ted.

>  
> Sent from my iPad

> On Jan 7, 2013, at 1:27 PM, "Pitts, Ted" <[TedPitts@gov.sc.gov](mailto:TedPitts@gov.sc.gov)> wrote:

>  
>> Mike,

>>  
>> Will have someone call her.  
>>  
>> Ted  
>>  
>> -----Original Message-----  
>> From: Mike Forrester [mailto:MikeForrester@schouse.gov]  
>> Sent: Monday, January 07, 2013 10:27 AM  
>> To: Pitts, Ted  
>> Subject: Hacked infor  
>>  
>> Ted I had a constituent contact me this morning and said her [REDACTED] year old daughter received her letter but that she and her husband had not. She is [REDACTED], John [REDACTED] and her contact number is 864 [REDACTED]. She also asked if it is possible to reissue a Preston's social security number like her daughter who has a longer potential of having trouble with her stolen identity.  
>>  
>> Sent from my iPad

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@msn.com>  
Sent: Wednesday, January 16, 2013 6:44 PM  
To: Haley, Nikki  
Subject: Social security numbers of minors compromised

Title: [redacted]  
First Name: Paul  
Middle Initial: [redacted]  
Last Name: [redacted]  
Suffix: [redacted]  
Street Address: [redacted]  
Street Address 2:  
City: North Charleston  
State: SC  
Zip: 29420  
Phone:

Email: [redacted]@msn.com

Affiliation: South Carolina Resident  
Message:

As a South Carolina resident, I am appalled at the lack of security of our CHILDRENS sensitive information and our tax information. If this security issue isn't considered a breach fiduciary responsibility by the state, I don't know what would be. Having worked for the government for 20 years, my FIRST concern was allows handling personal and sensitive information with the utmost discretion.

I have already spent an inordinate amount of time trying to fix the problems YOUR incompetence has caused. This has caused bank issues (account opening/closing, checks, automatic debit issues), tax problems and a HUGE waste of time. Time, I should be using to assist my daughter in her college application process.

I have reviewed all of the DOR's information and have completed the ProtectMyID account. I have NOT completed the Family Secure plan for my minor children (deadline 5/31/13) yet. I want someone to contact me about the possibility of attaining NEW Social Security numbers for my minor children BEFORE completing this part of the process (Family Secure portion).

I do NOT want to speak to " personnel, so please forward this request to someone at the administrative level. If your response is to simply pawn me off on Experian (as it looks like you are trying to do from the on-line information), shame on your office.

Paul [redacted]  
[redacted]  
N.Charleston, SC 29420  
[redacted]

JAN 17 2013  
Laughlin  
NRI-Laughlin

301189

NOTE: Please feel free to forward this email to the proper party. I am keeping a copy for my files and sending copies to my representative and attorney.

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Wednesday, January 02, 2013 2:17 PM  
**To:** Haley, Nikki  
**Subject:** Why Experian? Are we still committed to them?

Title: Experian/ProtectMYID  
First Name: Frank  
Middle Initial:  
Last Name: [REDACTED]  
Suffix: [REDACTED]  
Street Address: [REDACTED]  
Street Address 2:  
City: Ravenel  
State: SC  
Zip: 29470  
Phone: 843 [REDACTED]  
  
Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

**Message:**

I Googled Experian, Equifax and TransUnion and found thousands of unfavorable comments concerning unethical practices with Experian, including some names of affiliated companies such as Scoresense and ProtectMYID. My question is, have we totally committed to use Experian from a financial obligation standpoint? Can we shop around and use a company such as Equifax or TransUnion and receive the 1 year free membership? Can we receive something more than an alert that tells us nothing? Why ProtectMYID when they only send you a copy of your credit report immediately after signing up and never after you receive an alert.

With kind regards....Frank

RECEIVED  
JAN 02 2013  
Laughlin  
[REDACTED]

301192

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Wednesday, January 02, 2013 3:22 PM  
**To:** Haley, Nikki  
**Subject:** Notification Letter

**Title:** [REDACTED]  
**First Name:** Deborah  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Sumter  
**State:** sc  
**Zip:** 29154  
**Phone:**

**Email:** [REDACTED]@yahoo.com

**Affiliation:** South Carolina Resident

**Message:**

I am one of the unfortunate residents of this state that believed I could file my taxes electronically and that the state had secure software in place to avoid being hacked. Today 1-2-2013 I received my "official" notification by mail. How many months has it been? I have been researching the history of this debacle and cannot in my wildest imaginings understand your point of view that "this could not have be avoided"; Anyone with an ounce of common sense knows that this type of information DEMANDS the highest degree of protection!!! For the "Board" not to have provided that to the residents for over 15 years is absolutely ludicrous!!!! Then for the state to offer limited protection is an insult to the already existing injury. I will be retiring in a few years and will not have the funds available to continue ID theft protection due to the incompetance of those who were supposed to protect this information. I will certainly need more than one "box of tissues" to see me through, any suggestions? How are we supposed to believe that SC has corrected the problem when we file taxes this year? I had really high hopes when you were elected but with the mismanagement of something so important you certainly won't be getting my vote next time around.

RECEIVED  
JAN 02 2013  
Laughlin  
[REDACTED]

301193

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[redacted]@bellsouth.net>  
**Sent:** Wednesday, January 02, 2013 12:08 PM  
**To:** Haley, Nikki  
**Subject:** Difficulty with Experian

**Title:** [redacted]  
**First Name:** John  
**Middle Initial:** [redacted]  
**Last Name:** [redacted]  
**Suffix:**  
**Street Address:** [redacted]  
**Street Address 2:**  
**City:** Goose Creek  
**State:** sc  
**Zip:** 29445  
**Phone:** 843 [redacted]

**Email:** [redacted]@bellsouth.net

**Affiliation:** South Carolina Resident

**Message:**

Being a good citizen, I immediately signed up with Experian on Oct 28 and in good faith gave them my confidential and private information. They promised to send me an internet access code via US mail. Which I have not received. I have called them numerous times and there is always some bs excuse as to why they can't give it to me at that time. Meanwhile, I get numerous emails inviting me to look at my account which I can't without an access code. Each time I call, I spend 30 min to 2.5 hrs on hold (today, for example), even after finally talking to someone who claims to be working on it. Can you use your pull to help me with this? I've got better things to do than spend hours on hold everyday. I gave my personal and private information to these people in good faith and now it's on the internet, but I'm not allowed to access it. Do I need to talk to my attorney?

JAN 02 2013  
Laughlin  
-Laugh.

301194

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Tuesday, January 01, 2013 2:33 PM  
**To:** Haley, Nikki  
**Subject:** Concern over SCDOR data breach and my credit score

**Title:** [REDACTED]  
**First Name:** Allison  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Lexington  
**State:** SC  
**Zip:** 29072  
**Phone:** 803 [REDACTED]

**Email:** [REDACTED]@sc.rr.com

**Affiliation:** Constituent  
**Message:**  
Gov. Haley,

I understand that you will probably not see this but one of your staffers. That is fine, as long as I can get answers. I received my letter yesterday stating that my personal information was breached. With that said, both my husband and I signed up for the free credit protection and we froze our credit back in October. Well when I received my letter I wanted to check my credit report and check my credit score. I am able to get the credit report for free but I must pay to get my credit score. I don't think that is fair and the least the state could do is pay or allow us to get our score. What are your suggestions??

