

nhcorrespondence,

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

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

Email: [REDACTED]@chcarter.net

Affiliation: Constituent

Message:

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

NOV 13 2012
Laughlin
Viewed

806502

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hughes.net>
Sent: Friday, November 02, 2012 10:07 PM
To: Haley, Nikki
Subject: DOR security breach

RECEIVED

Title: [REDACTED]
First Name: Kenneth
Middle Initial:

NOV 05 2012

RETURNED (call) Weaver

ANSWERED

FYI Walls

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Johns Island

State: SC

Zip: 29455

Phone:

Email: [REDACTED]@hughes.net

Affiliation: Constituent

Message:

Is Kimberly Haley of the Department of Revenue, or her spouse, related in any way to Governor Haley's husband or his family?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, November 02, 2012 4:21 PM
To: Haley, Nikki
Subject: Code for ID protection

Title:

First Name: Rob

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Latta

State: SC

Zip: 29565

Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

I called the 866-578-5422 number and listened to the message. I went to the website and put in the code SCDOR123, and it is invalid. I called back and the automated system informed me to call back and hung up on me. I called back, was on hold x 30 minutes, then another 15 minute phone interview to verify my identity.

If the code is invalid, then why is it being given out?

What should have been a simple 15 minute website visit turned into an hour long fiasco.

Please get this corrected ASAP!

Thank you!

RECEIVED

NOV 05 2012

Relent

CS

Answered

225371

nhcorrespondence,

From: Thomas, Katherine
Sent: Friday, November 16, 2012 11:00 AM
To: Haley, Nikki
Subject: FW: Message from the Governor

RECEIVED

NOV 16 2012

Laughter
Answered

From: Susan [REDACTED] [mailto:[REDACTED]@live.com]
Sent: Friday, November 16, 2012 10:14 AM
To: Thomas, Katherine
Subject: Re: Message from the Governor

Mrs. Thomas,

Thank you for responding to my email. I have read the attachments that you sent and I have spoken with ProtectMyID as well as Experian (the actual office) yet no one has been able to offer any assistance which is very upsetting. I am being told that unless my minor child has a credit file (meaning she would have to have established credit and she is only 10 years old) that there is nothing anyone can do to protect her social security number. I am disabled and she draws a Social Security Check as I do and NO ONE can help me protect her Social Security number from fraud? This is insane!! Our Social Security Income is the ONLY income we have and children's SS #'s are the ones that are most wanted by criminals because a child's credit report is never pulled, therefore easy to use in a fraud scam. I need some assistance! There has got to be a way to protect the minor children from fraud. Why can a fraud alert not be placed on the Social Security Number itself? I don't want my daughter to use her SS# in a few years only to find out someone has stolen her identity when this all could have been prevented EASILY with a little effort on the part of the Governor's Office and the credit reporting agencies. Why does EVERYTHING have to wait for a disaster before anyone will act????

Thank you

Susan [REDACTED]
864-[REDACTED]

From: Thomas, Katherine
Sent: Tuesday, November 13, 2012 5:08 PM
To: Thomas, Katherine
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

225374

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@live.com>
Sent: Friday, November 02, 2012 6:26 PM
To: Haley, Nikki
Subject: Childs Social Security Number Protection

RECEIVED

NOV 05 2012

REL. 05
Answered

Title: [REDACTED]

First Name: Susan

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Fountain Inn

State: SC

Zip: 29644

Phone: 864 [REDACTED]

Email: [REDACTED]@live.com

Affiliation: South Carolina Resident

Message:

I have a child that is [REDACTED] years old and her SS # is always listed on my tax return. Experian, Equifax, and Trans Union do not protect a minor child's SS #. Because of the breach with SS # please tell me how I am suppose to protect my child's SS# ?

THank you

Susan [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, November 02, 2012 11:41 PM
To: Haley, Nikki
Subject: Breach

225375
Title: [REDACTED]
First Name: Tammy
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lancaster
State: SC
Zip: 29720
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

Dear Gov.Haley,

The breach of SC residents in which someone hacked into the State system is a true WAKE UP CALL. Why would you not have the latest technology there is to protect the citizens of SC? My personal computer I have Norton for protection and renew this yearly. SC should have every protection there is to protect us against this kind of thing. The sad thing, it had been hacked into twice before and NOTHING was done. Im a nurse, and if something was going wrong with my patient and I kept ignoring it the patient could have morbid consequences. This is what happen to the SC citizens. SOMEONE DROPPED THE BALL AND SOMEONE SHOULD BE FIRED FOR THIS! I would be fired if I let my patients down and someone sure did let down the SC citizens. This mess will hang over our heads the REST OF OUR LIVES! Tax payers are having to pay for this mistake.

Do you think 1 year of someone looking for me about my credit is going to be enough. NO. I WILL HAVE TO PAY OVER \$100/year to an id protection company for the rest of my life to make sure my idenity is not taken. Do you know how hard it is to get your idenity back when it it stolen? It can ruin your good name and credit overnight. Its a horrible thing to go through and something that SC citizens should not have to deal with.

Its not like yall didnt have any warning that someone was hacking into this system. Once again, SC is laughed at, that our government is so careless. If I had any power in this state, I would CLEAN HOUSE. I hope there will be punishment for all that are fault for this tragedy. This effects my family, friends, neighbors and Im angry about this. Since tax payers pays for everything, how about getting reputable IT folks on the payroll and the most advanced technology in place. I would rather know that my tax dollars are working in my favor than not at all.

Overwhelmed,

Tammy [REDACTED]

RECEIVED
NOV 05 2012
Rec. [REDACTED]
Assn. [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ymail.com>
Sent: Sunday, November 04, 2012 9:32 PM
To: Haley, Nikki
Subject: A very concerned and angry citizen

225316
Title: [REDACTED]
First Name: Louann
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Georgetown
State: SC
Zip: 29440
Phone: 843-[REDACTED]

Email: [REDACTED]@ymail.com

Affiliation: South Carolina Resident

Message:

Gov. Nikki Haley

11.4.2012

My husband and I are living on a fixed income. We worked very hard for many years so we could own property and a home in South Carolina where we always dreamed of retiring. We recently learned that people who filed taxes from 1998 to now had their personal information stolen.

The thought that our personal information has been compromised is extremely stressful and worrisome for us. Our main concern is that our identities will be stolen leaving nothing for our loved ones except a mess to clean up.

I would love to know how this happened, as I am sure many others would. I can't imagine how such sensitive information that should be kept safe by the government can so easily fall into the wrong hands. If there is any additional details that have been published on how this happened, I would appreciate it if you can let me know where to find them.

I also understand you are giving residents 1 year of free identity protection service. While I appreciate the small effort to try and correct or "make up for" the governments inability to protect our information, I am quite certain that the people who have stolen this information will not be stupid enough to try and immediately use it. What happens when the free year is over? Are we on our own? Will we have to pay for identity protection out of our own pocket to make up for your mistake? I want to say again we are living on a fixed income and have tried to put aside what we can for our children and grandchildren.

I would like to know what you are going to do to ensure me that my children will inherit what little we earned during our years of hard work.

What if anything are you going to do to prevent something like this from happening again?

A very concerned and angry citizen

Louann [REDACTED]
[REDACTED]@ymail.com

In God we trust

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@PresHomeSC.org>
Sent: Monday, November 05, 2012 1:51 PM
To: Haley, Nikki
Subject: seeking to assist Sr. in our Community

Title: [REDACTED]
First Name: Michael
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Summerville
State: SC
Zip: 29485
Phone: 803 [REDACTED]

Email: adaffin@PresHomeSC.org

Affiliation: Other

Message:

As you can imagine, many of our Older Adults living here in the Village at Summerville (formerly Presbyterian Home) have many questions about what they should do. Most of them do not have computers or wish to use computers to resolve the issues. Some have family or others to assist them with suggested safe guards and steps to take. I will be meeting with them today 11/5/12 at 4:00 PM to try to answer and take questions that they have. I will provide a handout of some of the most recent updates from Governor Haley's website. Your link the other day was the first one that worked the other day when I was working to do what was suggested, some of the info through a local paper and TV station didn't work. Here are some of the questions they now have...

What will I need to have ready to give the person, when I call on the phone?

Is it possible for me to complete all that I need to do by phone?

Will the State of South Carolina be able to send me definitive result to let me know that my SS# and/or Credit Card Number was taken?

any helpful tips you have created for Srs... would be helpful...

To reach me use my cell phone 803 [REDACTED] Blessings, Achim

RF [REDACTED]

NOV 05 2012

Replied 05

Answered _____

225378

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@msn.com>
Sent: Monday, November 05, 2012 8:54 PM
To: Haley, Nikki
Subject: tax records theft

Title: [REDACTED]
First Name: LANCE
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: MURRELLS INLET
State: sc
Zip: 29576
Phone: 938 [REDACTED]

Email: [REDACTED]@msn.com

Affiliation: South Carolina Resident

Message:

dear govenor haley,

this tax record theft is really serious, threatening, and worrisome and we (and friends) have/are/will sign up with the experion credit report people. It's also clear to the experion people (because they've matched us w/the records that you sent them & allowed us all to sign up for free) precisly and exactly who we are. but not everyone will sign up and nor will they set up fraud alerts, etc.

anyway, since experion knows the problem, and since they know who's involved, and since they (experion) will be responding to credit inquiry's(both real and bogus) I would suggest that when experion responds/replys to their clients & creidt givers that they also send a separate reminder of the situation and urge them to require extra identification and to otherwise be more cautious. let them know that the person in front of them had their S.C.records stolen (whole world knows anyway by now) and spare a lot of grief to a lot of fellow South Carolinians.

thank you

lance [REDACTED]

NOV 06 2012

Note: [REDACTED]
Answered [REDACTED]

225384

nhcorrespondence,

From: shirley [REDACTED] <[REDACTED]@att.net>
Sent: Tuesday, November 06, 2012 1:43 PM
To: Haley, Nikki
Subject: How can we protect our ssn when we pay taxes, but have no credit rating?

In reference to the SCDOR Hacking -

In all of this hacking mess, one group of people has been totally ignored! Here's the e-mail I received from a relative when she tried to enroll for the free credit monitoring and identity protection. She is a tax-paying, hard working citizen, born and raised in SC. What is she suppose to do to protect herself??

"I just talked with a person....since I don't have a credit history (nothing current...
...within the last 10 years) I don't have a credit report. So they said they couldn't set up an account and give me a customer number. I really don't understand how my social security number is going to be protected. Do you have to be in debt to protect your social security number...that stinks!!!! Therefore ...since I have no credit report..... I can't place a fraud alert or security freeze. Does that make sense to you? I am not sure what I should do next."

Where is the protection for her ssn and any future credit she tries to get?

Shirley [REDACTED]
[REDACTED]
[REDACTED]
Edisto Island, SC 29438
843 [REDACTED]
[REDACTED]
[www.facebook.com/\[REDACTED\]](http://www.facebook.com/[REDACTED])

RF

NOV 06 2012

Referred: *Pitts*

Answered: _____

225387

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Tuesday, November 06, 2012 12:57 PM
To: Haley, Nikki
Subject: Hacking Victims

Title: [REDACTED]
First Name: Shirley
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: Edisto Island
State: SC
Zip: 29438
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

In all of this hacking mess, one group of people has been totally ignored! Here's the e-mail I received from a relative when she tried to enroll for the free credit monitoring and identity protection. She is a tax-paying, hard-working citizen, born and raised in SC. What is she suppose to do to protect herself??

"I just talked with a person....since I don't have a credit history (nothing current...within the last 10 years) I don't have a credit report. So they said they couldn't set up an account and give me a customer number. I really don't understand how my social security number is going to be protected. Do you have to be in debt to protect your social security number...that stinks!!!! Therefore ...since I have no credit report..... I can't place a fraud alert or security freeze. Does that make sense to you? I am not sure what I should do next."

