

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Tuesday, October 30, 2012 10:22 AM  
**To:** Haley, Nikki  
**Subject:** protectmyid

**Title:**

**First Name:** Betty

**Middle Initial:** [REDACTED]

**Last Name:** [REDACTED]

**Suffix:**

**Street Address:** [REDACTED]

**Street Address 2:**

**City:** Mt. Pleasant

**State:** SC

**Zip:** 29464

**Phone:** (843) [REDACTED]

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

**Affiliation:** Constituent

**Message:**

to access Experian, you need a user name and a password. SCDOR123 does not work as password nor does my name in the username. Tried multiple configurations of user name and password. Why can't we access this?

RECEIVED

OCT 30 2012

Referred: CS

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

223295

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Friday, October 26, 2012 3:40 PM  
**To:** Haley, Nikki  
**Subject:** SC Revenue hacking

Title: Mr.  
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

Affiliation: South Carolina Resident  
Message:

I am so ythat I'm sending a second e-mail.

16 days after the intrusion, you decide to notify your constituents on a Friday afternoon in the spirit that the taxpayer reaction will be minimal. This is wrong and exactly why individuals like myself have an absolute mistrust of government.

You're handling of this has been negligent and your constituents require a cogent explanation why this was covered up. Had I know 16 days ago, I could have begun to take preemptive action to prevent what could be financial ruin for many in the state.

Why would I or anyone else vote or support an administration that isn't forthcoming or honest? What a disappointment, safe to say re-election isn't in your future and I remain a Republican.

Sandy [REDACTED]

OCT 29 2012  
Referred: [REDACTED]  
Answered: [REDACTED]

8065408

nhcorrespondence,

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From: Office of the Governor Site Support <[REDACTED]@gmail.com>  
Sent: Saturday, October 27, 2012 9:13 AM  
To: Haley, Nikki  
Subject: DOR date release

RECEIVED

OCT 29 2012

Referenced Nikki Wanger  
Answered NRD

Title: Mr  
First Name: Larry  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Swansea  
State: sc  
Zip: 29160  
Phone: 803 [REDACTED]  
Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

To: Gov Haley

IF you had spent as much time shoring up internal functions... maybe my ID would not have been verifiable to international thieves.

"We are going to have a very strong approach to make sure that every South Carolina taxpayer is protected," said Haley. "No taxpayer should be a victim to this. We will take care of them."

TOO LATE NOW another of your famous statements that you did not perform on.

Maybe you should spend some of that out of state political money on the State DOR...instead of slandering all the folks in the state that don't suit you...

You have come WAY down the Credability/Competency ladder.

283410

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Friday, October 26, 2012 7:55 PM  
**To:** Haley, Nikki  
**Subject:** Shame on you.

RECEIVED

OCT 29 2012

Received: [REDACTED]  
Answered: [REDACTED]

Title: [REDACTED]  
First Name: Mary  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29206  
Phone: 803 [REDACTED]  
Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Waiting 16 days to tell us our privacy has been breached?!?! Unacceptable. You should have told us sooner, like on the day you found out.

Absolutely inexcusable. Don't fill up my in-box by sending me some weak excuse or response telling me "you're handling it," because you already missed the window of opportunity to handle it when you should have.

Shame on you.

Mary [REDACTED]

1223411

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Friday, October 26, 2012 4:52 PM  
**To:** Haley, Nikki  
**Subject:** Personal info hacking

**Title:** [REDACTED]  
**First Name:** Marcia  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Chapin  
**State:** SC  
**Zip:** 29036  
**Phone:** 803 [REDACTED]  
**Email:** [REDACTED]@sc.rr.com

RECEIVED

OCT 29 2012

Reference: 65

Approved: [REDACTED]

**Affiliation:** Constituent

**Message:**

Why did the Governor wait 2 months before notifying the citizens of SC that the Department of Revenue tax records were hacked?

Unacceptable!!!!

You had two months to establish a relationship with Experian to address this issue. The Experian lines are flooded and cannot handle the volume of calls. Poor planning on the part of the Governor. The SC data should have been uploaded to Experian. The Experian website could have then asked for identifying info at log in. That info could have been matched to the database and immediately provided an authorization code for South Carolinians to use to protect themselves. At any event, the phones should be adequately staffed to handle the call volume for folks that are desperately concerned.

Governor Haley you handled this situation very poorly. You said you want the perpetrator to be "slammed to the wall." How about taking responsibility for not having the SC system protected to avoid this massive hacking, and then not notifying us for 2 months.

Can you tell I am totally ticked? I am extremely disappointed in your performance.

210712

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Saturday, October 27, 2012 11:50 AM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

**Title:**  
**First Name:** Michele  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Green Sea  
**State:** SC  
**Zip:** 29545  
**Phone:** 843 [REDACTED]  
**Email:** [REDACTED]@yahoo.com

RECEIVED

OCT 29 2012

referred to CS  
answered

**Affiliation:** Constituent

**Message:**

Mrs. Haley,

This is refrence to the security Breach with South Carolina residents.

I am a VERY concerned citizen and do not feel comfortable with the process that one must follow in order to find out if my personal information is in jeopardy. The internet was the location inwhich my information was obtained and the SCDOR is directing SC citizens to a website where one must enter their personal information, which includes a SS #. Citizens are unable to speak with anyone thorough the number that is provided, therefore making it impossible to gather needed information.

I feel that each county in SC should have offices where they can speak with a representative and securely obtain their needed information.

This is a very serious situation and should not be taken lightly. Please help take care of SC residents and the credit and personal information that have worked so hard for.

Please consider additional ways to help SC residents feel safe and obtain needed information.

Thank you.

8/20/12

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Saturday, October 27, 2012 8:50 AM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack of the SC Dept. of Revenue

Title: Mr.  
First Name: Ricky  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Leesville  
State: SC  
Zip: 29070  
Phone: 803. [REDACTED]  
Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I believe the State of South Carolina is going about the WRONG way, in handling the recent Cyber Attack of the SC Dept. of Revenue. Instead of making the State's 4.7 Million citizens tie up one phone number, by calling to find out if their personal info has been compromised, Why don't the Authorities go through the names of those affected by this attack, and CONTACT THEM?! It would eliminate the headaches and frustrations on constantly calling one busy phone number, and JOBS COULD BE CREATED for persons to call those whose information was compromised.

This is just a suggestion, but the Dept. of Revenue failed to do their part of holding tax payers information safely. And instead of making them try to make ammends by contacting the public, the State of South Carolina makes the public try to call ONE PHONE NUMBER.

Sincerely,

Ricky [REDACTED]

RECEIVED

OCT 29 2012

Re: [REDACTED]  
Answered: [REDACTED]

223414

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@townsendsecurity.com>  
**Sent:** Thursday, November 01, 2012 11:40 AM  
**To:** Haley, Nikki  
**Subject:** Assistance with data breach

Title: Mr.

First Name: Patrick

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2: [REDACTED]

City: Olympia

State: WA

Zip: 98501

Phone: 360-[REDACTED]

Email: [REDACTED]@townsendsecurity.com

Affiliation: Other

Message:

Hello,

My name is Patrick [REDACTED] and I am the CEO at Townsend Security, Inc. We help organizations both public and private protect sensitive information. I understand how difficult it is to deal with a data breach, and understand the issues that must be addressed. I would be glad to provide advice to your management team on how to understand the threats, how to build confidence in the midst of the crisis, and how to formulate a path going forward. Please let me know if I can be of assistance.

Patrick [REDACTED]  
360-[REDACTED]

RECEIVED

NOV 01 2012

Refer to

Pat

Answered

825415





October 30, 2012

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

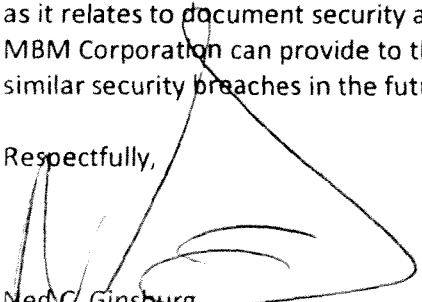
Dear Governor Haley:

As a citizen and member of the business community of this fine state I was shocked, like I am sure you were, by the breach of security of the tax records of over 3.6 million South Carolinians dating back to 1998.

To be honest, I was not surprised by this breach. As the President and CFO of MBM Corporation in Charleston, South Carolina, a company that has been in business for over 75 years and specializes in document destruction and having attempted to do business with various government agencies over the past 20 years, I unfortunately was aware this could happen. I was shocked at only one thing, why would servers of the Department of Revenue retain records going back 14 years, that in itself is insane. As a local South Carolina company we have attempted many times to convince state agencies of the importance of high security document destruction at the source whether that be of paper documents or hard drives associated with the many computers and various laptops, copiers, cell phones, etc in use by the State of South Carolina. We have offered various state agencies the opportunity to purchase products from a South Carolina company that are capable of not only destroying paper related products at the highest level of security available, that is and approved by the National Security Administration of the Federal Government, but we have also in recent years made available to these same agencies the ability to purchase equipment to safely destroy the hard drives associated with various computers, cell phones and copiers. The costs of these products are surprisingly affordable considering the security provided. If changes are not made within the many agencies of South Carolina Government to take advantage of the products and services made available to them by local companies like MBM Corporation, the most recent security breach unfortunately may only be the beginning.

I am available at your convenience to provide answers to any questions you might have as it relates to document security and provide you detailed information about what MBM Corporation can provide to the State of South Carolina to help minimize the risk of similar security breaches in the future.

Respectfully,

  
Ned C. Ginsburg  
President and CFO

3134 Industry Drive  
North Charleston,  
South Carolina 29418

800-223-2508

Fax: 843-552-2974

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

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Thursday, November 01, 2012 9:40 AM  
**To:** Haley, Nikki  
**Subject:** Security Breach

Title: Mr.  
First Name: Henry  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Westminster  
State: SC  
Zip: 29693  
Phone:

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

How stupid can you and our elected officials be. You are so afraid to spend a dollar that you have compramisid the tax payers ss and debit card numbers. Common sense should have dictated these numbers be protected. How stupid can you be.

RECEIVED

NOV 01 2012

Answered [REDACTED] NRU

11/2/12

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Thursday, November 01, 2012 8:48 AM  
**To:** Haley, Nikki  
**Subject:** Social Security Numbers Breach

**Title:** [REDACTED]  
**First Name:** Joseph  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:** Jr.  
**Street Address:** [REDACTED] **Address 2:** Unit 4305  
**City:** North Myrtle Beach  
**State:** SC  
**Zip:** 29582  
**Phone:** 910 [REDACTED]

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

**Affiliation:** Constituent

**Message:**

I wanted to let you know that we as residents don't appreciate the uncaring and joking manner in which you took this social security numbers hacking breach. First off, we heard about the hacking from the media, not the state. Later, we heard you on a television interview complaining about your media "friends" causing a panic. The media had every right to let us know if our state was unresponsive. You then made remarks about "a typical trial lawyer tactic" when someone planned to sue the state over this breach. You really don't see how this could affect those of us who saved our whole life, and now that our income is at risk. Your attitude is that you really don't really seem to care; that this is some annoyance to you. I voted for you, because I thought you could break the "old boy" system in this state, but you have only proven that you are just another politician, looking for glory and jetting around in your private plane, while those of us in the trenches suffer losses. I was a little reluctant to vote for you because of the Tea Party affiliation you have, but this state did need change and the previous administration was a mess; now I fully regret my decision. You won't get my vote next time, nor will anyone vote for a "leader" who has no concern for their constituents.

NOV 01 2012  
Filed  
Answered  
Haltiwanger

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@shtc.net>  
**Sent:** Friday, October 26, 2012 5:12 PM  
**To:** Haley, Nikki  
**Subject:** compromised ss#

RECEIVED

OCT 29 2012

Referred to CS

Answered Cooper

Title: mrs  
First Name: marcia  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Chesterfields  
State: sc  
Zip: 29709  
Phone: 843 [REDACTED]

Email: [REDACTED]@shtc.net

Affiliation: Constituent

Message:

The number that was given is not possible to get through...need to do something else to let us know if we our SS# has been compromised..and need to do so quickly...I have been trying to get through all day..