RECEIVED

JAN 02 2013

Referred to Laughlin  
Answered: \_\_\_\_\_

301195

**nhcorrespondence,**

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Friday, January 04, 2013 9:19 PM  
**To:** Haley, Nikki  
**Subject:** sc dor

Title: s.c. dor  
First Name: patty  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: inman  
State: sc  
Zip: 29349  
Phone: 864 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

MRS. HALEY.... IT WAS BROUGHT TO MY ATTENTION TODAY BY THE SCDOR TO INFORM ME THAT MY SSN HAD BEEN ONE THAT HAD BEEN STOLEN OFF THE SCDOR WEB SITE. MY SISTER, MOTHER, STEP FATHER, AND MYSELF... WHAT I WANT TO IS WHY FOUR SSN ON THE SAME MAILING ADDRESS WAS STOLEN... REALLY HOW DOES THAT SLIP BY SOMEONE. I MYSELF HAVE WORKED AT THREE JOBS IN THE PAST TWO YEARS THAT HAVE NOT PAID ME. I MAKE CALLS NOONE CAN HELP ME . TELL ME I NEED A LAWYER.. HOW CAN I AFFORD A LAWYER WHEN THESE PLACES HAVE NOT PAID ME. NOW MY SSN .. LEGAL AID WANT HELP BECAUSE IM EMPLOYEED. IF I GO IN THESE PLACES I WORKED AND TAKEN SO MUCH AS A BISCUIT OR BEER I WOULD BE LOCKED UP FOR THEFT. WHAT MAKES THEM BETTER THAN ME. I THOUGHT I MADE THE RIGHT CHOICE VOTING FOR YOU NOW IM NOT SO SURE.. I WOULD LIKE TO HEAR FROM YOU NOT SOME FLUNKY THATS GOING TO GIVE ME THE RUN AROUND AND TALK TO ME LIKE IM STUPID.. I HOPE THIS DOSNT FALL ON DEAF EARS.. I DO LOKK FORWARD TO SPEAKING WITH YOU.. SINCERLLY PATTY [REDACTED]

RECEIVED  
JAN 07 2013  
Refer to  
Answered  
*Laughlin*

301196

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@windstream.net>  
**Sent:** Sunday, January 06, 2013 10:51 AM  
**To:** Haley, Nikki  
**Subject:** REQUEST FOR EXPLANATION OF DATA COMPROMISED

Title: DOR LETTER ON COMPROMISED DATA  
First Name: CYNTHIA  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: LEXINGTON  
State: SC  
Zip: 29072  
Phone: 803 [REDACTED]

Email: [REDACTED]@windstream.net

Affiliation: South Carolina Resident

Message:

I recently received a letter from SCDOR stating my data had been compromised in the recent hacking incident. It states it occurred because I had filed electronically. My husband and I do not recall ever filing any returns electronically. We have always done our taxes with no thrrd party service and all of our state income tax returns have always been hard copy. [REDACTED] All of the filings for that license have been hard copy. I would like to get an explanation of what data has been compromised. My husband and I have enrolled in the ID Theft protection with Experian. We contacted the Dept. of Consumer Affairs and were referred to the Governor's office for infomration. Who can I discuss this matter with and get some details on the info that reportedly was compromised?  
Cynthia Nettles

RECEIVED  
JAN 07 2013  
FR [REDACTED] Laughlin  
ANSWERED [REDACTED]

301197

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Monday, January 07, 2013 7:01 AM  
**To:** Haley, Nikki  
**Subject:** Security

**Title:** [REDACTED]  
**First Name:** Sandy  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Mt. Pleasant  
**State:** SC  
**Zip:** 29466  
**Phone:** 843 [REDACTED]  
**Email:** [REDACTED]@yahoo.com

RECEIVED  
JAN 07 2013  
Re: Laughlin  
Answered

**Affiliation:** Constituent  
**Message:**  
Governor Haley,

I've written in the past without receiving a response from your office. With regard to 3.5 million SC resident SSN #'s being hacked, I was stunned to learn that only 1 SC State agency has improved security adequately since then.

I'm unclear why we initially weren't told for 30 days that our SSN #'s had possibly been compromised? Now we learn from a newspaper report that security still hasn't been adequately addressed. Clearly communication to your constituents is deficient, shouldn't you take the lead in communicating to SC residents?

Sandy [REDACTED]

301198

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Saturday, January 05, 2013 9:23 PM  
**To:** Haley, Nikki  
**Subject:** SC DOR

**Title:** [REDACTED]  
**First Name:** [REDACTED]  
**Middle Initial:**  
**Last Name:** Reeder  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Joanna  
**State:** SC  
**Zip:** 29351  
**Phone:**

**Email:** [REDACTED]@bellsouth.net

**Affiliation:** Constituent  
**Message:**  
Governor Haley,

I hope...you have harsh judgement for personnel that have allowed such irresponsible treatment of our most important information. When I go to vote I vote a straight Republican ticket...but that will never happen again after this sloppy...uncalled for dereliction of service to the point of allowing every citizen of this state to be violated by having our SSN and our bank accounts to be stolen from your computers. Every citizen of this state has been compromised and has had their security breached while you are governor. What are you going to do about it?

Frank Reeder

PROCESSED  
JAN 07 2013  
Refer to Laughlin  
Answered \_\_\_\_\_

301199

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[redacted]@yahoo.com>  
**Sent:** Monday, January 07, 2013 7:11 PM  
**To:** Haley, Nikki  
**Subject:** Social security numbers compromised

**Title:** [redacted]  
**First Name:** Sherri  
**Middle Initial:** [redacted]  
**Last Name:** [redacted]  
**Suffix:**  
**Street Address:** [redacted] **Street Address 2:**  
**City:** Union  
**State:** SC  
**Zip:** 29379  
**Phone:** 864 [redacted]

**Email:** [redacted]@yahoo.com

**Affiliation:** Constituent

**Message:**

My name is Sherri [redacted] I received a letter in the mail about the social security numbers that were stolen. My number was one, my husbands was also stolen, along with my Mama's. I have a question about this. My husband passed away [redacted] and my Mom [redacted] how do I protect their numbers? Do I sign theirs up like I did mine? Thank you for your time

Sherri [redacted]

RECEIVED  
JAN 08 2013  
Referenced  
Answered  
*Laughlin*

301200

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Tuesday, January 08, 2013 10:07 AM  
**To:** Haley, Nikki  
**Subject:** No Letter from State

**Title:** [REDACTED]  
**First Name:** Angelia  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Travelers Rest  
**State:** SC  
**Zip:** 29690  
**Phone:** 864 [REDACTED]

**Email:** [REDACTED]@bellsouth.net

**Affiliation:** South Carolina Resident

**Message:**

I am writing because from what I understand my information was stolen during the hacking of South Carolina residents information. I have yet to receive a letter from the state telling me that my information was stolen. I received a letter from my bank with this information. Why have I not been contacted from your office letting me know? I thought letters from the state were suppose to be mailed on November 30th. Please let me know why I have not been informed from your office. Also since my information was stolen are you providing us protection for longer than a year. I understand you are providing businesses with lifetime protection. Why not us? Thank you for your help with this matter.

Anglia [REDACTED]

301204

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@veracode.com>  
**Sent:** Wednesday, January 09, 2013 3:43 PM  
**To:** Haley, Nikki  
**Subject:** Securing the Application Layer

RE  
JAN 09 2013  
Refer: Laughlin  
Approved

Title: Application Security Specialist  
First Name: Christopher  
Middle Initial [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: 65 Network Dr.  
Street Address 2:  
City: Burlington  
State: MA  
Zip: 01803  
Phone: 339-[REDACTED]

Email: [REDACTED]@veracode.com

Affiliation: Other  
Message:  
Dear Governor Haley,

I am employed by Veracode, a company based in Massachusetts that specializes in application security testing through an automated platform. I understand that you are probably being inundated by vendors throughout the world since the data breach. However, our organization could have possibly prevented what happened back in October.

I realize that you and your team are looking for cost effective solutions to make sure that something like this never happens again. I would welcome the opportunity to present our service to your new security team.

Please let me know what's the best way of gaining an audience to show you what we can provide.

Sincerely,

Chris Sestilio  
VERACODE  
Application Security Specialist  
339-674-2766  
[csestilio@veracode.com](mailto:csestilio@veracode.com)  
[www.veracode.com](http://www.veracode.com)

301205

**nhcorrespondence,**

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**From:** Office of the Governor Site Support [redacted]@att.net>  
**Sent:** Wednesday, January 09, 2013 11:43 AM  
**To:** Haley, Nikki  
**Subject:** Falling through the cracks on ID protections

**Title:** [redacted]  
**First Name:** Selena  
**Middle Initial:** [redacted]  
**Last Name:** [redacted]  
**Suffix:**  
**Street Address:** 7 Donnan Road  
**Street Address 2:**  
**City:** Taylors  
**State:** SC  
**Zip:** 29687  
**Phone:** 864 [redacted]

**Email:** [redacted]@att.net

**Affiliation:** South Carolina Resident  
**Message:**  
Governor Haley,

I understand the fact that mistakes happen and the SC breach was a mistake. I also appreciate the steps put in place by your office to allow some degree of identity protection for SC citizens. However, it seems to me that all the hackers need to do is wait until the 12 month protection period ends and then try to steal identities.