Where is the protection for her ssn and any future credit she tries to get?

NOV 06 2012
Reference [REDACTED]
Answered [REDACTED]

nhcorrespondence,

From: shirley [REDACTED] <[REDACTED]@att.net>
Sent: Tuesday, November 06, 2012 2:17 PM
To: Kearney, Brendan; Lagen, Stephen; Slade, David; Smith, Glenn; aparas@postandcourier.com; Haley, Nikki
Subject: Re: How can we protect our ssn when we pay taxes every year, but have no credit rating?

Hey Mr. Kearney,

Thanks again for your response. This is not a very positive scenario. It seems pretty lamb for the state of SC not to even consider the problem my sister has - being a solid, tax-paying responsible adult with no outstanding debts - can cause her more problems. The suggestion to check all 3 agencies over & over again puts the onus on her. We will already foot the bill for this fiasco - and for tax-paying citizens like my sister who has never been in debt - this is really a double whammy! Just trying to contact these agencies can take hours, even days. As my sister said to me, "this stinks"!

Shirley [REDACTED]
[REDACTED]
[REDACTED]
Edisto Island, SC 29438
843-869-0075
[REDACTED]

www.facebook.com/[REDACTED]

From: "Kearney, Brendan" <bkearney@postandcourier.com>
To: shirley hrvol <craftsbythesea@att.net>; "Lagen, Stephen" <slagen@postandcourier.com>; "Slade, David" <dslade@postandcourier.com>; "Smith, Glenn" <gsmith@postandcourier.com>
Sent: Tuesday, November 6, 2012 1:45 PM
Subject: RE: How can we protect our ssn when we pay taxes every year, but have no credit rating?

Shirley,

I see. Well, I think the best she can do is to check back with Experian, Equifax and/or Transunion periodically to see if anyone has tried to take out credit in her name and continue to vigilantly monitor her bank statements, bills, etc. to make sure everything's as it should be.

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
@kearney_brendan on Twitter

From: shirley [REDACTED] [mailto:[REDACTED]@att.net]
Sent: Tuesday, November 06, 2012 1:40 PM
To: Kearney, Brendan; Lagen, Stephen; Slade, David; Smith, Glenn
Subject: Re: How can we protect our ssn when we pay taxes every year, but have no credit rating?

Mr Kearney,

RECEIVED

NOV 06 2012

Referred to Pitts
Answered

Thank you for your prompt response. However, since she doesn't have any credit - when she spoke to the Experian rep she was told she could not place 90-day fraud alerts or place a security freeze . If Carri Lybarker has information contrary to this, we'd love to know who to contact. Thanks again for your help!

Shirley [REDACTED]
[REDACTED]
[REDACTED]
Edisto Island, SC 29438
843-[REDACTED]
[REDACTED]
[www.facebook.com/\[REDACTED\]](http://www.facebook.com/[REDACTED])

From: "Kearney, Brendan" <bkearney@postandcourier.com>

To: shirley hrvol <craftsbythesea@att.net>; "Largen, Stephen" <slargen@postandcourier.com>; "Slade, David" <dslade@postandcourier.com>; "Smith, Glenn" <gsmith@postandcourier.com>

Sent: Tuesday, November 6, 2012 1:23 PM

Subject: RE: How can we protect our ssn when we pay taxes every year, but have no credit rating?

Good afternoon, Shirley.

I just spoke to Carri Lybarker, the administrator at the SC Dept. of Consumer Affairs, and she explained that because your sister has no credit, there's nothing for Experian to monitor. In other words, Experian monitors credit, not social security numbers. So what she suggested is that your sister occasionally place 90-day fraud alerts with one (and thereby all) of the three credit-rating agencies or place a security freeze with each. That way, if anyone tries to obtain credit in your sister's name, the fraudster will be hampered, and your sister will hear about the attempted fraud.

Thanks for reading and writing in.

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
<http://www.postandcourier.com/>
@kearney_brendan on Twitter

From: shirley [REDACTED] [mailto:[\[REDACTED\]@att.net](mailto:[REDACTED]@att.net)]

Sent: Tuesday, November 06, 2012 12:36 PM

To: Largen, Stephen; Slade, David; Smith, Glenn; Kearney, Brendan

Subject: How can we protect our ssn when we pay taxes every year, but have no credit rating?

Hello Gentlemen,

In all of this hacking mess, one group of people has been totally ignored! Here's the e-mail I received from my 60 year old sister when she tried to enroll for the free credit monitoring and identity protection. She is a tax-paying, hard-working citizen, born and raised in SC. What is she suppose to do to protect herself??

"I just talked with a person...since I don't have a credit history (nothing current...within the last 10 years) I don't have a credit report. So they said they couldn't set up an account and give me a customer number. I really don't understand how my social security number is going to be protected. Do you have to be in debt to protect your social security number...that stinks!!!! Therefore maybe ...since I have no credit report..... I can't place a fraud alert or security freeze. Does that make sense to you? I am not sure what I should do next."

Shirley [REDACTED]
[REDACTED]
[REDACTED]

Edisto Island, SC 29438

843 [REDACTED]
[REDACTED]

[www.facebook.com/\[REDACTED\]](http://www.facebook.com/[REDACTED])

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@msn.com>
Sent: Monday, November 05, 2012 5:25 PM
To: Haley, Nikki
Subject: I D theft coverage

Title:

First Name: Brian

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Mogadore

State: Oh

Zip: 44260

Phone: 561 [REDACTED]

Email: [REDACTED]@msn.com

Affiliation: Veteran

Message:

Why would the state of South Carolina offer a service which gives people false security. Especially after the state is the one who lost your statesman identities. You are only offering a service that help them with it instead of finding a company that is truely the best company in N. America. Let me guess you guys were given some kind of cheaper rate to cover all of these people. Plus why do they not get to pick the provider of their choosing. Sounds a little bit communistic to me. If you really would like the best for your state then I would be glad to show you. Hope you pray over it.

Sincerely,

Brian [REDACTED]

NOV 06 2012

Rate: Pills

Answered

225388

225388

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Monday, November 05, 2012 7:50 PM
To: Haley, Nikki
Subject: Hacking of State Computer System

Title:

First Name: Jack

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Travelers Rest

State: SC

Zip: 29690

Phone: 864-[REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

Governor

REC-1111
NOV 06 2012
Haley, Nikki
Answered

225392

I watched with interest your campaign for office and expected a somewhat competent person to be organized and understand the administration of state government. After all, you told us countless times about your small business experience.

That experience has not been on display for us as we watch and learn that our most sensitive personal data was compromised. I have paid taxes in this state since 1999 and am not pleased my personal data has been stolen. What is truly depressing is that your appointed officials could have implemented safeguards as other states have to protect our data.

I am not going to wait to find out how to replace you in the next election cycle. I am going to work for a more competent challenger if one is willing to emerge and challenge you. If not, I'll work for the opposition despite my conservative roots.

Governor, you have failed a basic test and your solutions so far appear to ignore the obvious solutions. You need to hold somebody accountable and you need to dump the stupid line that any system can be hacked. We want to know that our data is secure no matter how hard the hackers try.

Sincerely

Jack [REDACTED]

Travelers Rest, SC

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Tuesday, November 06, 2012 2:55 PM
To: Haley, Nikki
Subject: Thank you

Title: Thank you for protecting our credit First Name: Bobby Middle Initial: [REDACTED] Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Anderson

State: SC

Zip: 29625

Phone: 864 [REDACTED]

Email: [REDACTED]@charter.net

RECEIVED

NOV 06 2012

Referred to Hallway
Answered

Affiliation: South Carolina Resident

Message:

I was really having a hard time getting set up with Experian and protectmyid.com. Through the process of contacting Experian customer service I learned that my credit information had been combined with someone I never heard of. Experian Customer Service got this cleared up and information corrected with the Credit bureau. Thank you for your quick action in protecting the residents of our state. I know there was a lot of opposition regarding the state picking up the tab for this. This action showed that not only were the residents victims but that the state was in it with us, you were in it with us. Your comment about "there is a lawyer at the scene of every accident with a tissue" hit the nail on the head. I hope the courts stick up for all of us and tell them to crawl back under their rock. Faults can be found with any of us and when you are a public figure those faults are put out there for everyone to see. You have done a fine job for us and I am just one of many residents that are on your side. You went to battle for us to insure jobs at Bowen among other things. I would vote for you again in a heart beat. Thank you for having our back.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ryandohrn.com>
Sent: Friday, November 09, 2012 1:00 PM
To: Haley, Nikki
Subject: Internet consultant offers advice to Governor Haley

RECEIVED

Title: [REDACTED]
First Name: Rya
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Beech Island
State: SC
Zip: 29842
Phone: 803-[REDACTED]

NOV 09 2012

Referred Pats
Answered FYI [REDACTED]

Email: [REDACTED]@ryandohrn.com

Affiliation: Small Business Owner

Message:

Good afternoon. I am an Aiken county business owner with a global client base. I am a globally recognized internet strategy consultant willing to serve free on any board or be involved in any issues regarding the internet and recent hacks in SC. Some of my past clients include Fortune 500 companies like ABC and the NY Times Company. Please reach out to me at any juncture.

I love SC and want to be involved in any way you see fit that I may help the Governor or the state.

Ryan [REDACTED]
<http://RyanDohrn.com>
803-[REDACTED]

225431

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Saturday, October 27, 2012 10:37 AM
To: Haley, Nikki
Subject: frooud

Title: citizen
First Name: robert
Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: columbia

State: sc

Zip: 29212

Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

The news suggests that each person have a freeze placed on their credit reports.

To enhance the process, please have the three CR agencies put a freeze on all SC accounts.

RECEIVED

OCT 29 2012

Item: (15)
Answered [Signature]

225415

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 7:41 PM
To: Haley, Nikki
Subject: CyberAttack at DOR

RECEIVED

OCT 29 2012

Referred (15)
Answered [Signature]

Title: [REDACTED]
First Name: Paula
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Camden
State: SC
Zip: 29020
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Is there some way that you can PLEASE get more phone numbers and/or people to man the phones for 3.6 million people who are now worried about their credit and SSN? The message on the recording now says "We appreciate your call. We are experiencing higher than usual call volumes. Please note that you have until January 31, 2013 to enroll." Please note that the change in the message is NOT encouraging or helpful. We all want to take care of this as soon as possible.

225474

RECEIVED

NOV 06 2012

Refere _____

Answered _____

200903

2
2
(
2
2

<PREFIX>Mr.</PREFIX>
<FIRST>James</FIRST>
<LAST></LAST>
<ADDR1></ADDR1>
<ADDR2></ADDR2>
<CITY>Little River</CITY>
<STATE>SC</STATE>
<ZIP>29566</ZIP>
<HPHONE>843</HPHONE>
<WPHONE>843</WPHONE>
<EMAIL>@aol.com</EMAIL>
<ISSUE>ASSISTANCE</ISSUE>
<>Yes, I would like a written response.</>

<MSG>In reference to the 3.6 million SC citizens whos SSN and various bank cards were hacked, I responded to the toll free number the end of October but was put on hold indefinitely. I used the other connection, email and I received two very questionnable emails in response from people who wanted to solicit my credit card records with which to assist me in upgrading my credit records. I am very concerned that our bank records are still in limbo but have not been satisfied at all, with the responses as of this date. Any suggestions. I am still pursuing getting some type of resolution but very discouraged!!!!!!

James

Little River, SC 29566</MSG>

<>please enter your zip code in the format 12345 or 12345-1234.</>

</APP>

Close

LINDSEY O. GRAHAM
SOUTH CAROLINA



290 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5972

UNITED STATES SENATE

November 6, 2012

The Honorable Nikki Haley
Governor
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201-3756

Dear Governor Haley:

The attached letter concerns an issue outside my official jurisdiction. Therefore, as a courtesy to my constituent, I am sending this correspondence to your attention.