2234-32  
[scribbles]

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Friday, November 02, 2012 10:21 AM  
**To:** Haley, Nikki  
**Subject:** MORMON SUPPORT HAS BROUGHT GOD's JUDGEMENT IN THE FROM OF HACKING

Title: Mr.

First Name: Grant

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix: [REDACTED]

Street Address: [REDACTED]

Street Address 2:

City: Columbia

State: SC

Zip: 29205

Phone: 864 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

You have fallen from grace because of your support of the MORMON false prophet.

7:15 Beware of false prophets, which come to you in sheep's clothing, but inwardly they are ravening wolves.

7:16 Ye shall know them by their fruits. Do men gather grapes of thorns, or figs of thistles?

7:17 Even so every good tree bringeth forth good fruit; but a corrupt tree bringeth forth evil fruit.

7:18 A good tree cannot bring forth evil fruit, neither can a corrupt tree bring forth good fruit.

7:19 Every tree that bringeth not forth good fruit is hewn down, and cast into the fire.

YOUR BROTHER IN CHRIST,

JUNIOR

RECEIVED

NOV 02 2012

Referenced to [REDACTED] [REDACTED]  
Answered: [REDACTED] NRW

72070

Correspondence,

**From:** Office of the Governor Site Support <grant\_olson\_2001@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 9:35 AM  
**To:** Haley, Nikki  
**Subject:** Hacked

Title: Mr  
First Name: Grant  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix: [REDACTED]  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29205  
Phone: 864-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Madame Governor,

Instead of spending millions of tax payers dollars on indentity protection, you need to call the SS administration and work out a method to change all those affected SS numbers, this is the only true method and least expensive for the SC taxpayer.

Stop campaigning and do your JOB!!!!

Your brother in Christ,

Junior

RECEIVED

OCT 30 2012

Referred CS

Answered

223620

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Monday, October 29, 2012 6:16 PM  
**To:** Haley, Nikki  
**Subject:** Identity compromised?

Title: Mr.

First Name: Mike

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Blythewood

State: SC

Zip: 29016

Phone: (803) [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Hello, I am greatly concerned that only one year of identity theft protection is not enough to satisfactorily protect SC citizens. If the hacker can successfully hack into the network, surely he knows that a mere one year is protected. Why not wait until after that year expiration has occurred and then use our information. Nikki Haley herself stated that she is still dealing with her unfortunate identity theft situation after 5 years. Why not protect us as much as can be done.

Thanks

RECEIVED

OCT 30 2012

No. CS  
Answer

224687  
3738

223738

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@peoplepc.com>  
**Sent:** Tuesday, October 30, 2012 8:07 AM  
**To:** Haley, Nikki  
**Subject:** I am A Worried mom !!!

**Title:**  
**First Name:** Linda  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Georgetown  
**State:** SC  
**Zip:** 29440  
**Phone:** 843 [REDACTED]

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

**Affiliation:** South Carolina Resident

**Message:**

I don't seem to be able to get to the right web sight to fill out our forms to be protected from this caetastefer that has happen, please help me!! I know you have a lot on you but I need help too. I have tried to get into [www.protectmyid.com/scdor](http://www.protectmyid.com/scdor) but so many web sites come up who knows which is the right one, I tried signing in and all wand money to put protection on ss#! WHAT TO DOOOOOO!!!!

THANK YOU,  
LINDA [REDACTED]

RECEIVED  
OCT 30 2012  
[REDACTED] CS  
[REDACTED]

223983



**nhcorrespondence,**

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**From:** Office of the Governor Site Support [REDACTED]@att.net>  
**Sent:** Tuesday, October 30, 2012 7:17 AM  
**To:** Haley, Nikki  
**Subject:** Breached SSN

Title: mrs  
First Name: Debra  
Middle Initial:  
Last Name: [REDACTED]

Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: SC  
Zip: 29617  
Phone: 864 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

My husband and I are very concerned for ourselves and our adult children and elderly parents regarding the breached SSNs.

We have attempted several times to process the protectmyid.com site. The code as printed in the Greenville News SCDOR123 is invalid and the 1-866-960-6943 phone number is not viable.

Any help would be appreciated. Thank You, Debra [REDACTED] Greenville, SC

OCT 30 2012

223984

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Tuesday, October 30, 2012 5:59 AM  
**To:** Haley, Nikki  
**Subject:** Hacked Information

Title: Mr  
First Name: Arthur  
Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Florence

State: sc

Zip: 29505

Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

I cannot get get through on 866 578 5422. The website will not accept the SCDOR123 pass code. Bottom line is I cant get any information.

You, the State, should be able to tell me if my information has been stolen. This is a mess. I want an answer. Call me

OCT 30 2012

CS  
Answered

223985

nhcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@att.net>  
**Sent:** Monday, October 29, 2012 11:25 PM  
**To:** Haley, Nikki  
**Subject:** Security breach

**Title:** [REDACTED]  
**First Name:** Suzanne  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Columbia  
**State:** SC  
**Zip:** 29229  
**Phone:** (803) [REDACTED]

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

**Affiliation:** Constituent

**Message:**

Dear Gov. Haley,

I am quite concerned about the breach of Social Security Numbers, which unlike credit cards cannot be changed. While I appreciate the free credit monitoring for a year, everyone whose information was compromised will remain vulnerable to identity theft for the rest of their lives; once a number is out in cyberspace, there's no way to claw it back. The idea of my eight year old potentially having to pay for credit monitoring for his entire life due to negligence on the part of the DOR both scares and infuriates me. Anyone whose information was compromised should be granted lifetime protection, since this is a breach that can follow one for a lifetime.

Respectfully yours,  
Suzanne [REDACTED]

RECEIVED

OCT 30 2012

RECEIVED

LS

RECEIVED

223986

**nhcorrespondence,**

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**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]

Email: [REDACTED]@mdmgs.com

Affiliation: Other

Message:

Governor,

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

NOV 26 2012  
[REDACTED] Laughlin  
[REDACTED]

223987

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Monday, October 29, 2012 10:27 PM  
**To:** Haley, Nikki  
**Subject:** Unable To Be Protected From Cyber Attack

Title: Mr.  
First Name: Matthew  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Inman  
State: SC  
Zip: 29349  
Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

my name is Matthew [REDACTED] and I am an [REDACTED] year old collage student and resident of SC and live with my parents. I filed my taxes for the first time in 2011. I logged onto protectmyid.com/scdor in order to obtain the free SSN protection for a year. My problem is that I do not have any credit history and the SSN company is unable to make an account for me because their software restricts it. I called them and they informed me that my SSN is on the list of SSN numbers that were stolen and that I am at high risk. How am I supposed to be protected from this attack when they cannot offer me an account? I have a job which does direct deposit, and I have a bank account with a debit/credit card that is at risk.

Thank You Matthew [REDACTED]

OCT 30 2012  
CS  
Answered

223489

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Tuesday, October 30, 2012 11:30 PM  
**To:** Haley, Nikki  
**Subject:** Continue Credit Monitoring

Title: Mr.  
First Name: Mark  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: SC  
Zip: 29615  
Phone: 864 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Madam Governor,

I appreciate the inclusion of our children in the free credit monitoring. However, a lifetime of fraud resolution is not the same as credit monitoring. I have worked a lifetime to build up excellent credit. Now, I am going to be burdened in protecting it in old age and we all know how our elders become the least tech savvy. I don't see myself being able to carry this out as I enter old age. Therefore, I think the credit monitoring should be for life.

Thank you from a long-time, tax-paying resident,

Mark [REDACTED]

RECEIVED

OCT 31 2012

Refer

Pills

Answered

60409

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Monday, October 29, 2012 9:38 PM  
**To:** Haley, Nikki  
**Subject:** Data Breach

Title: Mr.  
First Name: Mark  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: SC  
Zip: 29615  
Phone: 864 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Madam Governor,

While I appreciate the offer for one year of free credit protection, I feel that is insufficient. A year is too short since the thieves could easily wait one year and then begin to use our data. Or, they could start using it overseas which means it could take a year or more for a problem to surface. And, as you yourself know, it can take 4 to 7 years to resolve all of the problems that arise. I've been advised to start changing bank account numbers because that information is contained on 1099-INT and DIV forms that the government receives in conjunction with our taxes. So, my feeling is that this coverage should be for at least 10 years if not life. Also, information on our minor children are also contained in our taxes...SSN's, full names, and DOB's. I hope that they will be covered as well Mark [REDACTED]...a concerned taxpayer and state resident.

OCT 30 2012

CS

Answered, \_\_\_\_\_

023989

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Monday, October 29, 2012 8:20 PM  
**To:** Haley, Nikki  
**Subject:** DOR Hacking

**Title:** Citizen  
**First Name:** James  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**

**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Fort Mill  
**State:** SC  
**Zip:** 29715  
**Phone:** 803 [REDACTED]

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

**Affiliation:** Constituent

**Message:**

I heard today that there is a potential proposal to charge each affected taxpayer \$8.00 for credit monitoring due to the hacking activities.

We as taxpayers were compelled to provide personal information about ourselves and our children. It is the government that is negligent in the performance of its duties and now is penalizing the people. There should be free monitoring for life, a bill should be enacted to hold all harmless and provide government amnesty to all citizens and erasure of any negative consequences to their personal information.

The persons responsible for IT security in the state offices should be fired, those responsible in the legislature for oversight of the DOR activities should resign.

The delayed announcement to the public is intolerable that is your ownership. In the private sector you all would be fired instead of thumping what a great job everyone did in response to this event.

There will not be enough jails to lock everyone up that protests this and for me it would be time well spent.

Regards,

Jim [REDACTED]

RECEIVED  
OCT 30 2012  
CS  
[Signature]

223990



**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Monday, October 29, 2012 8:17 PM  
**To:** Haley, Nikki  
**Subject:** to stop imy id

Title: credit id  
First Name: Elizabeth a  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: north myrtle beach  
State: sc  
Zip: 29582  
Phone: 843-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident  
Message:  
Please stop all ID Inquires to this address

OCT 30 2012

CS

1663991

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Monday, October 29, 2012 8:04 PM  
**To:** Haley, Nikki  
**Subject:** Cyber attack

Title: Mrs.  
First Name: Martha  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED] Street Address 2:  
City: Daniel Island  
State: SC  
Zip: 29492  
Phone: 843 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

**Message:**

This is the most incompetent way to get this solved for millions of people. The phone is always overloaded and I have no idea whether my Social Security number and bank debit card and credit card have been compromised or not.

Whoever let this get through should be not only be fired but jailed.

This is the third day I have tried to figure out where I stand.

Something this large should never have happened.

RECEIVED

OCT 30 2012

Re:

CS

Answers

223992

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Monday, October 29, 2012 7:26 PM  
**To:** Haley, Nikki  
**Subject:** protectmyid.com/scdor site

Title: Mr.  
First Name: Don  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED] Street Address 2:  
City: Myrtle Beach  
State: SC  
Zip: 29588  
Phone: 203 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Dear Governor, I just went on the site, your office suggested, regarding protection for my id due to the hacking incident so widely reported in the news. I must say I was very disappointed when on the site it asked me for a credit card #. I don't think it's very comforting, when concerned about identity theft, to give a credit card # to an unknown company, even though that company is recommended by the government. To me, it's SC governments' responsibility to provide me with assurances regarding my SS# and whether or not I, and my wife, are at risk. Can you respond with any other alternatives to relieve my fears. Thank you for your time. Don H. Buck

OCT 30 2012

CS

Answered

223993

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Monday, October 29, 2012 7:22 PM  
**To:** Haley, Nikki  
**Subject:** Experian's raping of South Carolina citizens

Title: Ms  
First Name: Mary  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Hanahan  
State: SC  
Zip: 29410  
Phone: 843-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

I am a citizen of South Carolina who may have been violated by the recent cyber attack. Now I am being violated again by our government and Experian by expecting my to pay to see if I have been violated. It is unconscionable that the state is not providing a means for us to ascertain whether our information has been stolen and expecting us to pay. I live on a extremely modest fixed income and cannot afford this service. I expect the government to resolve this situation without raping its citizens again.

OCT 30 2012

CS  
Answered

223994

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Saturday, October 27, 2012 12:12 PM  
**To:** Haley, Nikki  
**Subject:** protectmyid.com/scdor

Title: protectmyid.com/scdor

First Name: Mary

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Hanahan

State: SC

Zip: 29410

Phone: 843 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I have made multiple attempts to go to the website provided. Each time I am directed to the home page with no link or way to access this particular website. Using the telephone number provided only tells you to call back later. Either Experian isn't cooperating or they haven't provided the necessary link.