As a mother of eleven children, I have spent a ridiculous amount of time trying to get all of us enrolled in the various protection programs. The problem I have is that Family Secure will not enroll my 18 and 19 year old children still living at home because they say the children are too old. Protect My ID will not enroll them because they are too young to have a credit report. Does this not give the hackers an unprotected group of citizens in which to target? What is a parent to do? I have spent hours on the phone and online today trying to resolve this issue. I would love to hear from someone in your administration via my email address as to how I can protect ALL my children.

As a side note, my family prays for you to stand strong on conservative issues. Thank you for your service to SC.

Sincerely,

Selena [redacted]

RECEIVED  
JAN 09 2013  
WALLGARDEN

301206

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@charter.net>  
**Sent:** Wednesday, January 09, 2013 10:51 AM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

**Title:** [REDACTED]  
**First Name:** Mary  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Honea Path  
**State:** SC  
**Zip:** 29654  
**Phone:**

**Email:** [REDACTED]@charter.net

**Affiliation:** South Carolina Resident  
**Message:**  
Have people whos records were hacked in October been notified?

Thank you.

RECEIVED  
JAN 09 2013  
FR [REDACTED] *Haughlin*  
Answered \_\_\_\_\_

301208

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Thursday, January 10, 2013 12:40 PM  
**To:** Haley, Nikki  
**Subject:** stolen SSNs

**Title:** [REDACTED]  
**First Name:** Richard  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:** [REDACTED]  
**City:** Startex  
**State:** SC  
**Zip:** 29377-0023  
**Phone:**

**Email:** [REDACTED]@yahoo.com

**Affiliation:** South Carolina Resident

**Message:**

Since the social security Numbers and bank account numbers were stolen why not change our social security numbers and notify us of the bank account numbers that were taken so we can change them. Ya'll are offering one year of information protection but we are open for attack forever. It aslo seems this is a cheaper solution.

Richard [REDACTED]

RECEIVED

JAN 10 2013

Received: Laughlin  
Approved: \_\_\_\_\_

301210

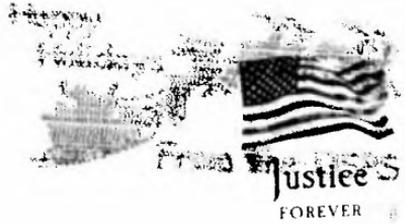
S. [REDACTED]  
[REDACTED]  
Kershaw, S.C.  
29067

To: The Governor  
The Capitol  
Columbia,

301212

COLUMBIA SC 299

08 JAN 2013 PM 1 L



GOVERNOR'S OFFICE  
 Building  
 S.O. 29 Jan

Answered

Refer

Laughlin

JAN 10 2013

PT

**A L E R T !! A L E R T !!!** State of South Carolina  
Department of Revenue

From: [Redacted]  
To the Governor:



T70 PL \*\*AUTOS-DIGIT 29067 PLT 2

Ernest [Redacted]

Kershaw, SC 29067-8917



RE: SCDOR Data Breach

Dear South Carolina Taxpayer:

As you may know, tax data at the South Carolina Department of Revenue (SCDOR) was compromised due to a recent security breach. Immediately upon discovering the data breach, new technology and policy protections were implemented at SCDOR to prevent further information exposure. **We are writing you today, first, to confirm that - as an electronic tax filer - your tax information was compromised and, second, to encourage you to take immediate steps to protect yourself against identity theft.** A forensic analysis of the SCDOR's database revealed that information compromised in this breach included any South Carolina state tax returns filed electronically by businesses or individuals since 1998. The tax information that was compromised includes social security numbers of you and your dependents, if you claimed dependents on a tax return, and your bank account number only if you provided a bank account number on your electronic return(s). If your bank account number was compromised, you should regularly review your monthly bank account statement and your account online, and contact your bank immediately if you see any unexplained charges.

**We encourage you to take advantage of the free one year identity theft protection service provided by the State of South Carolina.** This service is offered by Experian's ProtectMyID® Alert program and includes identity theft resolution services that do not expire, a free credit report, daily credit monitoring across three credit bureaus to detect any suspicious activity, and an identity theft insurance policy, including coverage of electronic fund transfers from your bank account, worth up to a million dollars. SCDOR is also providing protection services for your minor dependents under Experian's Family Secure® program.

Please register for these services by visiting [www.protectmyid.com/scdor](http://www.protectmyid.com/scdor), and enter the following enrollment code: SCDOR123. If you do not have an Internet connection, call 1-866-578-5422 to begin the enrollment process. **The enrollment period ends March 31, 2013.** After you enroll in the ProtectMyID® Alert program, you will be notified about how to enroll your dependents in Experian's Family Secure® program.

Also, please be aware that you can protect yourself against fraud and identity theft by placing a security freeze on your financial information. You can place, lift, or permanently remove the security freeze free of charge in South Carolina. When you place a freeze, someone who acquires your personal information will not be able to open new accounts or borrow money in your name. You will need to contact all three credit bureaus to place the freeze. Keep in mind that you will not be able to borrow money or get instant credit, new credit cards, insurance, cell phone service or other utilities until you temporarily lift or permanently remove the freeze, and that a freeze cannot be placed for children unless a credit file has been opened on them (which is usually a sign of fraud). Contact information is:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze](http://www.experian.com/freeze)

TransUnion LLC  
P.O. Box 6790  
Fullerton, CA 92834-6790  
1-888-909-8872  
<http://freeze.transunion.com>

We have been giving you information about the incident and how to protect yourself and your families in press conferences and newspapers, on TV and on the internet starting the moment law enforcement gave us permission to do so, and be assured that we will continue to do so. For more information on protecting yourself against identity theft, please contact the Department of Consumer Affairs at 1-800-922-1594 or visit [www.consumer.sc.gov](http://www.consumer.sc.gov). For more information on the incident, visit [www.setax.org/security](http://www.setax.org/security).

addendum: If we find a person who profited by LEAKING our pe info, we should put the Bastard in the MKET for 50 years!

PS. You know as well as I do that someone SOLD our private records and put the money in a Swiss bank acct.!!!

Things we should do:  
#1 Hire everybody in Columbia employed at the Dept. of Revenue as a supervisor or above that rank!  
#2 Put in these recommended "PROTECTIVE" procedures as stated in place already. (They should have we paid you + A.)

Zowieeee!!!

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Thursday, January 10, 2013 3:12 PM  
**To:** Haley, Nikki  
**Subject:** Suspicious email purportedly from SCDOR

**Title:** [REDACTED]  
**First Name:** Christine  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Beaufort  
**State:** SC  
**Zip:** 29906  
**Phone:** 843 [REDACTED]

**Email:** [REDACTED]@gmail.com

**Affiliation:** South Carolina Resident

**Message:**

Good afternoon, I received a suspicious email last month while I was away on vacation, and I completely forgot about it until now. It may just be spam but that almost always goes to my junk folder. This landed in my inbox. Below I've provided the suspicious email address followed by the text of the correspondence, and finally, the complete message with header. I don't know if this should have gone to SCDOR, but their online email template will only generate a new email from my Outlook account, which I did not want to use. Please forward this to them if necessary. Feel free to contact me. Thank you!

iitax@scdor.org

The South Carolina Department of Revenue (SCDOR) records show you indicated on your tax year 2011 individual income tax return that you were interested in receiving your SC 1099G/INT information in an electronic format. We regret that the SCDOR E1099 electronic 1099G/INT will not be available for refunds and interest issued during calendar year 2012. Therefore, your 1099G/INT information for refund and interest issued during calendar year 2012 will be mailed to you as it has been in years passed. The timeframe for mailing would be sometime in January 2013.