Thank you for your attention to this matter, and I ask that you please respond directly to the individual.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim", written over a horizontal line.

Lindsey O. Graham
United States Senator

LOG/ac

Enclosure

NOV 06 2012

United States Senate

WASHINGTON, DC 20510

Referred to (5)

Approved

Senator Lindsey O. Graham

225522

The Pee Dee Regional Office

401 W. Evans Street, 111

Florence, SC 29501

843-669-1505 (O) 843-669-9015 (F)

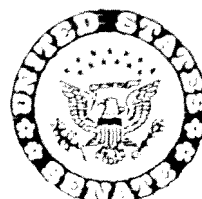
alice_cooper@lgraham.senate.gov

Fax Transmittal SheetTo: Gov. HaleyFax #: 803-734-1428 Date: 11-6-12From: Alice Cooper - CONSTITUENT SVS.RE: James [REDACTED] Pages to follow: 2Comments/Notes: Please note the Senator's interest and provide assistance. Thank
you.

If you experience problems receiving this fax, or do not receive all pages sent for this fax,
please call the office @ (843) 669-1505

** Confidentiality: This message is intended solely for the use of the addressee and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the person responsible for delivering it to the addressee, you are put on notice that any dissemination of, distributing of, or copying of this communication is strictly prohibited. If you have received this communication in error, please make notification immediately via telephone and return the original message to the address above via U.S. Mail.

Thank you **



nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@org>
Sent: Saturday, November 03, 2012 1:32 PM
To: Haley, Nikki
Subject: Incompetence

Title:
First Name: Nancy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Ninety Six
State: SC
Zip: 29666
Phone:

Email: [REDACTED]@org

Affiliation: South Carolina Resident

Message:

I have been a resident of SC all of my adult life, and during that time have tolerated both the deserved and exaggerated reputation that the state is full of backward, uneducated and incompetent people. Now I see that they were right all along. The unobstructed breach of we, the tax-payers', identities proves it. Thank you to Nikki and the Department of Revenue for helping me to see that my home state is indeed full of bureaucrats completely devoid of skill and/or intelligence.

RECEIVED

NOV 05 2012

Refer. Halligan
Answered Nikki

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@netscape.com>
Sent: Sunday, November 04, 2012 11:44 AM
To: Haley, Nikki
Subject: ID Theft Protection

Title:
First Name: Herman
Middle Initial:J
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Taylors
State: SC
Zip: 29687
Phone:

Email: [REDACTED]@netscape.com

Affiliation: Senior Citizen

Message:

Yes, the first year at Protect My ID is free, but what about the years after that? Their costs are high. Multiply that by two and it adds up to thousands of dollars over the years. Are you going to help us after the first year? Are you going to try to negotiate a discount deal for us?

We are senior citizens on a fixed income, and this doesn't fit into our budget at all.

Will we be notified whether or not our numbers were in the batch which was stolen? It would be nice to know where we stand. I don't feel very confident that ID theft protection can keep us safe from someone who was able to get around your firewall and steal the data.

Thank you,

Herman J. [REDACTED]

RECEIVED

NOV 05 2012

Refe: 15

Answered _____

2012 11 05

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, November 02, 2012 9:20 PM
To: Haley, Nikki
Subject: SC Dept. of Revenue Cyber Attack

Follow Up Flag: Follow up
Flag Status: Flagged

Title:
First Name: Cheryl
Middle Initial:A
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29651
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

My Husband and I were able to register with Experian Protect myid Alert System.

My Question:

What about my child

The minor's name, social security number, and date of birth were listed on our tax return because she is our dependent, so what about a minor's rights to have their identity protected. What is being done to protect all the minors listed on the report? Accounts could be set up in their names.

Thank You

RECEIVED

NOV 05 2012

Re: 05

Answered

02/11/2012

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED].com>
Sent: Monday, November 05, 2012 1:42 PM
To: Haley, Nikki
Subject: Notification to South Carolina residents

Title: Executive Vice President

First Name: Larissa

Middle Initial:K

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Claysburg

State: PA

Zip: 16625

Phone: 814-[REDACTED]

Email: [REDACTED].com

Affiliation: Other

Message:

First let me say that I emphathize with you and your team as you deal with the massive data breach of South Carolina residents.

I am emailing to let you know that we assisted the Veteran's Administration back in 2006 when they notified 28.7 million veteran's when their SSN's were compromised. We [REDACTED] are the largest print and mail supplier for the Government Printing Office.

When, and if appropriate, we would be happy to assist you in your efforts of notification once the investigation is complete. [REDACTED] has a wholly owned subsidiary called Immersion that is dedicated to data breach response.

In the event that your team wants to vet our organization, please contact me at [REDACTED] or visit www.npcweb.com

Hang in there and thank you for your time. Larissa

RECEIVED

NOV 05 2012

Peter [REDACTED]

Answered

10000

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]
Sent: Monday, November 05, 2012 1:33 PM
To: Haley, Nikki
Subject: Data Breach - DECEASED S.C. Residents

RECEIVED

NOV 05 2012

Ref: 05

Answered: _____

Title: Ms.

First Name: Linda

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Jefferson

State: SC

Zip: 29718

Phone:

Email: [REDACTED].net

Affiliation: Other

Message:

I have contacted Experian (ProtectMyID) and received a less than helpful response on how to handle the records of deceased persons having filed a SC Tax return from 1998 to present (i.e. My Parents!). The response I received was to contact Experian (experian.com)! There is NO phone number to talk to a real person.

Can you/your staff advise what needs to be done to protect those that no longer have a voice in their identify protection?

Thank You

for exp

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Monday, November 05, 2012 9:50 AM
To: Haley, Nikki
Subject: Identity theft

Title: Stolen identity information

First Name: Janet

Middle Initial: L

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Fort Mill

State: SC

Zip: 29708

Phone: 870 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

I would like to know when taxpayers are going to be told if our social security numbers were in the group that were stolen. The web site you provided does not give me much information and I cannot tell if I am protected because it keeps asking for money. If this is your solution for the problem; then you need to look at the web site and see what taxpayers are encountering when they use it. I have tried holding for customer service but no one ever answers day or night. Your system for protecting identities obviously failed and we have the right to know if someone has our identity.

Thank you,

Janet [REDACTED]

RECEIVED

NOV 05 2012

CS

Forwarded

22222

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@aol.com>
Sent: Monday, November 05, 2012 8:53 AM
To: Haley, Nikki
Subject: security breech

RECEIVED

NOV 05 2012

OS

Title: Mr.
First Name: Ronald
Middle Initial: A
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: NC
Zip: 29617
Phone: 864-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Thanks South Carolina! Just moved here 18 months ago and might have reconsidered had I known that you are/were so lax in protecting your citizens financial information. It is now apparent that you had long been alerted to hacking attempts to various state computer systems and that a free service was available which would have alerted you to hacking intrusions. The fact that your administration treated these threats without proper concern is appalling. The State's providing one year's fraud protection is in my opinion a CYA gesture. If I and my wife continue this service y in future years the combined cost to us will be in the neighborhood of \$400 annually. So, what we as new residents of South Carolina are now facing is a continual threat of credit fraud and a continued expense.

Thanks for nothing. You can rest assured that you will never have my vote.

1-2-2012

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hargray.com>
Sent: Monday, November 05, 2012 8:33 AM
To: Haley, Nikki
Subject: information breach

Title: tax payer
First Name: Mary
Middle Initial:
Last Name: [REDACTED]

Suffix:
Street Address: [REDACTED]
Street Address 2:
City: hilton head
State: sc
Zip: 29926
Phone:

Email: [REDACTED]@hargray.com

Affiliation: South Carolina Resident

Message:

I have signed up for the monitring. However i want to know whenli will recieve notice as to whether or not MY social security and personal information was one of those taken. If so I will have to do a lifetime freeze on all 3 crdit sites and lifetime monitoring for idenity theft. This is taking too long !

RECEIVED

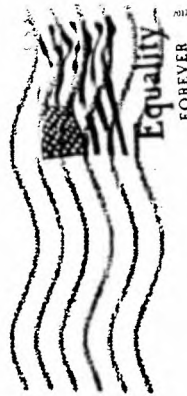
NOV 05 2012

CS

answered

02800000

Deanna [redacted]
Pulaski State
P.O. Box 839
Hawkinsville GA 31034



MACON GA 312
NOV 08 2012 PM 1 L

837
NOV 08 2012
Referenced
Answered

90 Governor Nikki R. Haley
Office of the Governor
1205 Pendleton Street
Columbia South Carolina
29201
29201

29201374099

215272

Nov 5 2012

Governor Nikki Haley
1305 Pennington Street
Columbia D.C. 29201

RE: Hackers access to "tax returns" May I show you how
it was done. I'm a "Hacker" Please allow me to point out all
your State Vulnerabilities I know how to alleviate all of it.

Hi Governor Haley,

My name is Delra [REDACTED] I've designed a great
system to alleviate "tax returns". I would like for you
to check it out. In the news article you stated you wanted
to find the person who did this. I can't help you with that
But I promise you I can help & show you how it was
done. I know how they did it. Governor Haley I can show
you Chief Keel. I can also prove to you that the IP
address could very well be local. I'm a x Hacker my
partner is from Africa, he taught me how to get an
international IP address in Atlanta & New York. while
we are local. to throw off the Feds. Please contact me
allow me to introduce my system to South Carolina
my system will alleviate this growing crime.

It's actually quite frightening Governor Haley
the internet and world wide web are amazing tools
that place the world at "Hacker's" fingertips. we Hackers
can access and gather information with incredible speed
and use that information to harm and grow.

So likewise Governor Haley the internet can be used

225318

to hurt, harm, and commit criminal activity.

Governor Haley, On a broad level Cyber Crimes has the capacity to bring down corporations tax return fraud, financial institutions schools and 9-1-1 call centers by invading computers. Now on a personal level HACKERS used computer as a target to attack other computers like spreading a virus like what happen to the South Carolina Department of Revenue. Hackers can use their computer as an accessory to store stolen and illegal information. Governor Haley most people have no idea how vulnerable they are when it come to computers and their cell phone.

Did you know that I can or any hacker can Hack into your cell phone just by dialing your number. Now Haley I can remotely listen to your cell phone just by dialing your number. Read your text message snap pictures with your phone camera, and track your movements around town. NOT to mention access the password to your online bank account my partner taught me how to expose security flaws in all wireless devices. I know it's time to Hack into a cell phone. I need most people have no idea how this can happen to even you Governor. Please allow me to show you a Governor. Let me talk to me at some time/ Kell. I can stop this growing crime. CYBER CRIMES IS A MONSTER

I have a Copy of my Patent Designed E-2 Touch
to Stop NOT prevent TAX Fraud. my system will
Allow it. This system will be both Beneficial
to the Fed's as well my tax fraud with the
Fed's were Over \$11.5 million my State charges were
a lesser Charge. Don't frame I. & left.

I want to help you stop this Crime for
your State. Governor Haley I am committed and
determined to excelling and becoming prominent and
a productive member of Society. I designed this
system please contact me I can help you end
this crime. I can show you if you have any
Vulnerabilities. I use to work for Google showing
them their Vulnerabilities. I worked in an alias
while on the run from the Fed's. Inspector
General Patricia Maley, Don't know what to look
for like I do. I'm A Hacker. I know what
to look for. I know how they got into your
System. I will bet you these are African
guys. we did it all the time. I'm waiting
to meet you. let's get on the map and make
history. 2 females Stop Tax return Fraud.
Let's Do this. Governor. Before this
year is out

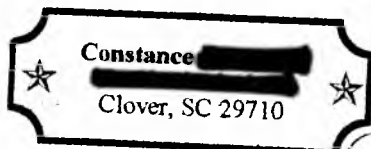
Sincerely

~~XXXXXXXXXXXXXXXXXXXX~~

PS I'm waiting to hear from you with Bell's and
wrote the Secretary of State in Ga telling them that I
want to help you His name is Brian Kemp.