RECEIVED

OCT 29 2012

RECEIVED CS  
ANSWERED Cooper

223994

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Monday, October 29, 2012 6:55 PM  
**To:** Haley, Nikki  
**Subject:** Hacker Info

Title: Mrs  
First Name: Dale  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Conway  
State: SC  
Zip: 29526  
Phone: 843 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident  
Message:  
Governor Nikki Haley

for the past 2 - 3 weeks I have been receiving these emails regarding monies for me in over seas accounts, or that I am a beneficiary to some money, do you think these could be linked to the SC system being hacked in? I couldn't understand why I was getting so many of them all of a sudden. I do not answer them, but Was curious. thank you and I think you are doing a great job. Dale [REDACTED]

Printed on  
OCT 30 2012  
AS  
Answered

223995

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Monday, October 29, 2012 6:55 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack (pissed off resident)

**Title:**  
**First Name:** Anthony  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Lake Wylie  
**State:** sc  
**Zip:** 29710  
**Phone:** 803 [REDACTED]

OCT 30 2012  
CS  
Answered: \_\_\_\_\_

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

**Affiliation:** South Carolina Resident

**Message:**

Governor

Why would you allow the process for getting coverage for this to take so long, oh let me guess you probably dont give a rats @\$ ABOUT ANYONE BUT YOURSELF. I have tried for 2 days to get thru this stupid line you have set up. It blows my mind you only put one line up to handle so many calls and the info on the recorded messgagge is so damn fast and hard to understand just what she is saying. If you havent quessed by now I am really pissed off about the whole thing and then you have the guts to get on TV and make a rude statement saying I guess if the CIA can be hacked anyone can, well I can promise the great old state of SC if my id or my childs id gets stolen the great old state of SC will be held accountable. I wont forget this on election day. you need to step up to the plate and do something about this situation now. REALLY ONE PHONE LINE GOVERNOR !! THATS THE BEST YOU CAN DO FOR THE PEOPLE WHO GAVE YOU WHAT YOU HAVE. You make me sorry I ever voted for you.

23996

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@shtc.net>  
**Sent:** Monday, October 29, 2012 6:46 PM  
**To:** Haley, Nikki  
**Subject:** HACKING OF SOCIAL SECURITY NUMBERS

**Title:**

**First Name:** PAUL

**Middle Initial:** [REDACTED]

**Last Name:** [REDACTED]

**Suffix:** [REDACTED]

**Street Address:** [REDACTED]

**Street Address 2:**

**City:** BETHUNE

**State:** SC

**Zip:** 29009

**Phone:** 843 [REDACTED]

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

**Affiliation:** Veteran

**Message:**

Dear Gov. Halley,

Is it not possible for the state of South Carolina to help out the S.C. citizens by implementing a "blanket" fraud alert on all S.C. social security holders? You have stated that more than 3 million could possibly be compromised. So why not make it simple and put a "fraud alert" on all of these. This would save all the expense of man power answering phone calls and relieve the stress of your voters. This most of all would restore our confidence in you as our Governor. It is tragic that this has happened and this situation needs to be corrected immediately by our government. PLEASE consider taking the action to save your voters time and stress. Thank you for taking the time to consider an action that will save us all from possible Identity Theft.

OCT 30 2012

CS

Answered: [REDACTED]

223997

~~223997~~



nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]6@gmail.com>  
**Sent:** Monday, October 29, 2012 5:55 PM  
**To:** Haley, Nikki  
**Subject:** Identity Theft Protection Limit

Title: Ms.  
First Name: Sarah  
Middle Initial: A  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2: [REDACTED]  
City: Aiken  
State: SC  
Zip: 29802  
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

I would like to be informed of who will be responsible if theft of identity occurs after the one year limit.

After one year, will I then have to continuously pay a company to have my identity and bank accounts protected from this incident?

Who will be responsible if my information is used two or more years from now?

Please let me know the answers to these questions as soon as possible.

Regards,

Sarah [REDACTED]

OCT 30 2012

CS

223998

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@cox.net>  
**Sent:** Monday, October 29, 2012 4:58 PM  
**To:** Haley, Nikki  
**Subject:** What protection do you offer former SC residents?

Title: Mr  
First Name: Thomas  
Middle Initial: L  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Broken Arrow  
State: OK  
Zip: 74014  
Phone: 918 [REDACTED]

Email: [REDACTED]@cox.net

Affiliation: Other

Message:

I have tried multiple times to reach the protect my id hotline. Each time, I have to listen to a 2 minute message and at the end of the message, it tells me to call back later. I have better things to do than to try calling this number every few minutes. I have a job. This is very irritating.

I am no longer a resident of SC, however, I was a resident from [REDACTED] through [REDACTED]. I paid my South Carolina taxes each of those years. What protection are you going to offer me for this unencrypted data loss? How can I even find out whether my information was illegally obtained?

My name is Thomas [REDACTED] and I can be reached at (918) [REDACTED] or by email at [REDACTED]@cox.net. I refuse to continue trying to call a number that obviously isn't even being answered and I expect the state of South Carolina to resolve this situation.

Tom [REDACTED]

OCT 30 2012

CS

223999

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@GMail.com>  
**Sent:** Monday, October 29, 2012 4:45 PM  
**To:** Haley, Nikki  
**Subject:** Stolen Data

**Title:**  
**First Name:** Pat  
**Middle Initial:**  
**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:**  
Ms. Haley,

What you are asking the residents of South Carolina to do is appalling; we should not have to pay for Dept. of Revenue mistake; nor should you suggest this is a good choice. Most databases are secured and one of the following probably happened:

- The database was installed with no password protection
- Administrator password was not changed from the original when the database was installed which is a known default log in
- Staff member did not sign out of a database log in and the thieves had access.
- There was a previous download data file that was access which was not in a secured folder
- If the database was not secured then there was an inferior IT methodology.

I hope we can a tax refund for what it cost us to secure our data; shame on you for making your problem ours.

OCT 30 2012

CS

4:15 PM

1004601

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Monday, October 29, 2012 4:25 PM  
**To:** Haley, Nikki  
**Subject:** Tax returns hacked

Title: Tax returns hacked

First Name: Russell

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix: Sr.

Street Address: [REDACTED]

Street Address 2:

City: Murrells Inlet

State: SC

Zip: 29576

Phone: 843-[REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

Good afternoon, I am just writing to voice my displeasure with the recent reports of hacking of the SC tax returns. Of all places that I would expect great diligence and protection of personal information, it is within the SC government. There is absolutely no excuse not to have provided maximum security of records. Someone is responsible and should be held accountable. I fully expect that your office will determine where mistakes were made and take prompt action to assure it will not happen elsewhere in the state and that all parties responsible are relieved of their duties. The voters of SC will be watching closely. Thank you, Russell [REDACTED] Murrells Inlet SC.

OCT 30 2012

CS

ANSWERED

24602

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Monday, October 29, 2012 4:10 PM  
**To:** Haley, Nikki  
**Subject:** Personal Information Hacked

Title:  
First Name: Charles  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29223  
Phone: 803 [REDACTED]

OCT 30 2012

CS

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

When are you going to do something concrete regarding the breach in security at the Department of Revenue? I am a state retiree and this is the second time that I have been exposed to criminal fraud due to your inability to control sensitive information that you are entrusted with. You should fire everyone in the leadership layer of personnel who had responsibility for this breach.

I have been trying for three days to make my credit information safe and under monitoring and cannot make it happen. I am caught in a loop of calling the state, getting the computer code to access the security web site, being unable to enter the information and then calling the number given at the site only to be told, by a recording, that I should visit the website that I just visited.

My guess is that all the "heavy hitters" at state government have already been taken care of and the rest of us left hung out to dry.

Since you already have our information why can't you open a state web site where we can register our approval for you to create a list of citizens who want the credit protection and forward lists of names and information to the credit protection company and let the computers take care of this?

224003

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support [REDACTED]@earthlink.net>  
**Sent:** Monday, October 29, 2012 4:05 PM  
**To:** Haley, Nikki  
**Subject:** Experian experience

Title: mrs.

First Name: Jan

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Fripp Island,

State: SC

Zip: 29920

Phone: 843 [REDACTED]

Email: [REDACTED]@earthlink.net

Affiliation: South Carolina Resident

Message:

Okay, so I listened to the message and went to the website and entered the code. Nowhere did it mention SC; and as savvy as I feel I am, I am still not sure what we were supposed to see. I saw where I went to all of the credit report data (even though it wouldn't give you a credit score; but how do we know if we were one of the ones hacked? Someone needs to be more clear with the public about what Experian is supposed to tell us and how we know if we were one of the ones affected. We were out of town and did not even know about this until today. Thank you for helping to clear this up. Jan [REDACTED]

OCT 30 2012

CS

Answered

224004

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Tuesday, October 30, 2012 8:27 AM  
**To:** Haley, Nikki  
**Subject:** DEPENDENTS

Title: Mrs.  
First Name: Jennifer  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: SC  
Zip: 29615  
Phone: 864-[REDACTED]

RECEIVED

OCT 30 2012

Re: [REDACTED] CS

Answered [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident  
Message:

With respect to this recent situation with SC residents having their social security numbers exposed, I am requesting information on how to handle the protection of my children's social security numbers. How do we go about checking on the status of their numbers? Should we enroll them in the Experian protection program even though they do not have an existing credit file (unless a hacker has compromised their number already.)

PLEASE respond as soon as possible so I may act on this IMMEDIATELY.

Thank you,

Jennifer [REDACTED]  
Greenville, SC

224005

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@sccctv.net>  
**Sent:** Tuesday, October 30, 2012 8:54 AM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

Title: Ms.  
First Name: Katherine  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Georgetown  
State: SC  
Zip: 29440  
Phone: 843/[REDACTED]

Email: [REDACTED]@sccctv.net

Affiliation: Constituent

Message:

I followed all of your instructions regarding the cyber attack & could not get beyond page 3. They wanted an account number which I did not have or know about. I then tried telephoning the number that is available on your website with no luck. Someone in a foreign accent came on the line & I could not receive any satisfaction from this source. Please advise what more I can do that is not readily available as per your instructions.

RECEIVED

OCT 30 2012

Referred CS

Answered \_\_\_\_\_

224066



**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@ladcodefense.com>  
**Sent:** Tuesday, October 30, 2012 9:00 AM  
**To:** Haley, Nikki  
**Subject:** DATA BREECH OBSERVATIONS

Title: Mr  
First Name: Henry  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix: [REDACTED]  
Street Address: [REDACTED]  
Street Address 2:  
City: Lexington  
State: SC  
Zip: 29072  
Phone: +380-[REDACTED]

Email: [REDACTED]@ladcodefense.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I have been living and working overseas here in Ukraine since 2008 and miss South Carolina , my work does not allow me to return at this time. I have been had sleepless nights since reading of the recent attacks upon South Carolina, and I am just wanting to tell someone what I know.

I contact you as a concerned person based on already completed R&D Efforts and observations in our work via Charter of our company to deploy the network technology we own.

I ask of you to Please Accept my professional observation as a independent systems analyst That there needs to be a real hard look by your IT security team at the hardware security of the routers and connecting hardware being used by state government there has been is and apparently remains since their design and deployment a major flaw in the physical design that lends its self to the ability allow these types of attacks to occur.

Also the politics of how hardware is chosen for USE by all in the United States should also be reviewed...