We sincerely appreciate your interest in this new program that will give you quicker and easier access to your tax information while saving South Carolina tax dollars used for supplies and postage.

We encourage you to once again "check the box" and provide your email address on your tax year 2012 tax return filed in 2013 to be eligible to receive your tax information for the SCDOR E1099 in early 2014.

**Delivered-To:** [REDACTED]@gmail.com  
**Received:** by 10.194.43.233 with SMTP id z9csp43785wj;  
Tue, 18 Dec 2012 19:05:23 -0800 (PST)  
**X-Received:** by 10.236.189.38 with SMTP id b26mr4236436yhn.15.1355886322605;  
Tue, 18 Dec 2012 19:05:22 -0800 (PST)  
**Return-Path:** &lt;iitax@sctax.org&gt;  
**Received:** from ciomail1.sc.gov (ciomail1.sc.gov. [167.7.36.47])  
by mx.google.com with ESMTPS id d27si1634629anp.157.2012.12.18.19.05.22

RECEIVED  
JAN 10 2013  
Replied by Laughlin  
Answered: \_\_\_\_\_

301211



nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@WFCORP.COM>  
Sent: Monday, December 10, 2012 3:28 PM  
To: Haley, Nikki  
Subject: TAX INFO THEFT

Title: [REDACTED]  
First Name: THOMAS  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: MCCONNELLS  
State: SC  
Zip: 29726  
Phone: 803 [REDACTED]

Email: [REDACTED]@WFCORP.COM

Affiliation: South Carolina Resident  
Message:  
PLS SEE EMAILS EARLIER EM AT BOTTOM

RECEIVED  
DEC 10 2012  
Referred to Laughlin  
Answered Laughlin

I am very concerned about the response time to this. After talking to my local credit union I was told that they do not even pull an experian credit report, they do everything on Equifax. I was told that the bureaus were regional, equifax more of an east coast, experian and transunion were primarily covering west coast and plains areas.

If you Experian is being notified for two or three weeks after an account is opened how much of a protection is that? Why is the State not providing credit monitoring from all three bureaus? I (as all tax payers in SC) will have to pay for this protection for years to come because our Government did not do enough to protect my personal information and that of my children. Do you think the criminals want just wait a year before they use the information?

I don't want to be told that I have to use a particular service ( experian) just because someone has used them in the past. I want to make sure that I am protected and my children are protected. I will sign my family up for credit monitoring with the provider of my choosing and deduct the cost from my SC income tax from now on. This is you fault, not mine and I will not burden the cost of your mistake.

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

From: "Individual Income Tax" <IITAX@sctax.org>  
To: "Tom [REDACTED]" <[REDACTED]@wfcorp.com>;  
Cc: "Kay Smith" <SMITHK@sctax.org>; "Dinita Bradshaw Brown" <BradshD@sctax.org>;  
Sent: Tuesday, December 4, 2012 9:38:22 AM  
Subject: RE: Security Breach

Your email and concerns have been forwarded to the appropriate area for review.

2011# 120209  
228164

Individual Income Tax  
SC Department of Revenue

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

From: Tom [REDACTED] [mailto:[REDACTED]@wfcorp.com]

Sent: Friday, November 30, 2012 9:23 AM

To: Individual Income Tax

Subject: Security Breach

I signed up for the free credit monitoring service from experian thinking I would be alerted to any request for credit. I applied for and was approved for a line of credit from apple to purchase a laptop from my wife on Monday. Today is Friday and I have yet to receive any word from experian that there was an inquiry or a new account was opened.

I have in the past used equifax to monitor my credit and will be enrolling again with them today. Experian has not passed the smell test. Please contact me at 803 [REDACTED] I would like the State of SC to not pay Experian for a service that does not work.

Thanks,  
Tom

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@windstream.net>  
**Sent:** Saturday, November 17, 2012 9:39 PM  
**To:** Haley, Nikki  
**Subject:** Identity Theft

RECEIVED

NOV 19 2012

Referred to Laughlin

Answered ~~by~~ Laughlin

**Title:** [REDACTED]  
**First Name:** Sheila  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Lexington  
**State:** SC  
**Zip:** 29072  
**Phone:** 803 [REDACTED]

**Email:** [REDACTED]@windstream.net

**Affiliation:** South Carolina Resident

**Message:**

Due to the recent breach with the SC DOR, I have become a victim of identity theft. My debit card information was used to make purchases at two locations in Canada. We believe that since my checking account number along with the routing number was on my tax return for the past several years to allow for direct deposit of refunds that the hackers were able to access my account directly. I signed up for the ProtectMyID immediately after the information was released. Please note that I am not happy and very upset that I have had money stolen from me. I hope the State of South Carolina has a plan to protect our information in the future and will back its residents with creditors and merchants that will be affected.

All of the necessary precautions have been taken with the three credit agencies, credit card companies and my bank.

222104

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support [redacted]@comporium.net>  
**Sent:** Friday, December 14, 2012 8:29 PM  
**To:** Haley, Nikki  
**Subject:** Identity theft solution

RECORDED

DEC 17 2012

Referred: Laughlin  
Answered: \_\_\_\_\_

Title: [redacted]  
First Name: Jim  
Middle Initial:  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Rock Hill  
State: SC  
Zip: 29730  
Phone: 803 [redacted]

Email: [redacted]@comporium.net

Affiliation: Constituent

Message:

Dear Govenor Haley,

As a small business owner, I am always studing the issues that I face on a daily basis. I am sure you do as well. The recent identity theft has made me think of an alternative solution.

Instead of spending \$20,000,000.00, I believe I would fund a start up company that would do the exact same as experian, for not much more than \$500,000.00

The technology exists today and the talent is also available. Just something to think about.

Sincerely

Jim [redacted]

228231  
2011 # 123831

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Thursday, December 20, 2012 4:00 PM  
**To:** Haley, Nikki  
**Subject:** confirmation of whose SS # were breached

**Title:** [REDACTED]  
**First Name:** beverly  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** chester  
**State:** sc  
**Zip:** 29706  
**Phone:**

**Email:** [REDACTED]@gmail.com

**Affiliation:** South Carolina Resident

**Message:**

Hello, I have seen on local tv news several times to expect confirmation in the mail if your SS # was breached. Is this true? No one I know has received a letter of confirmation as of yet. Will residents receive definitive answers if thier number was stolen?

Thanks, gaye [REDACTED]

DEC 21 2012  
Laughlin  
Answered Laughlin

228232

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[redacted]@senetas.com>  
**Sent:** Thursday, December 20, 2012 5:29 PM  
**To:** Haley, Nikki  
**Subject:** Assistance with encryption solution

**Title:** [redacted]  
**First Name:** Don  
**Middle Initial:**  
**Last Name:** [redacted]  
**Suffix:**  
**Street Address:** [redacted]  
**Street Address 2:**  
**City:** Sydney  
**State:** NS  
**Zip:** 2000  
**Phone:** +61 [redacted]

**Email:** [redacted]@senetas.com

**Affiliation:** Foreign Citizen  
**Message:**  
Good morning Governor Haley

It is with interest I make contact with your office after reading of the recent Dept of Revenue data breach in 'Government Technology' - November 5th.

I represent Senetas, an Australian company that designs, and manufactures high speed encryption hardware - for data in motion.  
Triple accredited - including FIPS140-2 lvl3.

I invite you to visit our website;  
[www.senetas.com](http://www.senetas.com)  
where you may discover part of a solution to this issue. If so, or you have any questions, please contact me on the included details.