Personal



02 NOV 2012 PM 5 L



Governor Nikki Haley
Office of the Governor
1205 Pennington Rd.
Columbia, South Carolina 29201

Postage is 05
Insured

NOV 05 2012

225300-
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EP

29201374099



A personal note to Governor Haley
I would like to know why the
personal information of the good
citizens of the State of South Carolina
is in the internet. As stupid as I
am, I know not to put any personal
information on my computer.

I want to know what you are going to do about this. Calling the 866ns. isn't working. And protect my ID isn't going to stop anybody from using my information. Why do you have credit card numbers? You need to send every citizen a letter informing them of the problem. A lot of people are unaware of it.

Chlorine, S.C. 29710

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Tuesday, November 13, 2012 12:41 PM
To: Haley, Nikki
Subject: DOR Hacking Lack of Response

NOV 13 2012

Title: Mrs.
First Name: Pamela
Middle Initial: K
Last Name: [REDACTED]
Suffix:

Street Address: [REDACTED]
Street Address 2:
City: Charleston
State: SC
Zip: 29445
Phone:

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

This is a second message to your office regarding the coverage of dependent social security number in light of the recent breach of the SCDOR system. I have not received a response nor have I heard any new regarding how to get my children's social security number protected.

Again I have called Experian and they said the coverage is not in place. I feel like the SC Officials are responsible for getting this information protected and distributing information on how to protect the information.

Kristin [REDACTED]

225322

Laughlin
[Signature]

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@bellsouth.net>
Sent: Friday, November 09, 2012 8:47 AM
To: Haley, Nikki
Subject: Experian

Title: Mrs.
First Name: P. Kristin
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Charleston
State: SC
Zip: 29406
Phone:

NOV 09 2012

Asst. Laughlin

ANSWERED

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

In a press conference you said dependents under 18 would be connected to our accounts. That after enrollment we would receive an email to have this done. I registered over a week ago and have not seen an email and further more I called Experian about this. Experian can not connect our accounts with that of our children automatically and isn't fully sure the State has included children in the coverage.

I WANT MY CHILDREN'S INFORMATION PROTECTED. Please figure out how to make this happen and quickly. It seems we are being given misinformation from someone and it is your job to straighten it out.

225322

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ftc-l.net>
Sent: Saturday, October 27, 2012 5:39 PM
To: Haley, Nikki
Subject: Protect The Children

Title:

First Name: Peggy

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Sumter

State: SC

Zip: 29153

Phone: 803-[REDACTED]

Email: [REDACTED]@ftc-l.net

Affiliation: South Carolina Resident

Message:

The citizens of South Carolina were just informed about the possibility of having their personal information compromised. We have been given a site to go to with an activation code to use for 1 year to protect our ID. My question is, if it was indeed our tax information that was hacked, then the identification of our children is also on there. That means the hacker(s) have access to their information including their Social Security numbers as well. What is being done to protect our children?

RECEIVED

OCT 29 2012

Referenced CS
Answered Cooper

225323

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@hotmail.com>
Sent: Sunday, October 28, 2012 7:13 PM
To: Haley, Nikki
Subject: DOR Computer Hacking

Title: Ms
First Name: Elizabeth
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Irmo
State: SC
Zip: 29063
Phone: 803 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

I have just spent 1 hour on hold signing up for my ID protection. This house took place even though I registered on line with access provided through media without having to call toll free number. The web site can still require you to call. Question: Why would the State of SC not go ahead and register all 3.5 million residents whose information was hacked rather than making each citizen of SC affected clean up a mess that should never have occurred. It appears that all 3.5 million are signing up anyway so why not step up do what needs to be done. This resolution is the least the state can do to assist it's citizens in protecting their identity.

ELG

RECEIVED

OCT 29 2012

Ret: [REDACTED]
Answered: Smith

225324

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, November 02, 2012 4:59 PM
To: Haley, Nikki
Subject: Mortgage Help

Title:

First Name: Cynthia

Middle Initial: L

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: GILBERT

State: SC

Zip: 29054

Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

I have been unemployed for over one year and unable to find employment to support my family and pay my mortgage. I have received help from SC Mortgage Help for this year and it has come to an end as of November 1, 2012. Where can I go to receive additional assistance until I am employed? I am currently working with WIA, unemployment, and trying to enroll in the GRITS program for additional education to be certified to qualify for employment. I am either under qualified or over qualified for positions currently. Please send information as soon as possible so I may save my home which my six year old granddaughter and me share. I have been in my home for 5 years and now looking to be on the streets soon. Please help I am struggling just to make ends meet and raising a six year old.

Sincerely,

[REDACTED]
[REDACTED]

Gilbert, SC 29054

RECEIVED

NOV 05 2012

Life

LS

ANSWER

225372

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sccoast.net>
Sent: Saturday, November 03, 2012 11:02 AM
To: Haley, Nikki
Subject: FREE ID PROCTION

RECEIVED

NOV 05 2012

Refer. CS
Answered

225373
Title: MRS.
First Name: PATRICIA
Middle Initial: H
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: CONWAY
State: SC
Zip: 29526
Phone: 843-[REDACTED]

Email: [REDACTED]@sccoast.net

Affiliation: South Carolina Resident

Message:

I GOT ON THE 'PROTECT MY ID' WEB SIGHT THAT WAS NOT FREE BY MISTAKE. I CALLED 1-866-960-6043, THE ID THEFT RESOLUTION CENTER TO CANCEL. I TRIED FOUR TIMES AND EACH TIME I HELD ON OVER 30 MINUTES 'FOR THE NEXT AVAILABLE CUSTOMER SERVICE REPRESENTATIVE' BUT NEVER COULD SPEAK TO ANYONE. CAN YOU HELP ME? MY CUSTOMER IS # [REDACTED]. THANK YOU FOR ANY HELP YOU CAN GIVE ME.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 3:28 PM
To: Haley, Nikki
Subject: SC DOR Tax Database Hack

Title:
First Name: Phillip
Middle Initial: M
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29229
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

RECEIVED
OCT 29 2012
Peter L.
Answered [Signature]

Affiliation: Constituent

Message:

As an IT professional for 35+ years, this a travesty beyond words.

The time lag in the handling and notifying any taxpayer is unacceptable, the fact that the database was not encrypted is criminal in this day and age and finally, I am appalled that I have to go to Experian to sign up for a credit alert program.

As the executive leader of this state, you need to take the lead - and without rhetoric - and go and solve this problem for the affected people of SC.

Bill & Carol [REDACTED]

[REDACTED]

Seneca, SC 29678

225 877

GREENVILLE SC 296

08 NOV 2012 PM 4 L



FOREVER

NOV 13 2012

Answered

Kaughlin

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

11/07/2012

Governor Nikki Haley

Office of the Governor

1205 Pendleton Street

Columbia, SC 29201

Subject: Loss of Taxpayers Personnel Information

Governor Haley;

To date the state of South Carolina has not notified us of what information of ours has been compromised by the hacking into the SC Department of Revenues computer system.

1. We would like to be informed in writing of when our data was taken.
2. We would like to be informed in writing of what data was taken. Our Social Security numbers, our banking information from checks used to pay any taxes due. address, and or phone numbers.
3. I have been calling the sign up for protection phone number provided by the state but the message if you want to talk to a person is always the same SORRY ALL LINES ARE BUSY CALL BACK. I do not want to use the computer site I want to talk to a person.

This is a very poor response to a very real problem for the citizens of SC. It is the states responsibility to notify those affected of how and what information was taken. I would suggest that better customer service would be for the state to sign up everyone affected by the hacking and let those that do not want the service to opt out of the plan. If your bank treated you and a loss of your information like this it would be against federal law.

Please respond to our concerns.

William R [REDACTED]

[REDACTED]
Seneca, SC 29678

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@aol.com>
Sent: Friday, October 26, 2012 4:58 PM
To: Haley, Nikki
Subject: Social Security numbers stolen

RECEIVED

OCT 29 2012

Referred to 65
Answered Carmen

Title:

First Name: Betty

Middle Initial: A

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Summerville

State: SC

Zip: 29485

Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Dear Gov. Haley,

I like the other millions of SC residents are trying extremely hard to get thru to a number (1866-578-5422) to get a code to try and protect myself and my credit/debit cards, bank accounts etc. to no avail. At this point I am very angry because there are millions of South Carolinians and just one number! Then I tried calling the state help line only to receive we are experiencing a high volume of calls at this time, and then a hang up! This is not right, you as our Governor need to be here with several numbers so the citizens of SC can protect themselves if the state is not. We need additional numbers to help protect ourselves. I just find it hard to believe with a state this large only one number would be issued? And why give a number out if it's not going to work? Someone should be on TOP of this matter. What happens when people such as myself get scared and withdraw all my money out of the bank what then happens to this economy we suffer yet again! We do not need this. Please let get this serious matter correct and sooner than later.

Sincerely

Betty A [REDACTED]

11 OCT 11

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@blindcoach.com>
Sent: Friday, November 02, 2012 11:32 AM
To: Haley, Nikki
Subject: Emergency-homeless because of SC data hacker. Please help.

Title: title?
First Name: Joanne
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: hotel because SC breach is holding up rental Street Address 2:
City: Glen Allen
State: VA
Zip: 23060
Phone: 828/[REDACTED]

NOV 02 2012
Viewed Smith

Email: [REDACTED]@blindcoach.com

Affiliation: South Carolina Resident

Message:

Dear Governor,

I know you are working on this identity theft issue, but I am being seriously impeded and affected in this moment and I need help resolving this now.

I don't know when your income tax records hacker came on the scene, but I am asking you to check for previous DMV hackers.

Here's why: The dates of my identity theft (that I only found out about yesterday while trying to get rent a house) began immediately after I applied for SC license plate tag in early 2007. How do I know SC is responsible? Because the names used to discredit me are names that I have not used for 25 years, the location of the breaches are near SC where I have spent very little time, and the dates are ongoing, but began very shortly after my nightmare dealings with the SC DMV.

South Carolina—and only SC—required me to use & document my previous names that the federal government doesn't even use anymore for me, and four other states have not required me to use on my driver's license. South Carolina DMV opened this can of worms and then my information was immediately breached. Only SC had this information on file. There are nine evictions listed under my former names that have nothing to do with me dated from March 26, 2007 through last summer.

I have made endless calls removing this negative information to no avail.

I just moved for a job and am staying in a hotel trying to get a home to rent. Your state is keeping me as a homeless person at a cost of \$100 per day plus food and stress. What can YOU DO NOW to immediately remove this inaccurate and negative information?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 9:25 PM
To: Haley, Nikki
Subject: Hacker

Title: mr.
First Name: elwood
Middle Initial:h
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: sumter
State: sc
Zip: 29150
Phone: 803. [REDACTED]
Email: [REDACTED]@hotmail.com

Affiliation: Constituent
Message:

Why only one phone number to find out if my social security number has been hacked ? 3.6 million people is a LOT of phone calls !

OCT 29 2012

ANSWERED

Smith

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 6:21 AM
To: Haley, Nikki
Subject: Cyberattach

Title: Mr
First Name: Ray
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: None
City: Daniel Island
State: SC
Zip: 29492
Phone: 843. [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

This is a major problem for all of us.

How do we confirm whether or not we are effected by the breach?

You need to notify who has been effected, not have us call a toll free number!

Ray [REDACTED]

RECEIVED

OCT 29 2012

Deferre

CS

Answered

Smith

711977

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comcast.net>
Sent: Friday, October 26, 2012 9:35 PM
To: Haley, Nikki
Subject: cyber attack

RECEIVED

OCT 29 2012

Referred to CS
Answered Smith

Title:
First Name: Bobby
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: hanhan
State: sc
Zip: 29410
Phone: 843 [REDACTED]
Email: [REDACTED]@comcast.net

Affiliation: Constituent

Message:

Why do you think this problem went away at 9pm tonight? If you didn't, why did that line close at that time?