I am sure if you contact Professor Paul [REDACTED] at USC He would add to my message to you that says that there has been, is and until someone acts a dire need for a better way that includes A task specific device design demanded via procurement processes with specs declared by your office based on need to know only would allow events like this to be stopped

Thank you for your Service to South Carolina

Respectfully Yours

H [REDACTED] [REDACTED] cage:1x2y8  
Chairman  
BMB&E Tri-National Trust  
<http://www.bmb-e.com.ua>

RECEIVED

OCT 30 2012

Referred: CS

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

224009

**nhcorrespondence,**

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**From:** Office of the Governor Site Support [REDACTED]@prtcnet.com>  
**Sent:** Tuesday, October 30, 2012 9:04 AM  
**To:** Haley, Nikki  
**Subject:** ID protection service access

RECEIVED

**Title:** Mrs.  
**First Name:** Karen  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Ware Shoals  
**State:** SC  
**Zip:** 29692  
**Phone:** 864 [REDACTED]

OCT 30 2012

Referred CS  
Answered

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

**Affiliation:** South Carolina Resident

**Message:**

I have logged into protectmyid site to enroll in ID protection, however, in order to complete the process w/o waiting for snail mail to send the secure access code I need to speak to representative via phone. It has been two days now and when I call the toll-free number, I get recorded message stating there is a higher volume of callers and to call back at a later date or time. No matter what time I call, I get the same. The service then cuts my call off after that message is played. I am certain you have heard similar comments. As a citizen with numerous health concerns and facing surgery, I need to get this process completed.

224008

nhcorrespondence,

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From: Office of the Governor Site Support [REDACTED]@chesnet.net>  
Sent: Tuesday, October 30, 2012 9:18 AM  
To: Haley, Nikki  
Subject: WORRIED ABOUT HACKERS

Title: HACKING INTO SOCIAL SECURITY NUMBERS ETC First Name: LORETTA Middle Initial: [REDACTED] Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: CHESNEE

State: SC

Zip: 29323

Phone: 864-[REDACTED]

Email: [REDACTED]@chesnet.net

Affiliation: South Carolina Resident

Message:

I HAVE TRIED TO CALL THE NUMBER PROVIDED A LOT OF TIMES AND I CAN'T GET THROUGH, I AM ALMOST 71 YEARS OLD AND STILL WORK FULL TIME BECAUSE MY HUSBAND AND I DON'T DRAW ENOUGH TO MAKE IT, WITH THE ECOMONY THE WAY IT IS. MY HUSBANDS NAME IS BOBBY [REDACTED], HE IS [REDACTED] YEARS OLD, AND WE FILE INCOME TAXES TOGETHER. WOULD YOU PLEASE PUT US ON THE LIST TO GET SECURITY CHECK, WE CAN'T AFFORD TO HAVE OUR ACCOUNT HACKED. I AM SORRY IF I BOTHERED YOUR OFFICE BUT I DON'T KNOW WHAT ELSE TO DO. MY HUSBAND HAD PROSTATE CANCER SURGERY AND WE HAVE TO BUY \$100. TO \$125. DOLLARS WORTH OF DEPENDS EVERY MONTH, I HAVE TRIED TO GET HELP WITH THE COST BUT EVERYONE SAYS THERE IS NO HELP.

THANK YOU

LORETTA [REDACTED]

WORK PHONE 864-[REDACTED]

PS; I DON'T HAVE A COMPUTER AT HOME BECAUSE WE CAN'T AFFORD IT AND PAY FOR INTERNET SERVICES.

RECEIVED

OCT 30 2012

Referred CS

Answered

600422

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 9:30 AM  
**To:** Haley, Nikki  
**Subject:** stolen s.s. no.

**Title:**  
**First Name:** Maxie  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Spartanburg  
**State:** SC  
**Zip:** 29302  
**Phone:** 864-[REDACTED]

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

**Affiliation:** Constituent

**Message:**

Do You really think that a year is enough protection? They are children that have not yet began working and there will be many years that they in jepordy.I still have a few left myself.All they have to do is wait.What a mess!!Is there going to be any action on the management for their lack of actions?

RECEIVED

OCT 30 2012

Referenced CS

Answered \_\_\_\_\_

210422

nhcorrespondence,

---

**From:** Office of the Governor Site Support [REDACTED]@att.net>  
**Sent:** Tuesday, October 30, 2012 10:27 AM  
**To:** Haley, Nikki  
**Subject:** ID theft

RECEIVED

OCT 30 2012

Referral CS

Answered                     

Title: ms  
First Name: sandy  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Summerville  
State: SC  
Zip: 29483  
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

The number you provided is a long recording, directing me to the web site. The site only allows a person to sign up & pay as usual. There is no special sign up for SC residents.

I've called several different numbers to no avail. I'm trying to get this done for my elderly Mom. Any suggestions?

Thank you

Sandy [REDACTED]

224612  
#102364

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 10:28 AM  
**To:** Haley, Nikki  
**Subject:** ProtectMyID Phone and Application down

RECEIVED

OCT 30 2012

Reference: CS  
Answered: \_\_\_\_\_

Title: Mrs  
First Name: Billie  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Little Mountain  
State: SC  
Zip: 29075  
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

**Message:**

Governor Haley and Constituents, I wanted to express how disappointed I am regarding the 'hacking' that has occurred once again. After the first incidents, I would have thought we (SC) would have improved our systems. In addition, I, like so many other citizens are scrambling trying to put protective measures in place so that our identities are not stolen and we have years of anguish ahead of us if it did. In addition, I tried your 'protectmyid' web page and I called the phone number provided. The question is, have any of you done so? If you had, one would realize both systems are down. If you call the number, it only advises you to reference the website. I thought in your news conference, the phone number would be available for senior or those that do not have a computer? Finally, what about the minors? In order to sign up on the website, you have to have filed taxes between 1998 to present. My 6 year old has not filed taxes, so how do I protect his ssn? With regards, Billie [REDACTED]

224013

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@sccctv.net>  
**Sent:** Tuesday, October 30, 2012 11:17 AM  
**To:** Haley, Nikki  
**Subject:** Protect My ID

RECEIVED

OCT 30 2012

Referral: CS  
Answered: [REDACTED]

Title: Mr.  
First Name: Lewis  
Middle Initial: J  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Georgetown  
State: SC  
Zip: 29440  
Phone: 843- [REDACTED]

Email: [REDACTED]@sccctv.net

Affiliation: Constituent

Message:

I attempted to sign up for ID theft protection using the sctor123 but it was not recognized. What do I do now?

Lewis [REDACTED]

324014

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 12:31 PM  
**To:** Haley, Nikki  
**Subject:** identity theft

R

OCT 30 2012

CS

Re:

Answered

**Title:**  
**First Name:** John  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Hilton Head Island  
**State:** SC  
**Zip:** 29926  
**Phone:** 843-[REDACTED]

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

**Affiliation:** Constituent

**Message:**

I am deeply concerned about the possibility that my familys identity has been compromised. I am grateful for the credit monitoring however it is only for a year as I understand it and it does nothing to protect our SSN from fraudulent use. I have 3 children that may have there identity stolen and created by another for who knows what purpose. The credit monitoring is insufficient protection. I am a self reliant conservative who does not look to the government for help but you have demanded my familys personal information and now you have lost it. It is your duty to replace what you have lost. I would suggest reissuing all of our SSN's at the least. I am anctious for your reply. Thank you in advance for your assistance in this matter.

224016



**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 12:08 PM  
**To:** Haley, Nikki  
**Subject:** Need Help re Cyber Attack

RECEIVED

OCT 30 2012

Re: CS  
Answered

Title: Mrs.  
First Name: Karen  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Hendersonville  
State: NC  
Zip: 28792  
Phone: 803- [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Other

Message:

My husband and I lived in SC from 1997-2009. We now live in NC. We clearly filed tax returns during the affected period. If you call the Experian number, it tells you that you are only eligible to use the code and sign up for "ProtectMyID" if you are CURRENTLY a SC resident. Well, we are not, but we WERE during the affected period. It also tells you to hold to speak to a representative, which I have done, and then it tells you they have a higher than normal call volume and to call back again. I have done this multiple times and get the same message every time. This is not working. What are we supposed to do? According to the recording at Experian, because we do not CURRENTLY live in SC, we are not supposed to enroll online and yet we cannot speak to a representative there because their phones are too busy. Now what?

110492

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Tuesday, October 30, 2012 11:40 AM  
**To:** Haley, Nikki  
**Subject:** computer hacking into SC Department of Revenue

Title: Mrs.  
First Name: Joanne  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: 4 [REDACTED]  
Street Address 2: Apt. 414  
City: Davidson  
State: NC  
Zip: 28036  
Phone: 704 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent  
Message:

My husband and I lived in SC for over forty years and moved to NC in 2009. We want to know what is being done for protecting us from identity theft and how to obtain the protection supposedly being offered by Experian. Joanne [REDACTED]  
[REDACTED]

RECEIVED

OCT 30 2012

Re: [REDACTED] CS  
Answered [REDACTED]

810722

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 3:03 AM  
**To:** Haley, Nikki  
**Subject:** identity theft

Title: Mr  
First Name: William  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Bonneau  
State: SC  
Zip: 29431  
Phone: (843) [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

It is my considered opinion that being that the State of South Carolina is responsible for this breach of security, the burden of resolution should be placed upon the State. I have been to several web-sites, and made several phone calls, and yet I am still very confused and concerned about the security of my social SECURITY number. It seems to me that as the breach of security was the fault of the STATE GOVERNMENT, it should be INCUMBENT to our elected officials to correct it. Instead, you have offered toll free numbers and web-sites for the constituents to do all of the "leg work". UNFORTUNATELY, many of your constituents do not work the same hours as You Ma'am and the operators who answer these phone lines. Are you not aware that MANY of us, who voted for you, happen to work on "off-shifts" and your 9:00 am to 9:00 pm hours DO NOT WORK for us? Perhaps you, like Mayor Joe Riley, (Charleston) feel as though "nothing good" happens after 2:00 AM? Therefore you are oblivious to all of the cops, dispatchers, fire-fighters, warehouse workers, plant workers, etc.. who are unable to utilize the "hot-line" that has been set up?

I, for one, am very disappointed in MY states (I love South Carolina) response to this situation, and very disappointed in my elected officials putting the burden of correcting their error upon the populace.

In closing, I am very disappointed that I am supposed to take time off from my job in order to correct this situation.

Regards, William [REDACTED]

A response, and some help would be greatly appreciated.

[REDACTED]

OCT 30 2012

[REDACTED] CS

6104019

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support [REDACTED]@charter.net>  
**Sent:** Monday, October 29, 2012 8:26 PM  
**To:** Haley, Nikki  
**Subject:** can't reach person at experian

RECEIVED

OCT 30 2012

CS

**Title:** [REDACTED]

**First Name:** Sandra

**Middle Initial:**

**Last Name:** [REDACTED]

**Suffix:**

**Street Address:** [REDACTED]

**Street Address 2:**

**City:** Greer

**State:** SC

**Zip:** 29650

**Phone:** (864) [REDACTED]

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

**Affiliation:** Constituent

**Message:**

I have tried on multiple occasions to reach a person at the number given to reach Experian. I need to ask if my children's SS #'s have been stolen as well. I assume they have since they are included on our tax returns. Also, what happens after 1 yr? The thieves are privy to the information that you have provided one year of protection and will probably just hold onto our numbers until one year has passed then use them. Should we really have to pay to be protected since you all are the ones who lost our information?

Also since we cannot reach a person at the number you all have given to us how are the seniors who do not use computers to enroll in the Experian program? This group includes my parents.

224620

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@embarqmail.com>  
**Sent:** Tuesday, October 30, 2012 3:44 PM  
**To:** Haley, Nikki  
**Subject:** Security Breach

Title: Mr  
First Name: Frederic  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED] Street Address 2:  
City: Saint Helena Island  
State: SC  
Zip: 29920  
Phone: 843 [REDACTED]

Email: [REDACTED]@embarqmail.com

Affiliation: Constituent

Message:

I have attempted to sign up for the security protection as instructed but have been unable to do so. I have called 1-866-578-5422 but no one answers, only a message. I have gone on line to <http://www.protectmyid.com/scdor> and have followed all instruction very carefully but have had no success. This has been so frustrating.

Fred [REDACTED]

RECEIVED

OCT 31 2012

Referred (13)

Answered \_\_\_\_\_

224020

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Tuesday, October 30, 2012 4:08 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

Title: MS  
First Name: Joanne  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29206  
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

[www.protectmyid.com](http://www.protectmyid.com) is not working. The page that opens does not have a space to fill-in the activation code. It is a sign-up page only for monthly membership.