Kind regards,

Don [redacted]  
Australian Federal Govt Business Manager Senetas Security

DEC 21 2012  
Note: Laughlin  
Answered: Laughlin

228233



**Copper**<sup>TM</sup>

Network and Data Security Solutions

**IPCopper, Inc.**

7180 SW Fir Loop #100, Portland, OR 97223

228234

97223807723

POSTAGE WILL BE PAID BY ADDRESSEE  
NO POSTAGE NEEDED IF MAILED IN THE UNITED STATES

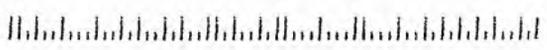


POSTAGE WILL BE PAID BY ADDRESSEE

DEC 21 2012

Msgr. Lawrence  
Lawyer

**Governor Nikki Haley  
Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201**





707 SW Washington St. #1410  
Portland, Oregon 97205  
phone: 503-290-0110  
fax: 503-290-0111  
web: www.ipcopper.com

December 12, 2012

Dear Governor Nikki Haley,

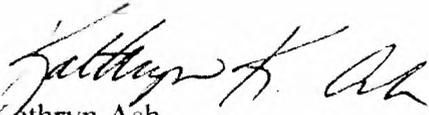
It was unfortunate to hear about the extensive theft of resident's personal data that your state experienced in October. The detection of and response to such a large-scale breach and resulting theft of data could have been dramatically improved with the use of continuous cybersecurity surveillance devices, such as full packet capture appliances, which capture and store records of internet / network activity.

We are an Oregon-based manufacturer of off-the-shelf and custom solutions for network forensics, security monitoring and encrypted data storage. All of our products are designed and manufactured right here in Oregon.

Our full packet capture appliances are electronically invisible and fully automatic making their deployment by government agencies very economical and easy. Once information is captured by our product it cannot be altered or erased giving your investigators invaluable tools to rapidly determine the scope of the losses and identify perpetrators. Our appliances have the capacity to capture, encrypt and store entire data streams, retaining months' and years' worth of all network activity for an entire agency – every single data packet in and out.

We would appreciate an opportunity to show the value our products can provide to the State of South Carolina. Please contact me at your convenience and I will make sure that your personnel receive all necessary and proper attention to their inquiries.

Regards,

  
Kathryn Ash  
kathryn.ash@ipcopper.com

President  
IPCopper, Inc.

228234

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[redacted]@ymail.com>  
**Sent:** Sunday, December 23, 2012 6:38 PM  
**To:** Haley, Nikki  
**Subject:** Family Protect Id

**Title:**  
**First Name:** Melinda  
**Middle Initial:** [redacted]  
**Last Name:** [redacted]  
**Suffix:**  
**Street Address:** [redacted]  
**Street Address 2:**  
**City:** Mauldin  
**State:** SC  
**Zip:** 29662  
**Phone:** 864 [redacted]  
**Email:** [redacted]@ymail.com

DEC 27 2012  
Title: Laughlin  
Answered: Laughlin

**Affiliation:** SC State Employee

**Message:**

Hi, I enrolled in the ProtectMyId about 2 months ago. I have two dependents that I have also filed on my tax returns. I have yet to receive an email so I can activate a familyprotectmyid watch. I contacted ProtectMyId and they continue to tell me I need to letter. When I called at the end of this week they told me to contact my local Governors office. Can I please get help with this matter?

Thanks,  
Melinda

228235

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[redacted]@aol.com>  
**Sent:** Thursday, December 27, 2012 10:48 AM  
**To:** Haley, Nikki  
**Subject:** Credit Freeze

Title: [redacted]  
First Name: Patti  
Middle Initial: [redacted]  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Bonneau  
State: SC  
Zip: 29431  
Phone: 843 [redacted]

Email: [redacted]@aol.com

Affiliation: South Carolina Resident

Message:

We placed the credit freeze with experian as advised. However, no one told the great citizens of South Carolina it is next to impossible to get the freeze lifted if you need to apply for credit.

I have sent the necessary paperwork to Experian to lift the freeze, we received a letter stating that the freeze had been lifted. Well, it has not. I feel that the powers that be should have investigated Experian more thoroughly. They have received terrible consumer reviews. Please find a way to help.

Very Truly Yours,  
Patti [redacted] - Republican for 32 years.

DEC 27 2012  
Re: Laughlin  
Answers: Laughlin

228237

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Thursday, December 27, 2012 5:53 PM  
**To:** Haley, Nikki  
**Subject:** Duplicate emails

**Title:**  
**First Name:** Chandra  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Easley  
**State:** SC  
**Zip:** 29742  
**Phone:** 864-[REDACTED]  
  
**Email:** [REDACTED]@hotmail.com

DEC 28 2012  
Name: Laughlin  
Answer: Laughlin

**Affiliation:** South Carolina Resident

**Message:**

I have been receiving 4 to 2 emails that are all being sent by various websites but they are all advertisement emails. I couldn't figure out why I was getting duplicate emails all of the sudden. Then it became clear that every since I signed up with Protectmyid.com I have been receiving them. Could a hacker gotten my email from this. This is very concerning to me. Could this be possible? It has got to be connected because I signed up all four of my family members and I am receiving 4 duplicate emails. This can not just be a coincident.

228238

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Thursday, December 27, 2012 5:27 PM  
**To:** Haley, Nikki  
**Subject:** Loss of personal information

Title: [REDACTED]  
First Name: Dee  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Georgetown  
State: SC  
Zip: 29440  
Phone: 843 [REDACTED]  
  
Email: [REDACTED]@gmail.com

*Laughton  
Laughton*

Affiliation: Constituent

Message:

I am awaiting a written confirmation from your office regarding the theft via hacking of my name, address, birthdate and social security number from my SC tax returns. Although I have registered with Experian I was under the impression that I would receive an official notice from the Office of Governor regarding this breach of trust in the ability of our state to keep personal information encrypted and safe when I followed instructions filing my state tax returns. Please ask a staffer to respond by giving me a date when I can expect such notification and an apology.

228239

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Friday, December 28, 2012 9:56 AM  
**To:** Haley, Nikki  
**Subject:** Procedures for freezing credit applications

Title: Freezing Credit Applications  
First Name: Howard  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29209-2318  
Phone: 803-[REDACTED]  
  
Email: [REDACTED]@sc.rr.com

DEC 28 2012  
L  
Laughton  
L  
Laughton

Affiliation: Constituent

Message:

I need to know the procedures mentioned in the state newspaper concerning freezing any credit card, and credit requests due to the recent identity theft.  
What addresses and contact phone numbers are as Im in bad need of the information.  
Thank You for you're help

Howard [REDACTED]

228240

nhcorrespondence,

**From:** Office of the Governor Site Support [REDACTED]  
**Sent:** Friday, December 28, 2012 9:46 AM  
**To:** Haley, Nikki  
**Subject:** Technology Strategy

**Title:** [REDACTED]  
**First Name:** Mark  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Summerton  
**State:** SC  
**Zip:** 29148  
**Phone:** 803 [REDACTED]

**Email:** [REDACTED]

**Affiliation:** Other

**Message:**

Dear Governor Haley:

I would like to convey my desire to assist the State of South Carolina with my experience to ensure that the event that happened this past fall at the South Carolina Department of Revenue, or for that matter any other agency) will never occur again. I have extensive experience with most all aspect of information technologies including but not limited to: security, storage, architecture (system, application), distributed systems, wide area networks, local area networks, etc. Approximately, four years ago, I had the opportunity to work on the on the SCITS system as a system developer under the management of Dale [REDACTED] (dotted line the contractor company). During my tenure on the project, I advised the management that from my observations there needed to be a more rigorous and centralized form of control namely called federation of services.

My career has allowed me to work within many industries: manufacturing, securities, travel procurement, mutual funds, accounting, oil & gas, telecommunications, et. al.

With the experience that I have gained over the past twenty years during my career, I believe that I could strategically design and tactically execute, with the proper team, a plan that will stream line the states computing assets including the consolidation of some computing services and proliferation of others.

If you would like to discuss this further with me, you may reach me at 803 [REDACTED] or by email [REDACTED]

With greatest respect,

Mark [REDACTED]

DEC 28 2012  
Refer. Laughlin  
Answered Laughlin

228241

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Wednesday, December 19, 2012 10:59 AM  
**To:** Haley, Nikki  
**Subject:** Hacking Credit Monitoring

**Title:**  
**First Name:** Elissa  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Gilbert  
**State:** SC  
**Zip:** 29054  
**Phone:** 678 [REDACTED]

**Email:** [REDACTED]@yahoo.com

**Affiliation:** Constituent

**Message:**

Mrs. Haley,

My husband and I were two of the unfortunate taxpayers to be included in the recent security breach at the revenue department. We signed up for the credit monitoring service provided by the state.