One line - is no one there smarter than a fifth grader,- wait make that first grader?

Why do you want millions of people to call you when you could just contact the thousands actually affected?

720977

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, November 30, 2012 10:30 AM
To: Haley, Nikki
Subject: Unemployment / Cyber Attack

Title: Ms.

First Name: Shirley

Middle Initial: A

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Myrtle Beach

State: SC

Zip: 29588

Phone: 843-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Could you please tell me where these so called jobs are?

Let me give you a little background. I'm 56 years old, I have worked since I was 15 years old. Now due to surgeries and degenerative disk in my lower back I can no longer stand for long periods of time to do the work I love (restaurants).

I was on unemployment and I enrolled in school on a Pell Grant. I found a job But due to conflict of hours, I had to leave school(job paid more than unemployment) and since I did not go for the required amount of time(which I did not know this) I have to pay back \$396.00.

Since(Dec.29-2011)I no longer have that job, and had to go on unemployment again. I do what unemployment requires me to do. I apply to at least 4 positions(that I can do)a week with no luck, and only 1-3 interviews.

Now my benefits will expire as of Dec.31-2012. I am barely making ends meet now. I know there are a lot of others in the same shape or worse off than I am.

I do not want to be on unemployment I WANT TO WORK!

I just want to know where these jobs are?

Now my tax, social security number and other information has been compromised.

I can not relocate. I have a mortgage, putting my home on the market is not an option (what I would get would not pay off mortgage).

RF [REDACTED]

NOV 30 2012

Return [REDACTED] 15

Answered [REDACTED]

2866-11

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Monday, November 19, 2012 8:57 PM
To: Haley, Nikki
Subject: Thank you

RECEIVED

NOV 20 2012

Re: Laughlin

Answered _____

Title: Ms
First Name: Emma
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: N Charleston
State: SC
Zip: 29418
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Governor Haley,

Thank you for offering the identity protection service through Protect My ID. It puts my mind at ease after what happened and shows how seriously you are taking the issue. I like your proactive approach and look forward to seeing our State learn from both bad and good circumstances.

Kudos on thinking of the tax payers protection and taking responsibility!

Regards,
Emma

226835

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, November 21, 2012 4:42 PM
To: Haley, Nikki
Subject: Help make SC #1 in personal protection

RECEIVED

NOV 26 2012

Referred .. Laughlin

Answered _____

Title: none

First Name: Mel

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Columbia

State: SC

Zip: 29202

Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

This would be a great time for South Carolina to set a precedent in protecting the privacy of its citizens.

Currently, personal property tax records, court proceedings, vehicle registrations and much more are available GLOBALLY on S.C. government websites. This includes names, addresses, intimate details of proceedings, details of home structures as well as the amount of purchase and the details of all historic transactions and owners, details of divorce and marriage proceedings, and much more. This information is gathered and compiled to create an electronic "dossier" and used for profit.

Much of this information qualifies as "public record" and is accessible under the SC Freedom of Information Act. However, it is my understanding that a written request is required for information covered under that act. Prior to the Internet, an inquirer could not just walk into the courthouse and rummage through the files but now they can do just that electronically.

As we all know, once the information is out, it's out and is sold over and over. I request that ALL public records containing personal data be removed from the government websites until it is determined that there is a lawful and constitutional need to publicly and globally display these records. Wouldn't it be great for SC to lead the country in protecting our 4th Amendment right to be secure in our persons and papers. Take it to Capitol Hill!

Just a side note:

I just learned in a letter from Experian (who should be protecting us), that this agency sells lists of our information to other companies. Experian refers to these lists as "preapproved credit offer mailing lists". I always assumed that the credit companies were making inquiries. Instead, they are buying pre-compiled lists from the credit agencies that we are all required to be listed with in today's economy. I must submit a written request to prevent Experian from including me on these lists. It must be renewed every 5yrs. This 5yr. request cannot be made online, yet the lists can be sold without our permission. Seems backwards, doesn't it?

(Obviously, that's not my address, but as it stands now, this may end up posted on the Internet. Please forgive me.)

227492

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Saturday, December 01, 2012 5:53 PM
To: Haley, Nikki
Subject: Experian Fees

Title: Mr.
First Name: Leonard
Middle Initial: S
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mount Pleasant
State: SC
Zip: 29464-4211
Phone: 843-[REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

This thought due to my wife and I having used Experian for several years.

What would be wrong with each S.C. Citizen impacted by the hacker breach employing Experian directly and the state allowing the fee to be deducted from individual tax returns. This would save the state a ton of up front money and have the same basic net result; or am I missing something?

Thank you for your time.

Sincerely,

Sherrill & Monty [REDACTED]

RECEIVED

DEC 03 2012

Referred Laughlin
Answered _____

228134

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, December 22, 2012 3:12 PM
To: Haley, Nikki
Subject: Data Breach Notification

Title: Mr.
First Name: Stuart
Middle Initial: B
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Boise
State: ID
Zip: 83713
Phone: 208 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Other
Message:
Gov. Haley,

RECEIVED

DEC 27 2012

Re: Laughlin
Answered _____

219636

I am a former resident of SC, and still own a home in the Columbia area that I rent out. As a result, I file a SC tax return every year. Today, December 22, 2012, I received the Dept of Revenue's data breach notification.

It's bad enough that the breach happened at all. But what makes things worse is that the bozos who work for you apparently didn't think it was important enough to notify all of us immediately. Two additional months have elapsed since your "professionals" discovered the breach. And from what I saw on the envelope, they also decided to waste a little more time by using pre-sorted first class mail so that they could save a little money for the same taxpayers whose data had just been stolen.

You are demonstrating a profound lack of effective leadership by allowing ANY of these people to keep their jobs. Their actions are stupid and negligent, pure and simple. And the buck stops with you.

On a related subject, I don't understand why my property tax has increased by 400% (yes -- 400%. That's not a typo) just because I am now a nonresident owner. Maybe all of you "lower tax and smaller government" types can explain to me why I am now paying more than \$3,500 per year on a house for which the resident tax rate is less than \$1,000 per year. Sounds to me like the kind of money grab made possible by "taxation without representation."

I might re-establish residency in SC just so I can vote against some of you when you are up for re-election. This whole thing is an embarrassment and a disgrace.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Wednesday, December 26, 2012 5:07 PM
To: Haley, Nikki
Subject: Family Security

Title:

First Name: patricia

Middle Initial:a

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: spartanburg

State: sc

Zip: 29302

Phone: (864) [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

Trying to add my minor child to protectmyid site. Need code from Government to sign her up. Experian said for adding child to family security, the code would be different and I would have to contact Government. PLEASE would you KINDLY send me the code ? I am worried about her identity.

Thank you so very much. Gob bless you !

Patricia [REDACTED]

RECEIVED

DEC 27 2012

Patricia Laughlin
Answered

229637

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Monday, December 24, 2012 3:27 PM
To: Haley, Nikki
Subject: ID protection

Title: Mrs.
First Name: Margie
Middle Initial: H
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Winnsboro
State: SC
Zip: 29081
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Senior Citizen

Message:

I have been unable to complete the online protection offered and have been unable to do the process over the phone. When I enter the SCDOR123 code I am told this code is invalid. Spent a long time on the phone trying to get myself protected and I am completely frustrated. I was able to do this for my husband with no problem. Why am I told that the code is invalid?!?!? This also happened to my grand daughter. I understand that this protection is available until the end of January but how many of this state's citizens are being given the run around?

RECEIVED

DEC 27 2012

Refer to

laughlin

Answered

229638

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, December 29, 2012 12:45 PM
To: Haley, Nikki
Subject: Protectmyid

Title: Mr
First Name: Ryan
Middle Initial: f
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: taylor
State: sc
Zip: 29687
Phone:

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

I have to say that the state's response to this was sorry. I signed up for protect my id and now have received 4-5 alert emails but since it's over 30 days since I signed up I cannot view and dispute anything from my credit report now unless I pay. I don't see a reason I should have to pay to monitor my credit report and actually make changes when the state was reckless in managing my data. Being in the I.T. Field for years I find it completely unbelievable that the state did not encrypt that database. But all that aside...30 days of being able to view my credit report is a slap in the face. My personal data is on the web or in the hands of some idiot somewhere in the world and it'll be that way for years to come. So who thought 30 days of being able to view my credit report was a good idea? It should be lifetime access to our credit report since there is no telling when someone will decide to use that information. This is really not a surprise coming from the same government that thought it was ok to have millions of people in a database and not encrypt it.

DEC 31 2012
[Signature]
answered

229639

Bill & Carol [REDACTED]

[REDACTED]
Seneca, SC 29678

225897

GREENVILLE SC 296

08 NOV 2012 PM 4 L



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

Answered:

Laughlin

NOV 13 2012

9201374099



11/07/2012

Governor Nikki Haley

Office of the Governor

1205 Pendleton Street

Columbia, SC 29201

Subject: Loss of Taxpayers Personnel Information

Governor Haley;

To date the state of South Carolina has not notified us of what information of ours has been compromised by the hacking into the SC Department of Revenues computer system.

1. We would like to be informed in writing of when our data was taken.
2. We would like to be informed in writing of what data was taken. Our Social Security numbers, our banking information from checks used to pay any taxes due. address, and or phone numbers.
3. I have been calling the sign up for protection phone number provided by the state but the message if you want to talk to a person is always the same SORRY ALL LINES ARE BUSY CALL BACK. I do not want to use the computer site I want to talk to a person.

This is a very poor response to a very real problem for the citizens of SC. It is the states responsibility to notify those affected of how and what information was taken. I would suggest that better customer service would be for the state to sign up everyone affected by the hacking and let those that do not want the service to opt out of the plan. If your bank treated you and a loss of your information like this it would be against federal law.

Please respond to our concerns.

William R [REDACTED]

[REDACTED]
Seneca, SC 29678

225899

225899

Los

Flourence, D.C. 29505

FLORENCE SC 295
08 NOV 2012 PM 1 T



Governor Nikki Haley
State House
Columbia, South Carolina

29201

1205 Pendleton St.

November 8, 2012

To: Governor Nikki Haley

Reference: S.C. Tax payers files hacked

Governor Haley:

225900
I read, as many others did, with great concern about the above problem. We go to all measures trying to protect our information, such as; insurance not using our socials, but assigning us an ID, etc. Okay, so we understand these things can happen. We are given a telephone number to call. All you get is a recording referring you to a web site with a redemption number. You may or may not get past the first page. I finally did get past the first page, keyed in all my confidential information and then it went no where except, perhaps in the hands of another hacker. I got to a certain point and there was no acceptance, no way to log out or erase what I had already put in to ensure it was safe. Therefore, information was lost.

I have attempted to try again and again and can't get past the first page with the redemption code that was given SCDOR123.

This is quite frustrating to say the least. We have a serious problem here and no one to assist. Since I could not call to talk with a live person to determine what I needed to do, I found an email address and sent email yesterday to: Support@Protectmyid.com I have not heard from this.

Now what are people suppose to do who do not have computers nor access to online? Of course, with my experience, can't get on anyway and there is no phone line to call that I am aware of that can assist me. There are phone numbers to the companies who are selling the insurance.

If South Carolinians are in danger of their identity being stolen, the least the state can do is protect us after it is done. The instructions are not user friendly.

As I understand, we will get free insurance for one year if we call in or go online and sign up and after that, it will be our expense if we want to continue this. However, how can you call or sign up with these problems that I have experienced. This again, concerns me. Is this just another way to boost the business of these who offer this protection? Why should tax payers be put into this position when we did all that we were required to do and still no assistance?

Please advise what I need to do to resolve this issue.