RECEIVED

OCT 31 2012

Referred: 05  
Answered: \_\_\_\_\_

#110365  
224027

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Friday, October 26, 2012 4:20 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

Title: ms  
First Name: Joanne  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Columbia  
State: SC  
Zip: 29206  
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

A recorded message at Dept. of Revenue is unacceptable and online website asks for an 'activation code'??? I hope the Governor will get involved to facilitate this matter...Dept. of Revenue should be working around the clock with open phone lines until this is resolved.

How long will it take 3.6 million people to get through?

RECEIVED

OCT 29 2012

Referred

Answered

CS  
[Signature]

110365

224027

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 4:38 PM  
**To:** Haley, Nikki  
**Subject:** ID Protection

Title: Mr  
First Name: DAVID  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Elgin  
State: SC  
Zip: 29045  
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

To Whom It May Concern:

This whole mess with South Carolina stinks. I got through the first section of the website that indicated that I was now in the database. I used email address as username and then made up a password. When I tried to get on the website to view my credit report, I put in that information and it stated (Invalid Username or Password. Do you need help logging in? Click here for assistance.) When I clicked here and entered my first name, Last name, Date of birth, Last 4 numbers of my social security I get this reply (We are unable to verify your credentials. Please try again.) I tried again and again and still can not get in. Two days later and I still can't get in. In the mean time, I called your office and was told to call the Experian phone number (1-866-578-5422) which proceeds to give me a speech and then hang up because of excessive volume of calls. This is ridiculous. By the time I am able to get some assistance someone could use my card, social security number and you people will still be telling me I don't exist. I guess since I don't exist, I don't have to pay taxes??? I need this fixed. Not after someone uses my numbers but before. David [REDACTED]

OCT 31 2012

Answered 15

294638



nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@hargray.com>  
**Sent:** Monday, October 29, 2012 12:22 PM  
**To:** Haley, Nikki  
**Subject:** breach of SSN's

RECEIVED

OCT 29 2012

Referred

Answered

Title: mr  
First Name: john  
Middle Initial:s  
Last Name: [REDACTED]  
Suffix:

Street Address: [REDACTED]

Street Address 2:

City: bluffton

State: sc

Zip: 29909

Phone: 843 [REDACTED]

Email: [REDACTED]@hargray.com

Affiliation: Constituent

Message:

Thank you for alerting us of our possible SSN breach . After following all of the directions to find out if my SSN is breached . The third party credit agency asks me for my SSN. Somehow this does not sit well with me. So again I tried to call the Tel number required and was told to call back(They have to many calls). This seems to be a donnybrook. Please help and make this more simple. I feel sorry for those who don't have a computer. Gov. It would be helpful if you personally tried the system and find out if this is confusing as I found to be. Thanks in advance. John [REDACTED]

224118

nhcorrespondence,

NRN

**From:** Office of the Governor Site Support [REDACTED]@comcast.net>  
**Sent:** Tuesday, October 30, 2012 12:50 PM  
**To:** Haley, Nikki  
**Subject:** Breach of My ID information

**Title:** MR  
**First Name:** MARTY  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** GOOSE CREEK  
**State:** SC  
**Zip:** 29445  
**Phone:**

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

**Affiliation:** Constituent

**Message:**

You are either the most uneducated governor this state has ever had or think the entire citizenry of SC are morons. To actual come out and blame the media for the telephone delays over the weekend to get help with identify theft protection and expect us to believe that bs is the most arrogant statement you have yet to make. On top of that any company in this country that is dealing with sensitive information has encryptions in place. That you cannot bring yourself to accept any responsibility for those in you administration who should have prevented this breach from happening, and your lack of laying blame to anyone but the hacker is beyond belief. You must truly feel that no matter what happens during the 4 years we must suffer under your leadership that it will never be your fault or anyone's fault in your government when something bad happens. What a great example to set for your children, my children and the state as a whole. I sincerely hope that somehow in the next 2 years a way can be found for you to be kidded out of office either by impeachment or recall.

RECEIVED

OCT 31 2012

Refs. [REDACTED]

Answered NRN

224292

nhcorrespondence,

NRN

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Tuesday, October 30, 2012 3:57 PM  
**To:** Haley, Nikki  
**Subject:** SC DOR Hacking

RECEIVED

OCT 31 2012

4044444444  
Answered NRN

Title: Mr.  
First Name: Albert  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix: [REDACTED]  
Street Address: [REDACTED]  
Street Address 2:  
City: Aiken  
State: SC  
Zip: 29801  
Phone: 8-3-[REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

Great job.

Just what I'd expect from our SC State Government:

Cheap

Conservative

Incompetent.

Gibert [REDACTED]

224293

nhcorrespondence,

NRN

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Wednesday, October 31, 2012 8:27 AM  
**To:** Haley, Nikki  
**Subject:** you are an idiot ms haley

RECEIVED

OCT 31 2012

Hallwanger

NRN

**Title:**  
**First Name:** wanda  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** chapin  
**State:** sc  
**Zip:** 29036  
**Phone:**

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

**Affiliation:** Constituent

**Message:**

Stop smiling. This is serious. Stop doing stupid female stupid things like making people answer the phone with your stupid ideas. To bad they can't answer the phone by saying, Good morning, it is a safe day in south carolina. Because it will never be safe for me again.

You have know clue about security. I watched your "team" and they are as dumb as you.

Do you really think that this will go away? You are an idiot. Security is the job of government and you really are and idiot.

Go away.

224294

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Wednesday, October 31, 2012 8:18 AM  
**To:** Haley, Nikki  
**Subject:** what an idiot you are Ms. Haley

Title: ms

First Name: wanda

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: chapin

State: sc

Zip: 29036

Phone:

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

Why did it take you 20 days to inform the public of this? I want you gone. You are an idiot.

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellosouth.net>  
**Sent:** Wednesday, October 31, 2012 8:15 AM  
**To:** Haley, Nikki  
**Subject:** what an idiot you are ms haley

Title: Ms.

First Name: wanda

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: chapin

State: sc

Zip: 29036

Phone:

Email: [REDACTED]@bellosouth.net

Affiliation: Constituent

Message:

You put all of our personal information on billboards across the globe. It will be sold over and over and over and over and over and over and over and over, got it?

To show just how trusting you are in your governing, there is a really bright billboard on St. Andrews road. Put you SSN right up there along with your children's just to let us know how confident you are in your current actions. I drive by there frequently. How much more are you going to do tome before you go away? Just go away.

Wanda [REDACTED] voter in every election

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@sealedair.com>  
**Sent:** Friday, October 26, 2012 6:38 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

RECEIVED

OCT 29 2012

(12)

ANSWER

Title: Mrs.  
First Name: Kim  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: GRAY COURT  
State: SC  
Zip: 29645  
Phone: 864 [REDACTED]

Email: [REDACTED]@sealedair.com

Affiliation: South Carolina Resident

Message:

Thanks for informing us of the Cyber Attack. I saw it on WYFF4. I went to the recommended site to check my SS# and account and it was to sign up for security checks at my cost? Shouldn't this site have a link for SC residents?

I did see comments that letters may be sent to those effected?

Sincerely,

Kim [REDACTED]

227700

## nhcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@att.net>  
**Sent:** Friday, October 26, 2012 7:11 PM  
**To:** Haley, Nikki  
**Subject:** Cyber attack

RECEIVED

OCT 29 2012

ANSWERED

Title: Mr.  
First Name: Edward  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix: [REDACTED]  
Street Address: [REDACTED]  
Street Address 2:  
City: Mt. Pleasant  
State: SC  
Zip: 29464  
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

**Affiliation:** Constituent

Message:

You have had a security breach due to poor system protection. Now you are placing all the work on the victims by having millions calling one number to get their code to get protection. If you really cared you would automatically send the info to the company that will provide the protection. Or send a mailing to affected folks with the code they need (you have their names and addresses).

All too often the victims are left to clean up gov. messes.

77477



nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Monday, October 29, 2012 9:50 AM  
**To:** Haley, Nikki  
**Subject:** internet security breach AND SC school systems

DECEIVED

OCT 29 2012

CS

Title: Mrs  
First Name: Jo  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Surfside Beach  
State: SC  
Zip: 29575  
Phone: 843 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley, Let me respectfully submit my discontent with how SC is being ran at the moment. I believe it is the responsibility of your office as well as all government offices to protect the citizens of our state from possible threats via the internet. Stronger security requirements should already be in place with the Dept of Revenue. This is a MAJOR lack of attention being given to something that can affect the entire state, as you well know now. I can only hope that the upgrades to security in all areas are being made as I write this. Shame of SC Gov for letting this happen to it's citizens!

Another point of disgrace is the fact that schools are having to ask for pencils! With all the fund raising being done, they still need pencils, which reminds me of the fact that SC does not place education on the level of importance that it should. Just look at it.

Thank you for reading this.

J [REDACTED]

KLH701

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Saturday, October 27, 2012 12:07 AM  
**To:** Haley, Nikki  
**Subject:** Ss #,s

RECEIVED

OCT 29 2012

Refer to

CS

Answer to

Title:  
First Name: Christopher  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: Sc  
Zip: 29609  
Phone: 864 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

Dear Governor,

I am a Republican and have supported you as Governor. Having said that I am very upset about our SS numbers being stolen. I believe that those responsible for protecting our personal information need to be removed from their jobs. My promise to you is that if these state workers are allowed to keep their jobs, I will never vote for a South Carolina republican again and will do all I can to ensure that you are a one term Governor. I think you have done a great job and enjoyed watching you at the national convention as well as on Fox, so please do the right thing and make changes.

Sincerely,

Chris [REDACTED]

7224409

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@msn.com>  
**Sent:** Friday, October 26, 2012 8:46 PM  
**To:** Haley, Nikki  
**Subject:** SSN Security

RECEIVED

Title: Ms  
First Name: Nancy  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: 4 [REDACTED]  
Street Address 2: [REDACTED]  
City: Ft Mill  
State: SC  
Zip: 29707  
Phone: 706 [REDACTED]

OCT 29 2012

Refer: CS  
Answered

Email: [REDACTED]@msn.com

Affiliation: Constituent

Message:

I am unable to get through to the number provided to get a code to arrange for credit protection. I work full time. When do you think people can find the hours and hours necessary to get this activation code? I do NOT want to wait until Jan to get a code. I want it NOW

Fix this problem!

[REDACTED]@msn.com

111177

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Friday, October 26, 2012 8:11 PM  
**To:** Haley, Nikki  
**Subject:** Tax Commision Data stolen

**Title:** [REDACTED]  
**First Name:** Carl  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Summerville  
**State:** SC  
**Zip:** 29843  
**Phone:** 864-[REDACTED]

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

**Affiliation:** Constituent

**Message:**

Governor Haley,

Since hearing about the breach of security, I have tried to reach the activation code line, all to no avail. You get a kind greeting that tells you that they are busy and then it hangs up. Not a good response from someone whose lack of security has allowed my family's Social Security number and bank account information to be broadcasted to God knows where. Even my local bank offers no protection, since it is the weekend, I suppose.

To add insult to injury, the line that is supposed to help one protect their family's identity, is not available, although it within their hours of operation. How many people are actually on the other end of the line? The message it sends is that it's the weekend, so it's not important. If the tax Commision had adequate security in place, this should not have occurred. Someone or some group should be held accountable for allowing this to happen.

This creates a tremendous amount of non-value added work for citizen's to protect their identity and hard earned money. It can't be undone now, but it sure shakes my faith in the SC government to be trusted with my most personal information.

Thank you,  
Carl [REDACTED]

RECEIVED  
OCT 29 2012  
Referred [REDACTED]  
Answered [REDACTED]

224412

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@trane.com>  
**Sent:** Saturday, October 27, 2012 9:01 AM  
**To:** Haley, Nikki  
**Subject:** Telephone number is violated

**Title:** Mr  
**First Name:** Ronnie  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Greer  
**State:** SC  
**Zip:** 29650  
**Phone:** 864-[REDACTED]

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

**Affiliation:** Constituent

**Message:**

Please be aware that the telephone number you are telling us to call has been taken by some "free prize" offering. I realize the phone number is not yet open, but the prize offering is only fueling the fires of discontent.

Respectfully

R [REDACTED]

RP

OCT 29 2012

Referred CS  
Answered \_\_\_\_\_

724413

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@email.com>  
**Sent:** Saturday, October 27, 2012 6:50 AM  
**To:** Haley, Nikki  
**Subject:** UNACCEPTABLE RESPONSE TO STOP HACKING

Title: Mr. and Mrs.