We also went a step further and put a "freeze" on our credit at the 3 major credit reporting services.

I have not seen that action referred to in any of the state communications and wanted to make sure others are aware of being able to do that. Because we are in the state of South Carolina that freeze service is free. It takes only a few minutes to do and gives another level of security - which we can control - and it's free!

I think it would be a great public service to mention that and hope you will make that known. My apologies if you have already and I missed it.

Merry Christmas to you and your staff this holiday season.

Elissa [REDACTED]

DEC 19 2012  
Referenced *Laughlin*  
Answered \_\_\_\_\_

22595

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <mussman@charter.net>  
**Sent:** Wednesday, December 19, 2012 1:04 PM  
**To:** Haley, Nikki  
**Subject:** Recent SSN hacking / SC Roadways

**Title:**  
**First Name:** Mark  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Spartanburg  
**State:** SC  
**Zip:** 29302  
**Phone:** 864 [REDACTED]  
  
**Email:** [REDACTED]@charter.net

RECEIVED

DEC 19 2012

Referred to Laughlin  
Answered \_\_\_\_\_

CT.H.P.

**Affiliation:** South Carolina Resident

**Message:**

Governor Haley,

I was contacted today by Experien because someone has tried to use my hacked SSN to open a bank credit card. This incident is very disturbing to me because I go to great lengths to maintain an excellent credit rating (800+). I would appreciate an understanding as to what will be done going forward to A) prevent future hacking of SC taxpayer information and B) will the Experien Protect my ID service be continued past 2013.

I am a Sales Professional in the chemical industry, traveling extensively over the entire Eastern Seaboard. SC highways used to be among the best 20 years ago, but are now in the worst condition that I have seen over my entire career. Frankly, it is embarrassing to travel from GA or NC into SC and see the significant difference at the state lines. What plans are being made to develop the funding to bring our roads back to satisfactory condition?  
Thank you and kind regards,  
Mark [REDACTED]

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Wednesday, December 19, 2012 2:38 PM  
**To:** Haley, Nikki  
**Subject:** Cyber-crime

**Title:** [REDACTED]  
**First Name:** DONALD  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Fort Mill  
**State:** SC  
**Zip:** 29707  
**Phone:** 910 [REDACTED]

**Email:** [REDACTED]@gmail.com

**Affiliation:** South Carolina Resident  
**Message:**  
This may be helpful.

[www.deloitte.com/us/securityandprivacysolutions](http://www.deloitte.com/us/securityandprivacysolutions)

Don

RECEIVED  
DEC 19 2012  
Laughlin  
Approved: \_\_\_\_\_

229424  
727622

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Saturday, December 29, 2012 11:53 AM  
**To:** Haley, Nikki  
**Subject:** Recent DOR breach

**Title:** [REDACTED]  
**First Name:** Gene  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:** [REDACTED]  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Troy  
**State:** SC  
**Zip:** 29848  
**Phone:**

**Email:** [REDACTED]@yahoo.com

**Affiliation:** Constituent

**Message:**

While I appreciate the State's willingness to pay for identity protection for a year after having so much personal information stolen, what happens after a year? Surely you realize that whoever has this information knows that all they have to do now is wait a year for their payday. From what I have been reading, after a year the responsibility falls back on me to protect this stolen information. For my family of 6, this will cost almost \$500 per year! How many people do you think are going to be willing or able to do this? It was the State's mistake and it is the State's responsibility to protect what was stolen until the issue is resolved.

RECEIVED

DEC 31 2012

*Laughlin*

answered

*229640*

nhcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Tuesday, November 27, 2012 8:39 AM  
**To:** Haley, Nikki  
**Subject:** SSNs

RECEIVED

NOV 27 2012

laughlin

viewed \_\_\_\_\_

**Title:** [REDACTED]  
**First Name:** Gregory  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Aiken  
**State:** SC  
**Zip:** 29803  
**Phone:**

**Email:** [REDACTED]@hotmail.com

**Affiliation:** Constituent

**Message:**

While you are talking to the WH and other governors about safeguarding our SSNs, I suggest that you also STRONGLY suggest to the WH that they not only encrypt SSNs on their internal files but also find a way to use an alternative or encrypted number on our Medicare cards.

For obvious security reasons, no one carries their SS card with them these days. But everyone over the age of 65 who uses Medicare carries their SS NUMBER with them every day and has to present it for medical treatment. This is because some jackass in DC decided years ago to use an individual's SSN (plus a letter or two at the end) as their Medicare ID number. Absolutely no reason in the world that this needed to be done this way nor is there any reason at all why it hasn't been corrected.

I've been in touch with the offices of Senators DeMint and Graham, as well as the Fed's Medicare office, about this, but I'll bet dollars to donuts that nothing is being done to correct it. Granted it's not the most critical thing facing the country right now, but you now have the perfect platform to preach the ills of not protecting SSNs and I hope you take advantage of it to get reform going in this direction as well.

Thank you for your time.

Gregory [REDACTED]

227493

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@ccprc.com>  
**Sent:** Thursday, November 29, 2012 1:40 PM  
**To:** Haley, Nikki  
**Subject:** experian

**Title:** [REDACTED]  
**First Name:** Eric  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Summerville  
**State:** SC  
**Zip:** 29485  
**Phone:**

RECEIVED  
NOV 29 2012  
referred to knights  
Answered \_\_\_\_\_

**Email:** [REDACTED]@ccprc.com

**Affiliation:** South Carolina Resident

**Message:**

I'm struggling to get information on how to protect my kid's from identity theft. They are both young and were on our electronically filed tax returns of which possibly have been hacked. signing up for the experian service was easy enough for my wife and myself but I haven't been able to find any information on how to set up my dependants.

Could you please advise?

Regards,

Eric [REDACTED]

227494

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Friday, November 30, 2012 4:08 PM  
**To:** Haley, Nikki  
**Subject:** security breach/family secure problem

RECEIVED

DEC 03 2012  
Referred to *Laughlin*  
Answered \_\_\_\_\_

Title:  
First Name: susan  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: lexington  
State: sc  
Zip: 29072  
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

**Message:**

My daughter's ssn# was on our taxes for years. I cannot log her into the family secure website as she has turned 18 this year and it wont take her birthday as a valid birthday. I can't get her signed up with protect my ID as either they didn't know her ssn# or because she doesn't have a credit card at this age? I need to get her protected for the year as we would never know if anything was going on with her credit otherwise. Please advise me on how to protect her for the year due to this breach.

Susan

227514

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@servosity.com>  
**Sent:** Tuesday, November 27, 2012 11:39 AM  
**To:** Haley, Nikki  
**Subject:** Disaster Recovery

**Title:** [REDACTED]  
**First Name:** Bobby  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Greer  
**State:** SC  
**Zip:** 29650  
**Phone:**

**Email:** [REDACTED]@servosity.com

**Affiliation:** Constituent  
**Message:**  
Gov. Haley,

Thank you for your recent kind words about our company's (Servosity, Inc) growth. I'm emailing you to see if you could kindly point me in the right direction. Considering the recent hacking attempts on state businesses, I would like the opportunity to speak with someone about our online backup/disaster recovery software/service. Am I "barking up the right tree"?