Lois [REDACTED]
843 [REDACTED] [REDACTED] Florence, SC 29505

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, November 10, 2012 6:41 PM
To: Haley, Nikki
Subject: Cyber Attack Information

Title:
First Name: Sharon
Middle Initial: K
Last Name: [REDACTED]

Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Taylors
State: SC
Zip: 29687
Phone: 964-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

The Cyber Attack information shown on this website does not work. I have contacted PropertyID.com, however, they are not responding. When you go to <http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd=> and enter activation code SCDOR123, nothing happens. I am worried about my lost information. Please advise. Thanks.

RECEIVED

NOV 13 2012

LAUGHTON, N
ANSWERED

225968

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@Hotmail.com>
Sent: Saturday, November 10, 2012 8:59 PM
To: Haley, Nikki
Subject: Cyber attack

225905
Title: Mr
First Name: Terry
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mount Pleasant
State: SC
Zip: 29466
Phone:
Email: [REDACTED]@Hotmail.com

NOV 13 2012

Referred Laughlin
Answered _____

Affiliation: Constituent

Message:

Based on the facts that continue to leak out about the security breach, I would hope that there is a plan to protect SC citizens for much longer than 1 year. Unencrypted data, stolen login in information, etc, it's all quite unbelievable in today's world that these are the levels of security placed on our personal data. Be the leader that you were elected to be, not where you want to be in 4 years.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Sunday, November 11, 2012 10:41 AM
To: Haley, Nikki
Subject: protect my id .com

Title: stu
First Name: stuart
Middle Initial:w
Last Name: [REDACTED]

Suffix:
Street Address: [REDACTED]
Street Address 2:
City: charleston
State: sc
Zip: 29412
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

i dont seem able to go to the websight andget my 1 yr free on protectmyid.com can you tell me if this is still available it is asking for credit card

RECEIVED
NOV 13 2012
Refered: Laughter
Answered: _____

File copy

Mary Helen [REDACTED]
[REDACTED]
Mount Pleasant, SC 29466
(843) [REDACTED]

NOV 13 2012

CS? (evo?)

Answered

November 12, 2012

Katherine Haltiwanger, Deputy Chief of Staff
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Fax: 803-734-5167

Dear Ms. Haltiwanger:

Frustrated like all of us over the data breach, I also am frustrated that information I tried to share with various law enforcement authorities over my hacking experience prior to yours. I feel as though what happened to me and my income tax filing, may very well shed light on what or who hacked into the state's system.

Obviously, the hacker obtained a back door. It seems abundantly evident that the problem seems to have originated with the IRS, which was hoodwinked last spring and was prompted to send millions of refund dollars to crooks. That system obviously was broken and highly vulnerable, which I believe is what exposed South Carolina.

I filed my taxes electronically through an online system called "Free USA Tax." It was the second time I used it. Last year, the system would not enable me to transmit my returns to South Carolina, I guess because South Carolina wouldn't accept it. This year, however, I was able to.

I owed the IRS money, but because I'm utterly broke and grossly under-employed, I proposed a \$25/month payment plan. I sent two payments and my bank records show the draft. However, in late May, I received notice from the IRS that I had failed to make my installments. I went to the bank, Wells Fargo, and they investigated the issue. Sure enough, a hacker had diverted whatever I paid to the IRS to an account that it dubbed "USA Tax." Any fool would realize that the IRS would not have labeled a transaction that way. My bank refunded my money, and the IRS somehow began drafting my account, which was new (the older one I closed after the breach).

It is possible that this little \$50 online theft using a tax filing service may indicate the manner in which DOR was breached. Though I owed SC nothing, I believe the state owed me. This would have enabled the hacker to gain access into the system. (I don't recall whether I ever got my refund. Life's been quite distracting with this god-awful economy. And, yes, I voted for Romney!)

Anyway, since that, I have experienced persistent hacking, another in which someone tried to use PayPal to draft \$1,477 from my checking account. The bank stopped that, too.

Page 2

The local police in Mount Pleasant said, flatly, that they were not going to investigate any of hacking, even though I even had obtained the identity of one of the hackers. That the police refuse to investigate these crimes I believe expose everyone else and even our government. That must change.

If there is anything I can do to help the governor and my fellow citizens, I am always willing and ready.

Have a good week.

Sincerely,

Mary Helen [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Wednesday, November 14, 2012 9:42 AM
To: Haley, Nikki
Subject: Tax Fraud

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

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident

Message:

I feel this is a major infringement on my privacy...and a total let down of Mrs. Haley's duties of protecting the citizens of SC..I feel she should be removed from office and someone who can do an adequate job of leading our state and protecting our citizens...I am suffering due to this breach, have had my checking account hacked and personal information stolen such as my SS# and the like....

R

NOV 14 2012

Referred CS

Answered ALRN

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, October 26, 2012 4:37 PM
To: Haley, Nikki
Subject: Telephone Number for Code

RECEIVED

Title:
First Name: Helen
Middle Initial:G
Last Name: [REDACTED]

Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lexington
State: sc
Zip: 29072
Phone: 803-[REDACTED]

OCT 29 2012

Referred CS

Answered Cooper

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

Great, not only does our personal information that should have been secured gets hacked, then it is death by telephone to try to get through to get a code to protect ourselves. After trying for 2 hours and getting a busy signal then I get the message, Sorry, this line is experiencing more than normal calls, call back at a later date. Add more lines so we can get through to get the code.....A little customer service after the major screwup would be nice for a change.

260601

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 4:36 PM
To: Haley, Nikki
Subject: Depart. of Revenue Hacked Information

RECEIVED

OCT 29 2012

Referred 05
Answered Cooper

Title: Mr.
First Name: Ed
Middle Initial: A
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: West Columbia
State: SC
Zip: 29172
Phone: (803) [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Due to the number of people involved and the difficulty in getting to the free service, we should be signed up automatically. Also, what happens after the first year? Our information can be used for years to come. Why should we have to pay for our government not being able to protect our information. We deserve a major tax credit.

2261

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Friday, October 26, 2012 5:34 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Re: [REDACTED]
Answered [REDACTED]

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

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

The phone number (866-578-5422) is overwhelmed and not accessible - the web site www.protectmyid.com/scdor is not a valid link or is not working.

206012

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@hotmail.com>
Sent: Friday, November 02, 2012 10:50 AM
To: Haley, Nikki
Subject: SC Tax Fraud Idea to help correct problem

Title: Mrs.

First Name: Annette

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Lyman

State: SC

Zip: 29365

Phone: 864-[REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley, As I know you are very aware of the misfortune of the SC State Tax office having everyones personal information stolen. Not only does it affect us, but people who do not live here anymore & most importantly our children. I do not expect miracles & I know there is no way we can fix this problem completly. I do think I have a good idea of how to at least take care of our childrens information. I have to admit, I do not know all the ins & outs of how much trouble or work this would be, but I believe in the long run, this will save time, trouble, money & headaches for many people. Is there a way, that for everyone under the age of 18, they could issue new Social Security numbers. Make the originals obselete so if anyone ever trys to use them, they might can be caught. Everyone under 18 has not started a credit line. The only place these numbers have been used are for school & medical reasons & the DMV. I know this would take time, but I beleive this would be worth the trouble to at least protect our children. Please help us correct this terrible injustice to our childern. Thank you for your time, Annette [REDACTED]

611922
226117

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, November 02, 2012 3:02 PM
To: Haley, Nikki
Subject: my personel information

Title: mr.
First Name: Jason
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Charleston
State: sc
Zip: 29418
Phone: 843 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

I am deeply concerned about the recent news that my family and my personal information was stolen by a hacker. I am further concerned that the state is not taking enough action to prevent my families identity from being used for fraudulent purposes. There needs to be more information about what happened and how it is being prevented from occurring in the future. There needs to be a STRONG information campaign to inform all state residents about what remedies are available to them and free assistance for all residents who are unable to avail themselves of these remedies. The state needs to attack this campaign with all the vigor that candidates use when running for office. We have many vulnerable elderly, computer illiterate, and poor residents who don't have the skills or knowledge to protect their identity. It is now the states responsibility to make sure their stolen information is not used to exploit them.

RECEIVED

NOV 02 2012

Referenced

Answered Smith

226135

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, November 02, 2012 2:01 PM
To: Haley, Nikki
Subject: My Kids SSN#

Title: Mrs.
First Name: Mia
Middle Initial: M
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Blackville
State: SC
Zip: 29817
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

What I want to know is how my kids will be protected from this. In 2011 I couldn't file my youngest son due to his SSN# stolen. I need to know what steps can I take to protect there SSN from hackers.

RECEIVED

NOV 02 2012

Refer: (15)
Answered Smith

226137

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Tuesday, October 30, 2012 5:56 PM
To: Haley, Nikki
Subject: Liability

Title: Major
First Name: Steve
Middle Initial: A
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbai
State: SC
Zip: 29229
Phone: 803. [REDACTED]
Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

Your watch, your command and a monumental failure. Your plan to provide "free" credit monitoring is a misnomer! Taxpayers will ultimately pay the bill for this "free service". Who do we sue for the ineptitude and incompetence of the state? Really, someone needs to take responsibility and face the consequences.

226144

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@windstream.net>
Sent: Friday, October 26, 2012 3:18 PM
To: Haley, Nikki
Subject: Stolen Social Security Info

RECEIVED

OCT 26 2012

Referred
Answered Smith

Title: Ms.
First Name: Yvette
Middle Initial: R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: West Columbia
State: SC
Zip: 29170
Phone: 803 [REDACTED]

Email: [REDACTED]@windstream.net

Affiliation: South Carolina Resident
Message:
Governor Haley,

I was recently alerted to the stolen social security numbers, credit card numbers, and debit card numbers. I followed the instructions to call Experian Credit and was placed on hold for 25 minutes. The call disconnected. I tried calling back and received the message that there are high call volumes at this time and to call back later followed by a message stating the office is now closed.

I am a little curious as to why the state would not automatically place identity protection on the information that was stolen. That would reduce the number of calls to Experian. I am a mother of two children of working age and also help my senior citizen mother. I am not sure if each of us would need to call or if they would let me handle all requests by phone. This process makes it difficult with families that rely totally on a cellular phone system with limited minutes as well.

Is there nothing the state can do to avoid the overwhelming call volume and time that it is taking to complete the process?

Sincerely,

Yvette [REDACTED]

cc: [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, October 26, 2012 7:49 PM
To: Haley, Nikki
Subject: Hacking of social security

RECEIVED

OCT 29 2012

Reference

(15)

Answered

Smith

Title:
First Name: Andrea
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: York
State: SC
Zip: 29745
Phone: 803. [REDACTED]
Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

It would be nice if you could have enough lines to handle the incoming calls. No one is getting through. Not too comforting.

216163

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@windstream.net>
Sent: Saturday, October 27, 2012 8:11 AM
To: Haley, Nikki
Subject: hacking

RECEIVED

OCT 29 2012

Reference: 15
Answered: Smith

Title:
First Name: Mary
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: St Matthews
State: SC
Zip: 29135
Phone: 803. [REDACTED]
Email: [REDACTED]@windstream.net

Affiliation: Constituent

Message:

Please open more phone lines to call for this problem. Also, the offices do not even open until 11 am today and Sunday-ridiculous.

226164

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@bellsouth.net>
Sent: Friday, October 26, 2012 6:38 PM
To: Haley, Nikki
Subject: get it together for all

Title: s.c. attack
First Name: cliff
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: belvedere
State: sc
Zip: 29841
Phone: 803. [REDACTED]
Email: [REDACTED]@bellsouth.net

RECEIVED

OCT 29 2012

Referenced (1)
Answered Smith

Affiliation: South Carolina Resident

Message:

think about this everyone does not have axcess to computers go ahead and cover all names that have been stolen and offer protection

290165

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@excite.com>
Sent: Saturday, October 27, 2012 11:24 AM
To: Haley, Nikki
Subject: DOR's Security Breach

Title: Mr
First Name: Robert
Middle Initial: A
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650-3562
Phone: 864. [REDACTED]
Email: gvlral@excite.com

Affiliation: South Carolina Resident

Message:

The latest breach gives new meaning to the word TRANSPARENCY.