First Name: Thomas

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix: [REDACTED]

Street Address: [REDACTED]

Street Address 2:

City: Columbia

State: SC

Zip: 29229-6813

Phone: (803) [REDACTED]

Email: [REDACTED]@email.com

Affiliation: Senior Citizen

Message:

TAKE BOLD INITIATIVE. CALL CEO'S. GET STATE EMPLOYEES IN 24/7. PLEASE DON'T PLACE BLAME - TAKE POSITIVE ACTION! LEAD! == This is the most horrible breach of citizens' private records since the Army of the West under its brilliant Gen. Sherman, marched at will through us, devastating our state so horribly we struggle even now. === The impact on families unknown as this is the most bold breach of most private information. 3.6 MILLION BURGLARIES. NO HUMANS ON PHONES AT THIS SIX A.M. HOUR - NO ON-LINE CHAT ROOM. Get on the phone and put the Phillipines BEST call center online, if that's temporarily the most rapid response. State employees, phone utilities' employees, Natinal Guard - all are patriots when faced with such a threat. WHAT IF A NEW CATEGORY FIVE HURRICANE WAS TWO OUT FROM A DIRECT LANDFALL, BEARING DIRECTLY FOR US, ITS MOST DANGEROUS EASTERN SIDE AIMING FOR THE GRAND STRAND. Remember politically, the false evacuations of former Gov. Beasley and Gov. Hodges' airborne above I-26 NOT opening all lanes out of the Lowcountry. Speak to any local and you hear blunt assessments, even now, not suitable for a press conference briefing.

RECEIVED

OCT 29 2012

Note: CS

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

11/1/12

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Saturday, October 27, 2012 1:31 PM  
**To:** Haley, Nikki  
**Subject:** www.protectmyid.com/scdor

**Title:**  
**First Name:** melvin  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** mount pleasant  
**State:** sc  
**Zip:** 29464  
**Phone:** 843-[REDACTED]

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

**Affiliation:** South Carolina Resident

**Message:**

this does not work!!!! when i put this in the computer it doesn't take me to any thing but a bunch of different links to any website with the mention of protectmycredit!!!!

when trying to call experian for help...you just get put on hold forever!!!!

This is total ineptitude of Government!!!! you screw things up and can't even provide a simple way for the taxpayers and citizens of the State to protect themselves.

the I.T. department should all be fired for allowing this to happen!!!!

if you weren't a lady...this message would not be so mild!!!

REF ID

OCT 29 2012

Refer [REDACTED]

Answered [REDACTED]

911h77

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Friday, October 26, 2012 7:15 PM  
**To:** Haley, Nikki  
**Subject:** you are a smart woman

Title: ms  
First Name: penny  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Little mtn  
State: sc  
Zip: 29075  
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Never done this. But to let you know proud to have you. Step in tell people not to call you will have done for them. Sc is on of the only states that pay tax on something we have ready bought year after year.. They al ready no who it has info on. Do it for the people all our info is correct we pay car land tax every year. Doing from my phone. sorry. Have them run the report and do it auto for all. You are a great lady. Show them women can make things happen. I'm sure a lot of old and young worried. You can do it. Thank you. \_Penny

OCT 29 2012

Answered



nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Saturday, October 27, 2012 1:39 PM  
**To:** Haley, Nikki  
**Subject:** your costing us money!!!!!!

RECEIVED

OCT 29 2012

le CS  
answered

Title: MR  
First Name: Josh  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Fork  
State: sc  
Zip: 29543  
Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

first of off i would like to say i have no trust in my state goverment and thats a problem we the people that really pay taxes prol unlike your self should not have to call noone this is not the people problem its your staffs. we should sue you all!!!!!!

811177

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@charter.net>  
**Sent:** Saturday, October 27, 2012 11:50 AM  
**To:** Haley, Nikki  
**Subject:** Credit monitor

Title: Mr  
First Name: Dale  
Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Taylors

State: SC

Zip: 29687

Phone: 864-[REDACTED]

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident

Message:

Of the three credit monitors available for protecting SC Tax payers, Experian is least effect. Several professional people have said that TransUnion has been the best.

Please consider expanding the Protect My ID to include all credit monitoring companies.

Thanks you for being a proactive governor.

Date [REDACTED]

RECEIVED

OCT 29 2012

NOTE

PS

ANSWERED

611777

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@musc.edu>  
**Sent:** Friday, October 26, 2012 8:03 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack Advice

Title: IT Security Engineer

First Name: Clay

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Mt. Pleasant

State: SC

Zip: 29464

Phone: 843-[REDACTED]

Email: [REDACTED]@musc.edu

Affiliation: SC State Employee

Message:

Governor,

My name is Clay [REDACTED] and I work at MUSC on the Virtual Security team and the IT Endpoint Security team. I just wanted to let you know that I would be more than happy to talk to you about questions that you should be asking about why this happened and how to prevent it from happening again. You need to be asking things like why PII was being stored on a non-segmented network, why the data wasn't encrypted not only over the wire, but also at rest. You need to be asking if an intrusion detection system or IPS were in place, and if so, why did they not alert on this intrusion. You need to be asking whether or not the IT department has watch list countries set up in a SIEM alert to alert them anytime a user accesses your systems from any known "hacker havens". We have all of this set up at MUSC and I monitor and receive alerts from our systems Day and night 7 days a week, 24 hours a day.

I'm in my 8th year at MUSC.

Anyway, sorry for the brevity, but I'm typing this on my phone while girlfriend is driving us to Georgia :)

Dr Edwards (Jim) will let you know that when it comes to IT security, I not only know it like the back of my hand, I can explain it in non-technical terms. I've known him my whole life and was actually in his truck when you called him when Romney was in town.

If you want to talk, just give me a call. I would like to keep this email and any communications we have off of the record.

Thanks

Clay [REDACTED] 843-[REDACTED]

RECEIVED  
OCT 29 2012  
Answered

LETTER

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Saturday, October 27, 2012 8:19 PM  
**To:** Haley, Nikki  
**Subject:** Experian Monitoring

**Title:** Mr.  
**First Name:** Joshua  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Anderson  
**State:** SC  
**Zip:** 29621  
**Phone:** 864-[REDACTED]  
  
**Email:** [REDACTED]@gmail.com

RECEIVED

OCT 29 2012

Re

CS

Answered

**Affiliation:** Constituent  
**Message:**  
**Gov. Haley and Staff:**

I want to thank you for offering to cover my credit monitoring for one year in light of the recent and unfortunate events that have taken place in our great state. However, I am a little put off by the brief nature of this offer. I understand that when 3.6 million citizens of South Carolina are affected by a breach of this kind it will be expensive, but this breach was NOT my fault, nor any of my family members' or neighbors' fault. Unencrypted, personal information kept on state servers....if that's not asking for it, I'm not sure what is. I don't currently monitor my credit in a way that requires me to have to pay a service fee for doing so, but now I feel as if I will have to for LIFE!!!! Given this, I believe that is exactly what the state should do, and to be up front, I don't think this is asking too much. A year is great, but this person potentially has my personal information and can ruin me forever. What happens a year from now? My options seem pretty clear to me. Either take my chances, or pay \$17 a month for the rest of my life because whether you catch this creep or not, we'll never know who ELSE has our information. Again, I appreciate the year of coverage, but as a faithful, tax-paying citizen I don't feel that this is enough. I have worked very hard for what little I have and have protected myself and my credit score my entire adult life. For it all to be for nothing would truly be a shame. I urge you to do more for your citizens. Thank you for your time.

Sincerely,

Joshua [REDACTED]  
Anderson, SC

174471

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support [REDACTED]@gmail.com>  
**Sent:** Monday, October 29, 2012 2:55 PM  
**To:** Haley, Nikki  
**Subject:** Tax return / Potential Credit issues

Title: Mr.  
First Name: Andrew  
Middle Initial:  
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:  
To the office of Governor Haley,

I was able to protect my social security information on the web site that was provided on Governor Haley's facebook page. I was wondering if there was a way that I could protect my whole families identity. Is there a family plan that I could use? Please advise.

Nice job leading the state of SC!

Kind regards,  
Andrew [REDACTED]

RECEIVED

OCT 29 2012

Re: [REDACTED]

Answered [REDACTED]

224422

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Monday, October 29, 2012 2:19 PM  
**To:** Haley, Nikki  
**Subject:** Credit Monitoring

RECEIVED

OCT 29 2012

Referenced CS  
Unswared \_\_\_\_\_

Title: Mr  
First Name: Gary  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Matthews  
State: NC  
Zip: 28105  
Phone: 704-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Why aren't you offering free credit monitoring to people that work in SC and pay taxes in SC that live in NC?

224423

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@att.net>  
**Sent:** Monday, October 29, 2012 2:13 PM  
**To:** Haley, Nikki  
**Subject:** Tax Records Breach

Title: Mr.  
First Name: William  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Seneca  
State: SC  
Zip: 29672  
Phone: 864-[REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

Governor, with all due respect, 1 year of identity theft protection does not seem an adequate solution to the problem I may have THE REST OF MY LIFE. Do I have to go hire an attorney to sue you to fix your grave error? W [REDACTED]

RECEIVED

OCT 29 2012

Retired

CS

Answered

67.6477

**nhcorrespondence,**

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**From:** Thomas, Katherine  
**Sent:** Friday, November 16, 2012 8:09 AM  
**To:** Haley, Nikki  
**Subject:** FW: Message from the Governor

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**From:** Larry Ward [mailto:████████@msn.com]  
**Sent:** Wednesday, November 14, 2012 8:43 AM  
**To:** Thomas, Katherine  
**Subject:** RE: Message from the Governor

Same old stuff, nothing new.

If my identity is stolen all you are going to do is have someone walk me through the process of trying to get cleared up which can be years.

What are you going to do to protect my identity from being stolen and used in a crime, ie driver license, passport?

I have an email from protectmyid.com already with an alert.

Larry ██████

---

**From:** [KThomas@oepp.sc.gov](mailto:KThomas@oepp.sc.gov)  
**To:** [KThomas@oepp.sc.gov](mailto:KThomas@oepp.sc.gov)  
**Date:** Tue, 13 Nov 2012 17:08:45 -0500  
**Subject:** Message from the Governor

Governor Haley asked that I send you the attached documents.

Thank you,

Katherine Thomas

Office of Governor Nikki R. Haley



**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@msn.com>  
**Sent:** Monday, October 29, 2012 2:08 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

RECEIVED

OCT 29 2012

Noted CS  
Answered \_\_\_\_\_

Title: Mr  
First Name: Larry  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Bluffton  
State: SC  
Zip: 29909  
Phone: 843 [REDACTED]

Email: [REDACTED]@msn.com

Affiliation: Constituent

Message:

Is the state going to pay for this beyond the 1 year? "The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year."

Also what protection do we have from False Tax Returns, both State and Federal, being filed by Identity Thieves?

674477

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Monday, October 29, 2012 1:35 PM  
**To:** Haley, Nikki  
**Subject:** Breach of DOR records

RECEIVED

OCT 29 2012

Refer: CS

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

**Title:**  
**First Name:** David  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Charleston  
**State:** SC  
**Zip:** 29401  
**Phone:** 803 [REDACTED]

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

**Affiliation:** South Carolina Resident

**Message:**

I have three children all of whom lived in SC until recently. They have filed SC tax returns in previous years. I notified them to seek protection as offered to protect their SS numbers and other financial information. They have called the number provided and been told that since they are no longer SC residents they cannot have the protection being offered. Is this correct???