Best Regards,  
Bobby [REDACTED] Partner Specialist, Servosity

Tel: 864.438.5099 | Mobile: 864.350.2211

RECEIVED  
NOV 27 2012  
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227519



MSL Wallet  
MSL Pos

**MySingleLink**  
**618 Bluff Trail**  
**San Antonio, TX 78216**  
**(210)494 5465**  
**[www.mysinglelink.com](http://www.mysinglelink.com)**

2520137

WEST PALM BCH FL 334

23 NOV 2012 PM 5 L

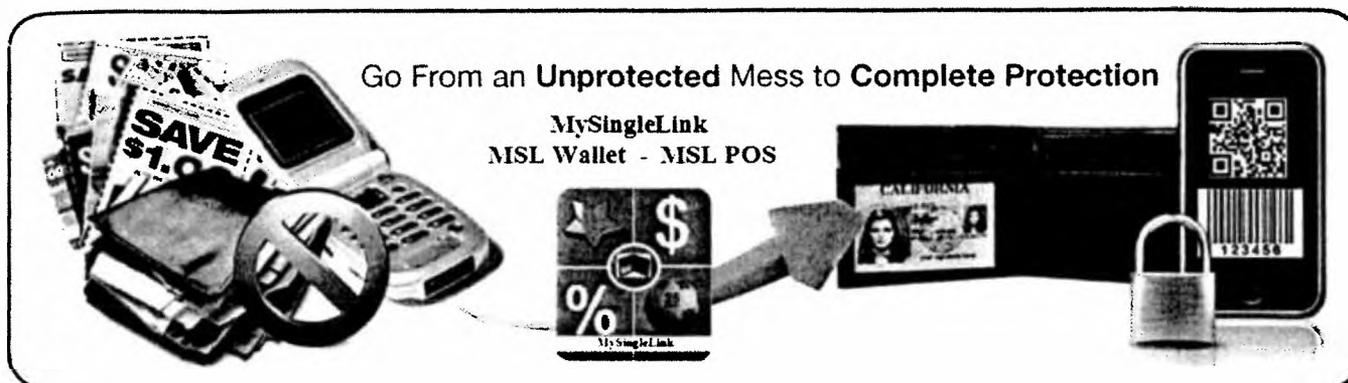


RF

NOV 26 2012

Referre  
Answered Lauchlin

227526



MySingleLink, 618 Bluff Trail, San Antonio, Tx 78216 (210) 494 5465

Nov 21, 2012

**Gov. Nikki Haley**  
**Office of the Governor**  
**1205 Pendleton Street**  
**Columbia SC 29201**

**Gov. Nikki Haley,**

Sorry to see that South Carolina State server has been hacked and about 3.8 million consumer and business sensitive information have been compromised and the State is obligated to provide Credit Report Monitoring service for 1 year at the rate of \$180.00 per person with a total cost of over 600 million dollars. At the end of the 1 year period many of these victims would continue paying \$15.00 per month for the service. As the Governor suggested, data encryption may be a good idea, but unfortunately hackers can decrypt them. Just in the last couple of months major breaches have occurred (for example Barnes & Noble, LinkedIn etc) costing consumers untold amount of money. According to Mr. Mat Honan, Senior writer with Wired Magazine, "The number of data breaches in the US increased by 67 percent in 2011, and each major breach is enormously expensive...". The hackers primarily use 2 simple methods, namely "phishing" and "malware" which are very effective. Hackers are gaining control even though they do not have the enormous resource available to businesses and governments. This is happening because centuries old technology namely 'password' is still being used to protect sensitive information. Even with all the precautions, there is no guarantee that another attack will be prevented.

Fortunately, we have developed a robust system using latest mobile and internet technology that would enable consumers to access Secured Information without using sensitive information like passwords, emails and credit card numbers etc. Our system would make any server hack-free because there will be no incentive for any hacking. Consumers would scan a QR Code and would use Single Use Digital Signature (SUDS) which is unique for each and every secured transaction, instead of User Id and Password. Consumers do not have to remember and secure passwords any longer and never have to go through the agony of answering secret questions, many of them are not really secret. This would make hacking, phishing, pre-texting, ATM fraud, Credit Card fraud, Personal Identification theft etc as things of the past. Using our simple API any entity desired to protect sensitive information can implement the system within a matter of days, not even weeks and at a very nominal and affordable cost. Here is how it works:

- Consumers would download our App called MSL Wallet into their Smart Phones and register with MySingleLink (MSL), which would take only a couple of minutes. They would maintain a single Personal Identification Number (PIN) which can be used only for transactions from a specific Smart Phone and only for a specific transaction. They do not provide any value to hackers.
- WebSites would display a unique QR Code on the Login page (No user id or password is required) and provide a text box to accept SUDS. In general QR Codes are not safe because they use urls which can redirect the users to

## MSL Wallet Sample QR Codes (Examples)



3-4506055-11  
Paid Coupon \$9.00 for \$5.00

Paid Coupon (Deals) QR Codes are displayed by Merchants in any physical location, web sites, flyers, TV Ads, posters, news paper ads and any where Deals can be sold. Consumers scan the QR code and purchase the deals for themselves or send it to any recipient. Upon successful payment processing, the Deal will be automatically loaded into recipients MSL Wallet with a text and or email notification.



4-4506055-30-10  
Entertainment - Breeze Band

Event Ticket QR Codes are displayed by Event Organizers including Movie Theatres in any physical location, web sites, flyers, TV Ads, posters, news paper ads and any where Tickets can be sold. Consumers scan the QR code and purchase the Tickets for one or more persons. Upon successful payment processing, the tickets will be automatically loaded into individual recipients MSL Wallet with a text and or email notification. The Consumers simply present their cell phone from where the ticket collector would scan the code from the cell phone or enter the number from the cell phone.



9-4506055

Check-in QR codes are displayed by Merchants where check-in or guests or visitors can check-in. The guests simply scan the code and enter relevant information for checking-in in their cell phone. The checked-in guests are automatically entered into a waiting list which can be managed by the Merchants. When the merchant is ready to receive the guest a voice and/or text message will be sent to guest's cell phone. This can be easily automated to suit the needs of the Merchant.



8-4506055

Online Order QR codes are displayed by Merchants on the internet or at any location where orders can be accepted including drive-thru windows and orders at tables. The Consumers simply scan the code and place online orders.



0-6701501

Web Site Login QR codes are displayed on Web Site Login pages. Consumers scan the QR code to get SUDS which will be entered in the Login page. Then the Consumer would select an image on the Web Site that would resemble to the image sent to the cell phone. Upon successful verification of SUDS and the selected image the Consumer would be logged in.

Go From an **Unprotected Mess** to **Complete Protection**

**MySingleLink**  
MSL Wallet - MSL POS

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

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Saturday, December 01, 2012 8:25 AM  
**To:** Haley, Nikki  
**Subject:** Hacking incident

**Title:** [REDACTED]  
**First Name:** Marian  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Easley  
**State:** SC  
**Zip:** 29642  
**Phone:** 864-[REDACTED]

**Email:** [REDACTED]@gmail.com

**Affiliation:** South Carolina Resident

**Message:**

I just wanted to let your office know that Protect My ID does not have year of birth higher than 1994. I discovered this when I was trying to enroll my [REDACTED] year old this morning. Thank you for allowing us to include our minor children. Marian [REDACTED]

RECEIVED

DEC 03 2012

Referred

*Laughlin*

Answered

227521

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@gmail.com>  
Sent: Saturday, December 01, 2012 2:52 PM  
To: Haley, Nikki  
Subject: SC Identity Thief Protection

RECEIVED

DEC 03 2012

Answered *Laughton*

Title: [redacted]  
First Name: Robert [redacted]  
Middle Initial:  
Last Name: [redacted]  
Suffix:  
Street Address: [redacted]  
Street Address 2:  
City: Boiling Springs  
State: SC  
Zip: 29316  
Phone: 864 [redacted]

Email: [redacted]@gmail.com

Affiliation: South Carolina Resident

Message:

Governor,

I went to the site and filled in the information (Correctly I Hope) . That was soon after the News broke that we (SC) had been Hacked. To date I have not received any Acknowledgement from anyone that my application was received or that my information is being check for activity or anything.

Shouldn't I have gotten something saying we have your information covered and how they will handle this for me?

