

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Laughlin, ChrystalCLAughlin@oepp.sc.gov
Date: 12/10/2012 4:02:42 PM
Subject: FW: Contact for Business Credit Advantage SM

Here's what I found out:

"The nature of the issue designates what group this goes to, but to start they can call 1-800-303-1640. Option 2 is for business credit information disputes. Option 3 is for access code or technical problems with the website."

Please note that the number is only to be used by your team, and not to be made public.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [<mailto:CLAughlin@oepp.sc.gov>]
Sent: Monday, December 10, 2012 6:16 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: Contact for Business Credit Advantage SM

Thanks Ozzie. Is there someone we (the Governor's Office) can contact for questions? Their contact information would not be given out to constituents. However, I have at least three constituents who need to speak with someone on the business side, so perhaps this person could assist constituents that have specialized issues.

Thank you,
Chrystal

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 2:05 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: Contact for Business Credit Advantage SM

Here's what I received from our Business credit unit:

For technical online issues redeeming a code or accessing the website, customers can write to helpdesk@smartbusinessreports.com.

For issues finding a business in Experian's database, or issues with the available business address or data, customers should submit their questions and disputes to BusinessDisputes@experian.com for investigation.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 7:31 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: Contact for Business Credit Advantage SM

Ozzie,

Who is the contact at Experian for the Business Credit Advantage program? The Governor's Office needs someone who can help businesses if they are having problems enrolling.

Thank you,
Chrystal