1.2.4427

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@att.net>  
**Sent:** Monday, October 29, 2012 8:36 AM  
**To:** Haley, Nikki  
**Subject:** selling information

RECEIVED

OCT 29 2012

Referred CS

Answered \_\_\_\_\_

Title: mr  
First Name: larry  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: ridgeville  
State: sc  
Zip: 29472  
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

south carolina needs to quit selling our information to companies ...that is not a right you should have...now a breach in cyber security... were is the person responsible

2244188

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Saturday, October 27, 2012 6:25 AM  
**To:** Haley, Nikki  
**Subject:** Recent Cyberattack

RECEIVED

OCT 29 2012

10/29/12 CS  
Answered

**Title:** [REDACTED]  
**First Name:** Alexander  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Wadmalaw Island  
**State:** SC  
**Zip:** 29487  
**Phone:** 843 [REDACTED]

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

**Affiliation:** Constituent

**Message:**

It is difficult to accept that the Governor and Department of Revenue leadership delayed the public notification of a cyber-attack on the Department of Revenue by 10 days and placed millions of SC residents at unnecessary risk to financial attack and fraud. Once the public was notified of the attack it is also difficult to accept that the organization residents were told to contact is only operation during normal business hours and limited hours on weekends. What a major blunder! Had the public been notified immediately they could have taken the actions to reduce their liability much more quickly and greatly reduced their personal risk. In addition, a rapid public notification would have had 3 million more people to provide potential information about the potential source of the attack. I can only assume that this is because the attackers also only use the information they obtained in normal business hours.

I wonder if the Governor and Department of Revenue staff took the actions to reduce their risk of financial fraud before the official announcement? I also wonder why the Department of Revenue was not the first of the nine cybersecurity systems reviewed by the Inspector General after the April 2012 attack on SC Medicaid records? The Department of Revenue was the repository for the most sensitive personal information the State has in its custodial care.

I have personally tried to use the contact numbers provided and have no success obtaining assistance. If this is an emergency then the Governor and State should be providing 24/7 assistance. I consider the Governor and State liable for any personal costs required to ensure my financial security.

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**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Saturday, October 27, 2012 6:52 AM  
**To:** Haley, Nikki  
**Subject:** Lack of cyber security

**Title:**  
**First Name:** Helen  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** 843 [REDACTED]  
**Street Address 2:** [REDACTED]  
**City:** Wadmalaw Island  
**State:** SC  
**Zip:** 29487  
**Phone:** 843 [REDACTED]

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

**Affiliation:** Constituent

**Message:**

Common sense indicates all state agencies that could imperil the financial security of its citizens should have used encryption measures - 100% of the time.

Common sense indicates the first agency to be reviewed for cyber security should have been the Dept. of Revenue.

The code needed to enroll in the free Experian service should have been immediately available, not dependent on normal business hours according to a recorded phone message. When did the Governor have access to the code so her own financial info got protection???

I am a VERY DISSATISFIED voter.

RECEIVED

OCT 29 2012

Referred: CS  
Assigned: \_\_\_\_\_

224429

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Sunday, October 28, 2012 1:02 PM  
**To:** Haley, Nikki  
**Subject:** get youre act together

RECEIVED

OCT 29 2012

Admin. CS  
Answered

Title: mrs  
First Name: michele  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: st. george  
State: sc  
Zip: 29477  
Phone: 423 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

This should not happened @ all. and when u call the no its in ca . so why did we just find out about about this fri afternoon. a little late. you think! i think it was an inside job but thats a few who think that way. but who are we? really! There was no reason that this happened. whats next! and why was'nt this stopped before it happened. were not happy with s.c as soon as we can we r out of here. its a bunch of crap. it should had never happened n were suppost to feel safe here well not. im sorry if u dont like what i had to say but im not dead yet. and god gave a mouth n i say what i feel.

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## nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Monday, October 29, 2012 10:29 AM  
**To:** Haley, Nikki  
**Subject:** Recent Government Actions toward SSN loss due to Hacking

Title: Mr  
First Name: Mark  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenwood  
State: SC  
Zip: 29649  
Phone: 864-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

Dear Gov. Haley,

I am writing to let you know I do not think that the recent actions taken to resolve the SSN loss due to hacking are sufficient. I cannot speak for the IT part of the actions taken, because I am not an expert there and do not know what the problem was or how the technology was changed to prevent further incursion. I can express the offer of a 1 year membership to Experian credit monitoring is not sufficient to compensate me for my loss of ID! I have gone to some pains in order to protect my ID from theft and now something totally out of my control has cost me just that. I have already heard stories of people who have had their bank accounts hit by unknown companies and now are being held financially responsible for overdraft fees on top of their loss of assets to these unknown companies.

This loss of information has put me at risk in the future and may require an annual outlay of funds just to protect my assets and credit that I do not have a budget for.

Needless to say I think more needs to be done and I will be watching for further developments with regards to this situation.

Sincerely,

Mark [REDACTED]

RECEIVED

OCT 29 2012

Refer: CS

Answered \_\_\_\_\_

224432

nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@charter.net>  
**Sent:** Monday, October 29, 2012 10:09 AM  
**To:** Haley, Nikki  
**Subject:** protectmyid.com website

Title: Mr. & Mrs.

First Name: Stanley

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Greenville

State: SC

Zip: 29617

Phone: (864) [REDACTED]

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident

Message:

My husband and I went to the protectmyid website this morning. We were very surprised to find that this website ask your Social Security Number, mother's maiden name, birthday, all the INFORMATION a person WOULD NOT WANT TO PUT OUT FOR ANOTHER HACKER. Why can't this be easier and more secure? It seems that every agency in South Carolina wants your SS#, date of birth, etc. These are numbers we are told to KEEP private, but the SC Unemployment Commission use these numbers freely. It seems that our state needs an overhaul where privacy issues are concerned. Would like to hear from your office. We are a tax payer.

R

OCT 29 2012

Refer CS

Answered

257722



nhcorrespondence,

---

**From:** Office of the Governor Site Support <[REDACTED]@gmail.com>  
**Sent:** Friday, October 26, 2012 8:03 PM  
**To:** Haley, Nikki  
**Subject:** Social Security Number Breach

REC-7

OCT 29 2012

Referred: CS

Approved: \_\_\_\_\_

Title: Mr.  
First Name: Page  
Middle Initial:  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Effingham  
State: SC  
Zip: 29541  
Phone: 843-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

I'm extremely disappointed in the response from South Carolina on this matter. I have been trying to access the phone number (1-866-578-5422) provided since I found out about the breach today and I still can't get through.

To date, this is probably one of the largest unauthorized information disclosures in history and it is simply unacceptable that my identity is now in the hands of hackers because of DoR negligence.

Simply offering me a year of identity theft protection isn't going to make matters any better. The social security numbers have been leaked, the numbers will not be forgotten after a year. Aside from re-issuing social security numbers to the victims, you can't undo this information disclosure.

What amazes me is that the very form (<http://governor.sc.gov/Pages/SendMessage.aspx>) I am using to contact you is not even submitted over a secure connection (SSL). If you are going to ask for my personal information, you should be protecting it. This is absolutely unacceptable.

Concerned,  
Page [REDACTED]

LC 11777

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@alcatel-lucent.com>  
**Sent:** Saturday, October 27, 2012 9:29 AM  
**To:** Haley, Nikki  
**Subject:** computer hacking appears to be a big business

Title: MR  
First Name: Alan  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Myrtle Beach  
State: SC  
Zip: 29579  
Phone: 843 [REDACTED]

Email: [REDACTED]@alcatel-lucent.com

Affiliation: South Carolina Resident

Message:

Governor Haley,

The hacking of information from computers and stealing any identity should be prosecuted to the extend of life in prison (without the use of a computer) and confiscation of all personal items. Home, bank accounts, etc. My daughter's information was taken and all the police said they could do was just try to prevent anymore use of her credit cards. She had to do all the work to protect herself. Somehow I don't think the government wants to help.

Lawyers defend thoses who steal this information from others. If the lawyers know the party is quilty they should provide this information to the police. If I am correct some states do this. The rights need to be protected but not for those who have been caught in the act.

Why should an individual have to protect what they own and the criminal goes free.

Too many people get caught from fraud like this and should not be obligated to pay for the criminal who created the act.

Protect the person who needs to be protected and not the criminal who commits the act.

Alan [REDACTED]

RECEIVED

OCT 29 2012

Re: [REDACTED]

Answered [REDACTED]

72472

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Sunday, October 28, 2012 7:24 PM  
**To:** Haley, Nikki  
**Subject:** Computer security breach

Title: Mr.  
First Name: Harvey  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: sc  
Zip: 29611  
Phone: 864-[REDACTED]

RECEIVED  
OCT 29 2012  
Refe. [REDACTED]  
Answered [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Veteran

Message:

Honorable Governor:

I am writing you to personally express my feelings regarding the potential loss of my private information, (I.E.) my security number. I was shocked to learn of this when you announced to the public this loss that affects every tax paying citizen of this state. I would have preferred to hear some type of an apology rather than your indignation about the criminal activity and how you wanted to see this person jacked up against a wall! The damage has been done and the question that needs a answer is this - How in the world did this happen that your computer security system was so inadequate to prevent this from occurring in the first place. May I suggest that you take the time to personally go through the procedure that we citizens have to go through in trying to correct this problem with the credit reporting agencies. I imagine that your SS number has been affected too. Respectfully yours Harvey [REDACTED]

224436

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Friday, October 26, 2012 8:31 PM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack cover up

Title: Cyber Attack  
First Name: Predrag  
Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Greenwood

State: SC

Zip: 29649

Phone: (864) [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

I am writing this message out of my frustration with the fact that SS# of my entire family and possible its future is stolen from the computers of the SC department of revenue due to the incompetency of state bureaucrats and system administrators. On the top of that you were engaged for the past two months in an attempt to cover up this information up from the citizens in stead of alleviating consequences and trying to protect us.

Every intelligent person knows that once in public domain information is compliantly unrecoverable. That means that I would have expected that your office have contacted Federal Trade Commission on August 27 and asked it to block all 3.6 SS# numbers that were stolen. At the same time Social Security administration should start issuing us new SS#. Instead you are giving me the link to credit reporting agencies (which are private entities) and ask me to purchase credit report fraud alert.

I can not even freeze my credit because in order for me to do that I need a police report. I just called local police for one and they had no clue that their SS# as well as SS# of their children were stolen too.

Great Job!!!

Predrag [REDACTED] [REDACTED]

RECEIVED

OCT 29 2012

Ret.

CS

Answered

151171

**nhcorrespondence,**

---

**From:** Office of the Governor Site Support <[REDACTED]@sc.rr.com>  
**Sent:** Friday, October 26, 2012 4:35 PM  
**To:** Haley, Nikki  
**Subject:** data breach

RECEIVED

OCT 29 2012

Referred: CS

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

Title: MS  
First Name: ALICIA  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: SURFSIDE BEACH  
State: SC  
Zip: 29575  
Phone: 843 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Wow. Aug 27, and not discovered until 10 Oct? And why in the world in this day and age is this type of data not encrypted? I just cannot believe this has happened to me AGAIN. This is the third time my data has been breached by various companies and government agencies. I know the convenience that computers provide, I know the speed and the labor saving. I have been involved in large medical information systems since the late '80's and yet I can't understand how encryption is so foreign to our government. I am not blaming YOU. But I am blaming the entire South Carolina government for not being PRO active in protecting personally identifiable data. I see you have hooked us all up with Experian credit monitoring. Thank you, it's the least you could do, but mine is already monitored due to three other data breaches mentioned earlier. Now, however, going forward, data must Must MUST be encrypted. I have to jump through hoops dealing with HIPAA data EVERYDAY. I can't believe that South Carolina was so cavalier with PII data. How arrogant and careless. Wow. Amazing in this day and age. When any of your IT people can open up any new article on their web browsers to read about data breaches large and small everyday. Budget constraints for IT, how about now? Proactive is WAY cheaper than having to clean up the mess for millions of tax payers. Wow, penny wise and pound foolish.

Thomas, Katherine

From: [REDACTED]@nc.rr.com  
Sent: Wednesday, November 14, 2012 11:16 AM  
To: Thomas, Katherine  
Subject: Re: Message from the Governor

Importance: High

Dear Ms. Thomas,

Thank you for your email which I assume was in response to an email I sent on October 26, 2012 via Governor Haley's website. Given the seriousness of the State of South Carolina's failure to protect its taxpayers' private information, I had expected a more prompt reply. Further, had I not heard from someone else about the issue, I would not have known that my personal security was allowed to be breached by the State of South Carolina. I never received any notification of this breach from the State of South Carolina.