The instruction we citizens received thru the media outlets said to call 1-866-578-5422 to determine if our information is affected. I made the call and received more instructions to check out a web site and use a code SCDOR123 and to call back at a later date or time since all operators are currently busy. I am still not sure where that will lead since the code didn't work. I do not understand exactly what this company is going to do for me. I also wonder what happens to our citizens who don't have access to the internet. I am confused as to just what is expected of us. I don't believe anyone affected, will necessarily see anything on a report at this time but might see something later. Does this mean that to protect ourselves from the poor security of our state government that we must now absorb the expense of subscribing to a service?

RECEIVED

OCT 29 2012

Referenced: CS
Answered: Smith

891922

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 3:32 PM
To: Haley, Nikki
Subject: Cyber Hacking

Title: Ms
First Name: Karen
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Seneca
State: SC
Zip: 29672
Phone: 864. [REDACTED]
Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident
Message:
Gov. Haley,

I tried to get into the website but couldn't. Then I called the phone number and was referred to the website. Seems like a merry-go-round.

After thinking about it, if our SS numbers aren't secure with the SCDOR, are they any more secure on the internet?

I will continue the apparently useless attempt to contact the protectmyid people by phone but I'm about ready to give up my identity to someone else. Maybe they'll have better luck with it than I've had. To say that I'm disgruntled is putting it mildly.

Karen [REDACTED]

RECEIVED
OCT 29 2012
Haley
CS
Answered Smith

226171

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Saturday, October 27, 2012 8:24 AM
To: Haley, Nikki
Subject: Cyber Attack/Minors on tax returns

RECEIVED

OCT 29 2012

Re: [REDACTED]
Answered: Smith

Title: Mrs.
First Name: Cheri
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Irmo
State: SC
Zip: 29063
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Good Morning -

I have not seen any information in the news or websites (this one and the SCDOR) concerning how minors on a parent's tax return may be protected. Experian would not give a promo code for anyone under 18. With this breach of security, how are we supposed to monitor our children's social security numbers as they were on our tax return's as well?

Thank you.

Cheri [REDACTED]

11/1/12

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Sunday, October 28, 2012 2:21 PM
To: Haley, Nikki
Subject: Cyber Attack Help Line Phone Number

Title: Mrs.
First Name: Ellen
Middle Initial:

Last Name: [REDACTED]
Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Easley

State: SC

Zip: 29640

Phone: 864 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I, along with my 80 year old mother, am VERY frustrated with the Help Line phone number that you and your office have presented to the citizens of South Carolina. My mother has tried countless times to get through to speak to someone for help regarding this awful cyber attack with no resolution!

Are you going to open more lines? Quite frankly, those lines should be open 24/7!

I am going to try to refister her information on line as suggested on the phone message. It took several attempts for me to register my information.

I know that you and other agencies are working diligently on this state invasion of privacy, and I know that you probably won't read this message, but I hope that someone in your office will address this problem.

Sincerely,

Ellen [REDACTED]

RECEIVED

OCT 29 2012

Relat... CS
Answered Smith

226173

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 12:34 PM
To: Haley, Nikki
Subject: Cyber Attack ? concerning my childs SS#

Title: Mrs.
First Name: Jennifer
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29680
Phone: 864. [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

I want to know why we can't sign our children up for the identity protection? Both of my kids SS# would be on my tax info. If my SS# was taken in the cyber attack can you prove that both of my kids SS #s were not taken? I need a email or letter from the state of SC that confirms that these two SS #s are not part of the attack. If they are then I need to get the free identity protection for both of my kids.

Jennifer [REDACTED]

RECEIVED
OCT 29 2012
den. C3
Answered Laughlin

246553

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 6:30 PM
To: Haley, Nikki
Subject: Social Security & Credit Card Theft

RECEIVED

OCT 29 2012

Refer: 03
Answered Laughlin

Title: Mr.
First Name: Dave
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mount Pleasant
State: SC
Zip: 29464
Phone: 843. [REDACTED]
Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

It's impossible to get through via phone to get an authorization for the Experian protection. All one gets is a recording to call back at a later day. This is being handled very poorly. Given the number of SC residents potentially affected it seems no one thought out how to disseminate the authorization codes in an efficient and timely manner.

In our household, which includes my wife, her 2 sons and myself, we will hold the state accountable if we suffer any financial harm.

It would have been a lot more efficient to allow any resident to sign up at Experian and then have the fees waived and sent to South Carolina.

Last, it boggles my mind as to WHY the data was not encrypted. That is negligence by the information technology group here in the state.

100077

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@charter.net>
Sent: Monday, October 29, 2012 3:05 PM
To: Haley, Nikki
Subject: screwed security

RECEIVED

OCT 29 2012

Referred

(1)

Answered

Laughlin

Title: M
First Name: Mr
Middle Initial: c
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: greenville
State: sc
Zip: 29609
Phone: 864 [REDACTED]
Email: [REDACTED]@charter.net

Affiliation: Constituent

Message:

OK, I called the number. I was told to go to Protectmyid.com/sceor. Since I do have a computer, I did that AND received the message "did not match any documents".

NOW WHAT DO I DO?

226555

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Monday, October 29, 2012 1:51 PM
To: Haley, Nikki
Subject: Security breach

RECEIVED

OCT 29 2012

Referre

CS

Answered

Title: Mr
First Name: Douglas
Middle Initial: R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sullivans Island
State: SC
Zip: 29482
Phone: 843. [REDACTED]
Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

In case the DOR is telling you they have everything in hand, they are wrong. I have called number advised only to get told they they are busy call back some other time. Secondly, I have logged on the protect my id site, and when I put in activation numbers, it does nothing. I have tried 10 times with no success. I am one unhappy constituent. This reminds me of "you're doing a great job Brownie"

I have filed my personal as well as partnership returns with DOR.

Doug [REDACTED]
unhappy republican

2260356

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@charter.net>
Sent: Sunday, October 28, 2012 5:57 PM
To: Haley, Nikki
Subject: Stolen SSI Numbers

Title: Mr.
First Name: Jeff
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29651
Phone: 864. [REDACTED]
Email: [REDACTED]@charter.net

RECORDED
OCT 29 2012
Referred CS
Answered Laughlin

Affiliation: Constituent

Message:

So, the solution to protect consumers from further data or financial loss was to send us to the Experian website at protectmyid.com/scdor. Great idea were it not for the fact that the website is unavailable and holding on the phone for a customer service representative results in a message telling me to call back later, followed by disconnection. What a comedy of errors. I can't even imagine how this incident could be mismanaged any further but I'm pretty sure you'll find a way. Unfortunately, we, the residents of South Carolina, will pay the price for this example of gross incompetence.

226357

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@mbkahn.com>
Sent: Friday, October 26, 2012 5:39 PM
To: Haley, Nikki
Subject: Theft

Title: Tax payer

First Name: Brian

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Chapin

State: SC

Zip: 29036

Phone: 803. [REDACTED]

Email: [REDACTED]@mbkahn.com

Affiliation: Constituent

Message:

How could you wait so long to inform the taxpayers of this great state that their information was hacked. The call center better stay open 24/7 until all the taxpayers have been served. What are you people thinking. You asked for our help to get elected now we need yours. Help us out governor

RECEIVED

OCT 29 2012

Refer:

Answered:

ES Laughlin

Laughlin

226358

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@hotmail.com>
Sent: Saturday, October 27, 2012 1:05 PM
To: Haley, Nikki
Subject: trying to find out if my number has been compromised

Title: Mrs.
First Name: Susan
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: Line 2
City: Chesnee
State: SC
Zip: 29323
Phone: 864 [REDACTED]
Email: [REDACTED]@hotmail.com

Affiliation: Constituent
Message:
Dear Governor Haley,

Thank you very much for responding so quickly to the attach and for releasing a press statement. Unfortunately, the number given (and subsequent website) is very unhelpful. There is NO information on the website whether or not my social security number has been compromised. Their phone number says it is not taking calls, so I can not even talk to someone about it. I am hopeful that on Monday afternoon, I will be able to go on the website or talk to a human. If this company can not do better than this, I expect that a state agency will have a website or phone number (by this Wednesday) where I can find out about the status of my social security number.

Sincerely,
Susan [REDACTED]

RF ED
OCT 29 2012
Date: [REDACTED]
Answered [REDACTED]

226359

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@fmtc.net>
Sent: Friday, October 26, 2012 6:13 PM
To: Haley, Nikki
Subject: Cyber Attach

Title: Mrs.
First Name: Jan
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Fort Mill
State: SC
Zip: 29715
Phone: 803. [REDACTED]
Email: [REDACTED]@fmtc.net

Affiliation: South Carolina Resident

Message:

I think identity protection should be put in place for ALL citizens of SC immediately. THEN determine who had been violated & lift protection as appropriate. We can't access the phone number because it can't handle the volume of calls. Citizens have no way to find out if we are in danger. We should be protected NOW!!!!

RECEIVED
OCT 29 2012
[REDACTED] [REDACTED]
[REDACTED] Laughlin

226360

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 10:17 PM
To: Haley, Nikki
Subject: 866 call in number

Title:
First Name: Thomas
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: Anderson
State: SC
Zip: 29621
Phone: 864 4. [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Govonor I have been on the phone trying to reach a live person since you first made us aware of the current situation with no luck. Its absoutly amazing to me you would make this important announcement to the citizens of this state that potentially impacts this many of its citizens and supply us with a number to a agency that can not handle the call in volume. You waited two weeks to go public with this extremely important information giving your office ample time to prepare for this and even then you could not get it right! What your office is doing by offering this credit protection is a minimum expectation of the citizens. At the time of this announcement due to the nature of the problem this call center should have been prepared to handle the volume of calls and if needed be available around the clock. Weekdays nine to nine and reduced hours on the weekend makes absoutly no sense! I'm sure as a tax payer I am going to be paying a pretty penny for this service. This is very dissapointing and concerning to me as a SC citizen and as our govonor you should be ashamed for not being better prepared when you finally went public with this information.

RECEIVED

OCT 29 2012

Refer: (S)

Answered

226361

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Thursday, November 08, 2012 8:07 AM
To: Haley, Nikki
Subject: Cyber Attack

Title: Cyber Attack

First Name: Donna

Middle Initial:D

Last Name:[REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Travelers Rest

State: SC

Zip: 29690

Phone: 864-[REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

Hello, Governor Haley

I would like to thank you for the great leadership of our Beautiful State. However in reference to the resent Cyber Attack I'm very concerned because when i went to the link for protectID.com and entered my information along with the code of SCDOR123, I was informed that the code was invalid not once but three times , and as a result was unable to get protection from this attack . I have elderly parents who have no idea of how to handle this and have never used a computer and i was going to handle their information also.I'm sure this is something that can be resolved but i wanted to give you a heads up , because i am sure that I'm not the only one this has happened to. If there is something that is blocking my efforts would you kindly let me know what I can do .

Sincerly

Donna [REDACTED]

P

NOV 08 2012

Refer.

Laughlin

Answered

226363

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@aol.com>
Sent: Thursday, November 08, 2012 8:43 AM
To: Haley, Nikki
Subject: Level of Incompetence

RECEIVED

NOV 08 2012

Laughlin

Answered

Title: Ms.
First Name: Yolanda
Middle Initial: G
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Chapin
State: SC
Zip: 29036
Phone: (803) [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

First we are informed that our identity information has been breached. Then we find out that non-working and not sufficient voting machines cause a serious voting problem on election day. Can the South Carolina Government do anything right?

I went to the SCDOR website to get the information about the supposed protection that you are providing for SC residents and US Citizens and what do I get? Directions on PROTECT YOURSELF AGAINST IDENTITY THEFT that cannot be fully printed in a standard 8 and a half by 11 paper which is the size found in most home printers because it is on an 8 and 1/2 by 16 size format!

