

From: Meredith Cleland <CLELANM@sctax.org>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 11/6/2012 5:11:05 PM
Subject: FW: Proposed Answers to FAQs

Hey Katherine!

Please find enclosed revised responses to the FAQ questions.

We are fine with the responses to the other questions.

Please let me know if you need anything else.

Thanks

In green, we've modified Jon Neiditz's answers below. We've also struck through answers that we believe to be irrelevant.

Q: What assurance does the SC taxpayer have that their Social Security Number is protected with Experian?

A: Experian has a legal obligation to protect the social security numbers, and information on its information security is available [HERE](#).

Q: When will people be notified who no longer live in the US? Can you supply me a copy of the letter?

A: They will be notified along with residents of other states who are SC taxpayers, over the next month. The letter will contain essentially the same information as the notice linked [HERE](#).

Q: Will hackers be able to redirect social security checks since they have SSN and bank routing/account information?

A: The answer depends on whether the information compromised was enough to circumvent the authentication processes of your bank and the Social Security Administration. You should speak to your bank about it. (Only bank routing information included on tax returns could have been compromised.)

Q: Why weren't SC SSN and credit card numbers stored in an encrypted format?

A: The vast majority of credit card numbers were stored and apparently effectively protected with strong encryption. We are moving rapidly toward encryption of social security numbers, but, like most state government agencies, we had not achieved that goal yet. [which should be completed by SCDOR in approximately 60 to 90 days.](#)

Q: Why can't the State register me?

A: As with any product or service you buy online, you have the opportunity to see the vendors' privacy policy and terms of service before deciding to give your information to the vendor and to accept the vendor's services to you. Vendors that don't offer that opportunity to each customer are often accused of unfair or deceptive trade practices by federal or state regulators. [To sign up South Carolina taxpayers for the fraud protection services offered without their knowledge or consent would violate privacy rights. In addition, registration would require answering personal questions that the Department would not have information to answer.](#)

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(View Bio)

From: Jim Etter [mailto:Etter_JF@sctax.org]
Sent: Tuesday, November 06, 2012 11:31 AM
To: Thad Westbrook
Cc: Meredith Cleland
Subject: FW: DOR FAQs

Thad, can you give some insight as to how to answer the last questions??

Thanks

Jim Etter
Director
SC Department of Revenue
803-315-0192

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Tuesday, November 06, 2012 11:10 AM
To: Jim Etter; Meredith Cleland
Subject: DOR FAQs

Director Etter and Meredith,
Below are the most current DOR FAQs from 11/3.
We have added four more questions to the bottom of the list. Please confirm these answers are accurate and answer the four new questions.
Please let me know if you have any questions.
Thank you,
Katherine

South Carolina Department of Revenue

Q: Will SC DOR call or email me and ask for my personal information? If we receive an email or call like this what should we do?

A: SC DOR would not initiate contact with a taxpayer and ask for personal information. If you do receive this type of call or email, hang up the call or don't respond to the email. If you are suspicious of any such email or phone call please contact SC DOR at (803) 898-5000.

Q: Will the use of 941 filings and W-2 state filings cause Churches to be included in the "business" and require the churches to call enroll for the identity protection?

A: Form 941 would be filed with the federal government. However, W-2 filings or individuals filing personal returns with attached W-2s may cause churches to be included with the included affected "businesses". Churches should enroll for the identity protection.

Q: Are non-profits included in the "businesses" that were possible victims of the Cyber Attack?

A: Yes, possibly.

Q: If a taxpayer had their tax returns directly deposited into their bank account (and therefore their bank account

numbers and routing numbers were written on their return forms), were the bank account and routing numbers also exposed to the hackers?

A: As it still unsure which information has been compromised, we advise that any information contained on a tax return could have been compromised.

Q: Are church EIN numbers being compromised because they appear on the 941 and W-2 forms issued?

A: Church EIN numbers could have been compromised from W-2 forms. Form 941 would be filed with the federal government.

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A: Experian has a legal obligation to protect the social security numbers, [and information on its information security is available HERE.](#)

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Katherine F. Veldran

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