Respectfully,

Robert [redacted]

2011# 115691

227522

nhcorrespondence,

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**From:** Office of the Governor Site Support [REDACTED]@minutemangovernance.com>  
**Sent:** Saturday, December 01, 2012 7:34 PM  
**To:** Haley, Nikki  
**Subject:** Data Breach - Important Message

RECEIVED  
DEC 03 2012  
Referred to Laughlin  
ANSWERED

**Title:** [REDACTED]  
**First Name:** John  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Southborough  
**State:** Ma  
**Zip:** 01748  
**Phone:**

**Email:** [REDACTED]@minutemangovernance.com

**Affiliation:** Other  
**Message:**  
Governor Haley,

My name is John [REDACTED] and I'm President of Minuteman Governance, a Massachusetts consultancy that provides information security, privacy compliance and data governance services to clients throughout the United States. Prior to founding Minuteman, I was the Information Security Officer at the Massachusetts Department of Revenue and transformed the agency's information security program into a public sector model.

I have remediated several high profile data breaches and specialize in creating multifaceted information security programs to prevent these events from recurring.

My firm is capable of assisting the SC DOR in implementing the appropriate administrative, technical and physical security controls. I look forward to hearing from you or your designee.

Regards,  
John [REDACTED]  
President  
Minuteman Governance

(617) [REDACTED]

228135

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <cmackenbach@digidentity.eu>  
**Sent:** Sunday, December 02, 2012 12:56 PM  
**To:** Haley, Nikki  
**Subject:** Support against the cyber attack

RECEIVED

DEC 03 2012

Referred

Laughlin

Answered

Title: Mr.  
First Name: Carel  
Middle Initial:  
Last Name: Mackenbach  
Suffix:  
Street Address: Waldorpstr 17p  
Street Address 2: The Netherlands  
City: The Hague  
State: UT  
Zip: 2521 CA  
Phone:

Email: [cmackenbach@digidentity.eu](mailto:cmackenbach@digidentity.eu)

Affiliation: Constituent

Message:

Dear Governor,

Reading about the cyber attack I thought we could offer some help.

Our company Digidentity is responsible for the nation-wide digital identity assurance of citizens in the United Kingdom and The Netherlands.

Please let us know how we can share our experience and help building a more secure future for your citizens.

Best regards

Carel Mackenbach  
Cofounder and co-owner Digidentity ([www.digidentity.eu](http://www.digidentity.eu) and [www.digidentity.co.uk](http://www.digidentity.co.uk))  
+31653167364  
[cmackenbach@digidentity.eu](mailto:cmackenbach@digidentity.eu)

228136

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@us.army.mil>  
**Sent:** Saturday, December 01, 2012 12:17 AM  
**To:** Haley, Nikki  
**Subject:** Idiot!

RECEIVED

DEC 03 2012

Refer: Laughlin  
Answered NRN

Title:  
First Name: William  
Middle Initial:  
Last Name: [REDACTED]  
Suffix: [REDACTED]  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: sc  
Zip: 29212  
Phone:

Email: [REDACTED]@us.army.mil

Affiliation: Veteran

Message:

I have been [REDACTED] for the Federal Government for the past [REDACTED] years. One of the things we strive for is Information Assurance and Security. How the hell you let all of the PPI for tax returns for South Carolinians go unprotected and un-encrypted, is beyond me. Why didn't you have an IT specialist on board to ensure this information was protected?

In my line of business, I would have been criminally charged for allowing such information to go un-encrypted and released to the public or in this case, a hacker. I've already been a victim of ID theft once and now you've opened the door of opportunity again for cyber thieves to abuse me again. You are an idiot and disgrace to this state! I am also Cherokee Indian but no longer support you or your political views. Enjoy the remainder of your term Nicki because come election time, my friends and the rest of this state are going to retire you incompetent ass!

COPY &  
CLOSE

228137

Walton [REDACTED]  
[REDACTED]  
Johnston, S C. 29832

82187

30 12/03 2012 PM 3 L



DEC 03 2012

Retain

*Kauphellen*

Answered

Governor Nikki Haley  
1205 Pendleton Street  
Columbia, S.C. 29201

PERSONAL / CONFIDENTIAL

27

WALTON [REDACTED]  
[REDACTED]  
JOHNSTON, S.C. 29832

Governor Nikki Haley  
1205 Pendleton Street  
Columbia, S.C. 29201

29 November 2012

RE: Department of Revenue

Dear Governor Haley,

I write this letter with concern, but not to be contradictory as in my timing to proactively enroll with [www.protectmyid.com](http://www.protectmyid.com) apparently a type subcontractor of Experian. I direct my daily affairs in an assertive manner, as best possible. I certainly try to handle financial matters in a secure manner. Now, I have been following this confidential personal information breach directly / indirectly by the South Carolina Department of Revenue under leadership of you and Mr. James Etter that occurred on / about 10 October 2012.

Now, the STATE newspaper has been my main and Edgefield Advertiser as secondary source of breach information. The 27 October STATE edition referenced placing freeze on credit reports. Ms. Carri Gruber-Lybarker referenced Financial and Fraudulent Theft Protection Act 2009. Now, Ms. Beth Givens of Privacy Rights Clearinghouse of San Diego, California says not to overreact to tax records breach, but then her additional comments say incident was a "massive breach" and a significant failing due to no encryption of such personal / private information and a lot of damage could have occurred since the attackers first struck. You hire Mandriant under Mr. Marshall Heilman's guidance. Mandriant is to upgrade security / software to prevent such from re-occurring. You say this is a new time and age. You say slam the hacker to the wall. The 29 October STATE edition references a person saying the Experian / Protectmyid recording was too fast. I called numbers highlighted in STATE edition 27 October. I called 866-578-5422 on 28 November and agree with that person. I spoke to [REDACTED] after the telephone prompts. I could hardly understand her until I repeatedly told I was having difficulty understanding her. She was from Midwest. I had trouble with her pronunciation and enunciation. I finally got the instructions on enrolling via website <http://protectmyid.com/scdor> with activation code scdor123. She told me about putting activation code into a box and clicking on a red button below. She said she could enroll by telephone or I could go online. I declined by telephone because she had to have my social security number. She told me future notifications would come by U.S. Mail or online. I ask if she meant online to be electronic mailing. She didn't know electronic mailing meant email. Also, I enrolled online on 29 November. However, I could not go back and correct a mistake. Also, after closing my data entry, I could not put in my ninety one year old mother's information. I have to assist her with some of her personal matters. What an aggravation and imposition on people her age. This process leaves me still perplexed. I called 800- South Carolina Consumer Affairs and got [REDACTED]. Also, had pronunciation and enunciation understanding problems. The Federal Trade Commission and website [www.annualcreditreport.com](http://www.annualcreditreport.com). I am aware of department / site and services available to public. The 1 November STATE edition referenced the cost of \$12 million for hiring Experian. I am sure the cost will well exceed such amount. Then, John Hawkins, Esquire with regard to lawsuit. The 21 November STATE edition references you expressing dissatisfaction with IRS policy on encryption. The 29 November STATE edition references that dual passwords used would have prevented.

**WALTON A. SMITH**  
101 SLIDE HILL ROAD  
JOHNSTON, S.C. 29832

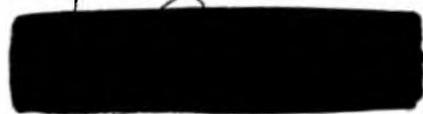
Questions,

- 1 - How does freeze really protect me?
- 2 - I get a loan if freeze is in place?
- 3 - Ms. Beth Givens seems to contradict herself, so what is the truth?
- 4 - Mandriant is now in place to safeguard confidential information from now to infinity?
- 5 - A lawsuit will only cost citizens of South Carolina, correct? Someone needs to compensate those of us who have this balderdash to take up our time, correct?
- 6 - Why is always blame someone else, i.e. IRS, for what should be good common sense? You let some advocacy group rear your children?

Governor Haley, I am being candid. I understand mistakes can happen, but this reflects poor management not oversight. I have a Bachelor of Science in Industrial Management / Industrial Engineering from Clemson University, but I didn't set academic records. I know this should have been handled better. I read the citizens of South Carolina will have one year credit report information FREE. NO, the citizens will still have to pay for all cost via taxes and then their personal pocket. Actually, you and Mr. Etter should bear the expense. The confidential information should have been encrypted. I really believe we need people who lead not follow.

Direct your personal answers / concerns to above letterhead address.

Sincerely,

A large black rectangular redaction box covering the signature of Walton A. Smith.

Walton 