

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 12/22/2012 5:24:42 PM
Subject: RE: Expedia - SC Taxpayer

Katherine,

It seems at thought our agent was able to obtain a number to speak and be able to assist this individual.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Saturday, December 22, 2012 11:31 AM
To: Anel Nevarez
Subject: Re: Expedia - SC Taxpayer

I didn't see they left a phone number only an email. Were you able to email?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:46 AM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

A voicemail was left asking individual to call back for further assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, December 17, 2012 8:15 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer
Importance: High

Please have a specialist reach out to Julie Fortune via email fortunejulie@gmail.com to help answer her questions and concerns.

Please confirm.

Thank you,

Katherine

From: JULIE FORTUNE [<mailto:fortunejulie@gmail.com>]

Sent: Monday, November 26, 2012 3:15 PM

To: Tommy Pope

Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie Fortune

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE FORTUNE [<mailto:fortunejulie@gmail.com>]

Sent: Monday, November 26, 2012 9:56 AM

To: tommy@tommypope.com

Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie Fortune