In reading the November 13 "FAQs" which were attached to your email, I note that the State only plans to provide the Experian protection for one year. I find that limitation unacceptable as I had no choice but to provide the State of South Carolina my social security number when I filed my taxes in your state from 2000-2003. The State of South Carolina had a legal obligation to protect my information and the State has admittedly failed in that legal obligation. My expectation is that I receive written confirmation from the State of South Carolina that any negative issues impacting me as a result of the State's failure to protect the release of my social security number or any other private information will be the responsibility of the State of South Carolina to correct. I have spent a lifetime developing an excellent credit record. I don't expect at age 61 to have my credit record threatened or my financial well-being in any way negatively impacted by the State of South Carolina's failure to perform its legal obligations. I have consulted my attorney and am weighing my options, including the possibility of filing a class action lawsuit against the State of South Carolina for its failure to perform its legal obligations. I await your response before I make a decision as to my next move.

As a local government employee for [REDACTED] years and the former [REDACTED] from [REDACTED], I find this initial security failure by the State of South Carolina and its subsequent follow-up to be unconscionable. Maintaining the public trust should be the highest priority of government at any level. The State of South Carolina has failed terribly in this regard.

Sincerely,

Steven [REDACTED]

Carrboro, NC 27510

H-(919) [REDACTED]

C-(864) [REDACTED]

---- "Thomas wrote:

> Governor Haley asked that I send you the attached documents.

>

> Thank you,

>

> Katherine Thomas

> Office of Governor Nikki R. Haley

>

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@nc.rr.com>  
**Sent:** Friday, October 26, 2012 3:31 PM  
**To:** Haley, Nikki  
**Subject:** Hacking into SCDOR Records

RECEIVED

OCT 29 2012

Re: [REDACTED]

Answered [REDACTED]

Title: Mr.  
First Name: Steven  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Carrboro  
State: NC  
Zip: 27510  
Phone: 864-[REDACTED]

Email: [REDACTED]@nc.rr.com

Affiliation: Other

Message:

Dear Governor Haley,

I am a former resident of your state ([REDACTED]) who is very upset about finding out by way of twitter about the hacking of the SCDOR. I have been unable to get through the toll free number to determine if I am affected. I am appalled that in a situation of this magnitude there aren't enough phone lines to handle the anticipated volumes. As a 61 year old who has maintained excellent credit his entire life, I am upset that the State of SC has allowed this hacking to occur and does not appear up to the task of responding to all who may have been impacted. I expect the State of SC to respond to my inquiry and to hold me completely harmless from any damage that might be done to my credit.

Thank you in advance for responding promptly to my concerns.

Sincerely,

Steven [REDACTED] (former [REDACTED])

LC 1177

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@fredcaldwellchevy.com>  
**Sent:** Monday, October 29, 2012 10:07 AM  
**To:** Haley, Nikki  
**Subject:** ID THEFT

Title: MS

First Name: LINDA

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: KINGS MTN

State: NC

Zip: 28086

Phone: 704-[REDACTED]

Email: [REDACTED]@fredcaldwellchevy.com

Affiliation: Senior Citizen

Message:

I live in NC, but I have worked in SC since [REDACTED] and paid SC state taxes. Will I be covered under the free one year ProtectmyID program since I live in NC but work in SC?

RECEIVED

OCT 29 2012

Referred CS

Answered \_\_\_\_\_

74440



**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@ftc-i.net>  
**Sent:** Saturday, October 27, 2012 11:53 AM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

**Title:** Mr  
**First Name:** Rodney  
**Middle Initial:** [REDACTED]  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Dalzell  
**State:** SC  
**Zip:** 29040  
**Phone:** 803 [REDACTED]

**Email:** [REDACTED]@ftc-i.net

**Affiliation:** Constituent

**Message:**

Thanks for the transparency. I've been meaning to get identity protection but for what ever reason kept putting it off. Truth be told somebody somewhere has your personal information and if you are not protected you are vulnerable. This cyber attack was the stimulus I needed to get protected. However, please fix the problem. I would recommend you take a look at how some of the big insurance companies protect their data. BCBSSC may be a good source. Hopefully someone will be held accountable.

RECEIVED

OCT 29 2012

Referred CS

Answered \_\_\_\_\_

224422

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Monday, October 29, 2012 9:41 AM  
**To:** Haley, Nikki  
**Subject:** Cyberattack

Title: Mrs  
First Name: Dana  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Hollywood  
State: SC  
Zip: 29449  
Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

**Message:**

What in the world are you people doing up there to protect your citizens????????? NOTHING as far as I can tell. You've dropped the ball and dropped a BOMB on this state and now, rather than accepting responsibility for it and 'handling the situation', you've given us websites that don't work and phone numbers so jammed that people can't use them. Not to mention the lack of details. ie I have adult children whose SS numbers were listed on our tax returns who no longer live in this God forsaken State...who's going to protect them???

And who's going to pay the service you've hired to protect our credit? The taxpayers you've screwed over??? Get your act together!

YOU HAVE RUINED THIS STATE!!!!!!!!!!!!

Dana [REDACTED]

RECEIVED

OCT 29 2012

CS

Unanswered

CLLTX

nhcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@tds.net>  
**Sent:** Sunday, October 28, 2012 8:05 PM  
**To:** Haley, Nikki  
**Subject:** DOR Cyber Attack

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OCT 29 2012

Title: Mr  
First Name: Alexander  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Knoxville  
State: TN  
Zip: 37934  
Phone: 865-[REDACTED]

Email: [REDACTED]@tds.net

Affiliation: Small Business Owner  
 Message:  
 October 28, 2012

Dear Governor Haley,

My wife and I have invested in SC and own property (██████████, 29575) where we hope to retire in the future. We currently rent our property and pay taxes to SC and have filed SC Income Tax returns for several years.

As such we understand our social security numbers may have been compromised in the recent DOR Cyber Attack. When we call 1-866-578-5422 we learn that the free credit monitoring is only available to SC residents. Yet we are property owners and operate a small business in SC and are required to file SC income tax documents.

We would like to know if our identity and social security numbers have indeed been compromised, and if so, to take advantage of the credit monitoring service afforded to all SC people who have been required to file state income tax documents.

Can your office please help us to positively know if our identity and social security numbers have been compromised due to this security breakdown?

Our names appear on the SC1040 form as Alexander [REDACTED] and Georgia [REDACTED]. Our address on the form is [REDACTED], Knoxville, TN 37934-1532. Our social security numbers are also on that form.

Thank you for your assistance in this matter.

Sincerely,

Alexander and Georgia [REDACTED]  
865-[REDACTED] daytime Alexander  
865-[REDACTED] daytime Georgia

7-7-77

hcorrespondence,

**From:** Office of the Governor Site Support <[REDACTED]@hotmail.com>  
**Sent:** Tuesday, October 30, 2012 12:33 AM  
**To:** Haley, Nikki  
**Subject:** NO NEW SOCIAL SECURITY NUMBERS? JUST MONEY BEING SENT TO THE UNITED KINGDOM FOR CREDIT PROTECTION. WTF.

**Title:** Mr  
**First Name:** Alan  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Hopkins  
**State:** SC  
**Zip:** 29061  
**Phone:** (803) [REDACTED]  
**Email:** [REDACTED]@hotmail.com

RECEIVED

OCT 30 2012

Refe: CS  
Answered: \_\_\_\_\_

**Affiliation:** South Carolina Resident

**Message:**

We, therefore, the Representatives of the united States of America, in General Congress, Assembled, appealing to the Supreme Judge of the world for the rectitude of our intentions, do, in the Name, and by Authority of the good People of these Colonies, solemnly publish and declare, That these united Colonies are, and of Right ought to be Free and Independent States; that they are Absolved from all Allegiance to the British Crown, and that all political connection between them and the State of Great Britain, is and ought to be totally dissolved; and that as Free and Independent States, they have full Power to levy War, conclude Peace, contract Alliances, establish Commerce, and to do all other Acts and Things which Independent States may of right do. And for the support of this Declaration, with a firm reliance on the protection of divine Providence, we mutually pledge to each other our Lives, our Fortunes and our sacred Honor. Experian is owned by, look it up. That whenever any Form of Government becomes destructive to these ends, it is the Right of the People to alter or abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and accordingly all experience hath shown, that mankind, and Females, are more disposed to suffer, while evils are sufferable, than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, AND TO PROVIDE NEW GUARDS FOR THEIR FUTURE SECURITY.

224405  
465

224465

**nhcorrespondence,**

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**From:** Office of the Governor Site Support [REDACTED]@sc.rr.com>  
**Sent:** Monday, October 29, 2012 8:57 PM  
**To:** Haley, Nikki  
**Subject:** Cyber attack

RECEIVED

Title:

First Name: Jenny

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Summerville

State: SC

Zip: 29485

Phone: 843 [REDACTED]

OCT 30 2012

Noted: [REDACTED]  
Answered: [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

I have been trying to connect to Experian all day long.....the phone message says keep calling....which is what I have done.

The website is very confusing....

I'm concerned about our personal information...

What in the world can I do to secure our information???

We're very frustrated....

Jenny & Tom [REDACTED]

Summerville, SC

9/14/12

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@yahoo.com>  
**Sent:** Tuesday, October 30, 2012 10:35 AM  
**To:** Haley, Nikki  
**Subject:** Cyber Attack

**Title:** Lorin [REDACTED]

**First Name:** Lorin

**Middle Initial:**

**Last Name:** [REDACTED]

**Suffix:** [REDACTED]

**Street Address:** [REDACTED]

**Street Address 2:**

**City:** Fort Mill

**State:** SC

**Zip:** 29715

**Phone:** 803 [REDACTED]

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

**Affiliation:** South Carolina Resident

**Message:**

I trust you are aware that Experian does not answer their phone. Since Experian's site took my information and then told me I had to call on the phone you may understand how completely worthless the state's response has been.

Let's see, wait 10 days to tell anyone and then Experian is closed for the weekend. But just don't worry about it, Experian may answer their phone one day and if you have another problem Experian may answer the phone.

I will need to follow my own path. Where do I send the bill?

I have read there will be no disciplinary action. If that is the case I must inform you that is time for you to step down.

RECEIVED

OCT 30 2012

Reference: 057

Answered

1.11.12.77

**nhcorrespondence,**

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**From:** Office of the Governor Site Support <[REDACTED]@aol.com>  
**Sent:** Tuesday, October 30, 2012 10:40 AM  
**To:** Haley, Nikki  
**Subject:** SS#/Debit card security breach

RECEIVED

OCT 30 2012

CS  
answered \_\_\_\_\_

Title: Ms.  
First Name: Susan  
Middle Initial:  
Last Name: [REDACTED]

Suffix:  
Street Address: [REDACTED]  
Street Address 2:  
City: Greenville  
State: SC  
Zip: 29609  
Phone: (864) [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

The fact that most residents of South Carolina will or may have already been affected by this breach of security is inexcusable! I am appalled that this has happened. While you have offered some identity protection, it is not enough! Your office should handle this for every single taxpayer, the burden should not be on us to make telephone calls, or go on-line to "try" and protect ourselves. There are elderly people and others who may not have the resources or means to access the internet. My own parents don't even understand what has happened and would not know where to begin. It is not enough to "offer" protection, it will only be acceptable if South Carolina takes care of this matter and assures us that our personal information is safe.

2  
2  
4  
+  
X

nhcorrespondence,

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**From:** Office of the Governor Site Support <[REDACTED]@bellsouth.net>  
**Sent:** Tuesday, October 30, 2012 10:43 AM  
**To:** Haley, Nikki  
**Subject:** Identity Theft - Experion

RECEIVED

OCT 30 2012

Refer: 15  
Answered

**Title:** [REDACTED]  
**First Name:** James  
**Middle Initial:**  
**Last Name:** [REDACTED]  
**Suffix:**  
**Street Address:** [REDACTED]  
**Street Address 2:**  
**City:** Spartanburg  
**State:** SC  
**Zip:** 29307  
**Phone:** (864) [REDACTED]  
**Email:** [REDACTED]@bellsouth.net

**Affiliation:** South Carolina Resident  
**Message:**

The Experion website ([www.protectmyID.com/scdor](http://www.protectmyID.com/scdor)) does not accept the activation code SCDOR123 that has been publicized and given on the call line 866-578-5422. I have tried over 200 times using two different browsers.

The state should arrange for everybody affected to have the protection automatically as the Spartanburg Regional Hospital system did last year when they had a security breach. That statement that you made at the news conference about the state's not being able to release confidential information is BS. Experion already has our personal information.

624479