I have also tried the directions to avail myself on the supposed protection that you are offering and have not been able to access the site for days. Now, I am going to have to start trying the phone number.

You can make whatever excuses you want and tell yourself how wrong we, the people who do not think that you are wonderful, are but facts are facts and you are a sorry excuse for a governor!

Yolanda G [REDACTED]

226564

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@sc.rr.com>
Sent: Thursday, November 08, 2012 2:45 PM
To: Haley, Nikki
Subject: Experian Protech My ID

Title: Mr
First Name: James
Middle Initial: L
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29205
Phone: 803- [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident
Message:

I have tried for two weeks to access the Experian web site to enroll in the protech my ID program for S.C. taxpayers. I am always taken to another Experian site wanting to sell me coverage. I finally accessed the Governor's web site and found the link. It took me to the right site, but when I entered the code scdor123, it said the code was invalid. HELP. I am frustrated beyond belief.

NOV 08 2012
Refer: Laughlin
Answered _____

2011 # 106356

226365

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@aol.com>
Sent: Friday, November 16, 2012 3:15 PM
To: Haley, Nikki
Subject: SSOC Theft New

Title: Credit Theft
First Name: Michael
Middle Initial: J
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Goose Creek
State: SC
Zip: 29445
Phone: 843-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Veteran

Message:

I applied for credit protection last week, The next few Hr. I recieved an e-mail from Experence.??? and four collage from up state sent me a reply, I did not save it but it still can be retrived from my CP. ? do you wont me to try find it and I will foward it to your state us, Attorney may be a good lead.

RECEIVED
NOV 16 2012
Referred to Laughlin
Answered _____

2260369

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Monday, November 19, 2012 12:06 AM
To: Haley, Nikki
Subject: Protecting My ID

Title: Mr.
First Name: CARL
Middle Initial: A
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: SENECA
State: SC
Zip: 29672
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

To Whom it May Concern;

My name is Carl [REDACTED] I am a resident of Oconee County South Carolina.

I have a concern in reference to the protectmyid.com web site.

I am currently working in [REDACTED] and am unable to connect to the aforementioned web site.

Any assistance would be greatly appreciated. I understand that enrollment is of great urgency.

Thank You.

Respectfully,

Tony [REDACTED]

RECEIVED

NOV 19 2012

Reference to Laughlin

Answered _____

226370

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Sunday, November 18, 2012 1:11 PM
To: Haley, Nikki
Subject: free protect my id

RECEIVED

NOV 19 2012

Referred to Laughlin

Answered _____

Title: ms
First Name: sharylen
Middle Initial: d
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: orangeburg
State: sc
Zip: 29115
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

What web site do i need to go on to get the free protect my id page

226371

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@dishmail.net>
Sent: Saturday, November 17, 2012 9:24 PM
To: Haley, Nikki
Subject: Identity theft

RECEIVED

NOV 19 2012

Referred to Laughlin

Answered

Title: Tax Payer
First Name: James
Middle Initial: M
Last Name: [REDACTED]
Suffix: III
Street Address: [REDACTED]
Street Address 2:
City: Buffalo
State: sc
Zip: 29321
Phone: 864-[REDACTED]

Email: [REDACTED]@dishmail.net

Affiliation: Constituent

Message:

Hello I received a letter from my power company asking me to go to a website www.protstctmyid.com/scdor I did and it came up saying there would be a \$1.00 charge for 3-weeks then \$15.00 there after .I was under the inpression there was no charge.Please help me understand this.Thanks and looking forward to hearing from you. Regards James

2260372

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Friday, November 16, 2012 11:55 AM
To: Haley, Nikki
Subject: DOR Hacking

Title: Mr.
First Name: Charles
Middle Initial: R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Pickens
State: SC
Zip: 29671
Phone: 864-[REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

Dear Governor--I voted for and continue to have high confidence in you. That said, I respectfully suggest that 1. Whoever it was in DOR that compromised the DOR database access code needs to be fired and/or criminally prosecuted for dereliction of duty. 2. Whoever at DOR decided to forego already available and free security software should be fired and criminally charged with dereliction of duty.

For all I know the very security company, Experian, the State hired to monitor the situation was responsible for the hacking--or some outfit just like it. Also, I'd like to know what happens after the 12-month free monitoring service ends. Am I supposed to believe that the potential for identity theft simply ends in 12 months?

What I expect to happen is that Experian will then attempt to sell me ongoing identity theft protection. No?

I am also angry about having to spend 15 minutes on an open phone line giving up the very information criminal hackers obtained from DOR. Essentially I'm assured by the State that if I call the published toll free number I will be giving up my info to the State's security monitoring service--Experian. In fact, I could be talking to anyone.

Frankly, I'm not comfortable with this so-called remedy. By the way, how much is the tax payer forking over for this so-called free 12 month monitoring service?

Respectfully,

Chuck [REDACTED]

NOV 16 2012
Referred *Laughlin*
Answered *Laughlin*

226514

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Wednesday, November 14, 2012 6:25 PM
To: Haley, Nikki
Subject: Hacking

Title: Mr.
First Name: Thomas
Middle Initial:
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: Constituent

Message:

Governor Haley,

You and your IT folks really put all SC residents at GREAT risk. I go to great extremes to protect my privacy and you guys expose all of your constituents to the really bad guys. You try to satisfy us by giving us one year of Experian protection. I signed up for this but what happens after this first year? Do you think you're fooling us by only offering us one year of protection? The bad guys are going to be around for years and the threat they present is real FOR YEARS!!! They know what your offer is and they will sit and wait until after the first year and then they will hammer us. You need to do better governor, a whole lot better.

Please let me know what your plan is.

Thank you.

Thomas [REDACTED]

PTC

NOV 15 2012

File

Laughlin

Approved

~~Laughtir~~ Laughtir

2260375

nhcorrespondence,

From: Amanda Finkelman <[REDACTED]@ca.ibm.com>
Sent: Wednesday, November 14, 2012 3:52 PM
To: Haley, Nikki
Subject: Cyber Security Executive Pressures - are you in this group?

Hi Nikki,

Cyber Security is continuing to gain attention at the executive level. As a result, security leaders we speak with confirm they are feeling increased pressures throughout their organization.

Nikki, as a security executive, I'm assuming you are in this same group and experience the same pressures associated with ensuring your organization remains secure.

I'm reaching out to propose a brief conversation with Q1 Labs, a Leader in Gartner's Security Information and Event Management Magic Quadrant. I've included two links which speak directly to our capabilities.

Gartner Magic Quadrant (MQ) and Critical Capabilities (CC) reports:

- www.q1labs.com/GartnerMQ2012.aspx
- www.q1labs.com/GartnerCC2012.aspx

I will follow-up with you next week to learn your level of interest and /or availability for a brief conversation with our local security experts.

Warm Regards,

Amanda [REDACTED]
IBM Security Division



Phone: (506) [REDACTED]
E-mail: [REDACTED]@ca.ibm.com
Find me on: [REDACTED]



[REDACTED]
Fredericton, New Brunswick
Canada

PROCESSED
NOV 15 2012
Referred: Laughlin
Answered: NR

226376

Billy [REDACTED] # [REDACTED]
Livesay B-camp [REDACTED]
P.O. Box 580
Una, S.C. 29378

Govenor Nikki Haley
Office of the Govenor
1205 Pendleton Street
Columbia, S.C. 29201

Subject: Identity Theft

Dear Govenor Haley:

I am an inmate in the South Carolina Department of Corrections who could possibly be a part of the recent identity theft situation, due to the fact I was employed during the time in question. With this thought in mind, I have a few questions that I need answered.

- 1) I filed income taxes in the years between 2008 and 2011. At moment, the IRS is investigating my returns for identity theft. Could you please sign me up to have my credit monitored since I do not have access to either a telephone or a computer?
- 2) What else can I do to simplify things for your office?
- 3) How can I get a copy of my credit report being that I'm incarcerated?

While I realize there are millions of people involved in this, I hope someone in your office can help me receive the same support I would receive if I was on the street. If you have any additional questions, you can contact me at the address above. Thank you in advance for your help. Have a nice day!

s/

[REDACTED]
Billy [REDACTED]
Inmate # [REDACTED]

2011

Billy [REDACTED] # [REDACTED]
Livesay B-camp [REDACTED]
P.O. Box 580
Una, SC 29378

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

29378

29201374099

GREENVILLE SC 29601
13 NOV 2012 PM 3 L



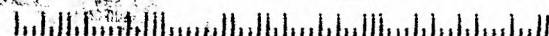
answered

referred

NOV 16 2012

Laughton

RECEIVED



nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Sunday, November 18, 2012 11:23 PM
To: Haley, Nikki
Subject: Identity Theft Issue-PLEASE READ

Title: Identity Theft Issue

First Name: Bradley

Middle Initial:p

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: abbeville

State: sc

Zip: 29620

Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

To Whom Reads These,

I wanted to take a second out of my day to vent and write to you concerning how displeased i am with the way the "Identity Theft" was handled. I'm SURE i am not the first one to write in, and I'm SURE i will not be the last.

Firstly, EVERYONE that i have spoken to believes that it is absolutely ridiculous that WE have to take the time to set up the JOKE, called Experian. I refer to them as a joke because AFTER my fiance and i signed up for the "protection" our bank/debit card numbers were compromised. Experian did not catch it, and have yet to contact us concerning a charge from an overseas company that has MULTIPLE online complaints. I believe a teenager would be better suited to protect my identity. So thank you...for nothing.

Lastly, I have monitored what action has been, or is being taken to correct the issue. Yes, Governor Haley says "I want to see the suspects punished". Great...so what is being done to correct the weakness? and what do we (South Carolinians) do after our "free one year identity theft protection" is over? it cost around 90\$ for the service after a year.

Needless to say, i am extremely bothered by this issue that seemed to have been brushed under the rug, at the expense of SC citizens. I HOPE to hear from someone, and i HOPE that this does not result in another poor excuse or temporary fix.

Thanks, Bradley

RECEIVED

NOV 19 2012

Refer. Laughlin

Answered NRN

226378

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 10:03 AM
To: Haley, Nikki
Subject: Hacked tax records

RECEIVED

Title: Mr.
First Name: Randall
Middle Initial: S
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Charleston
State: SC
Zip: 29412
Phone: 843. [REDACTED]
Email: [REDACTED]@aol.com

OCT 29 2012
Referred to [REDACTED]
Answered: Smith

Affiliation: Constituent

Message:

The remedies shown today in Charleston's Post and Courier are entirely unacceptable. There are lifelong implications to anyone whose records have been compromised by the State of South Carolina's apparent record protection incompetence.

This is not 1980. Cyber security is MANDATORY! Heads need to roll and people need to be fired although, since it involves government, I am sure this won't happen.

Tell me why I should ever pay taxes again when this sort of malfeasance can occur.

I expect nothing less from the State than lifelong protection from identity theft and full compensation should any of my assets be compromised. One year does not cut it. And a 14 day head start before we were made aware of this disaster sounds a lot like political damage control. By the way, I voted for you but will not unless a much more comprehensive plan is implemented.

Randy [REDACTED]

1, cat

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Monday, October 29, 2012 9:46 AM
To: Haley, Nikki
Subject: Data Security of a kindergartner

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

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

Governor Haley,

I am shocked and saddened that ANY data of South Carolina's citizens was left UNSECURED and open to the world. That is unacceptable and grossly negligent. Maybe not by you personally, but certainly on your watch. How in the world, in this day and age - can you say that having unsecured private data stored that way is even remotely acceptable???? I hope there are repercussions on the state level for this improper handling and gross negligence.

Also,

I have been calling the phone number listed for several days at various times - even 9:00 on the nose - only to be told that they are experiencing heavy volume and then the phone hangs up. This does not appear to be being handled in the best way. I want to know if I am affected and as a citizen, I have that right. I do not want to sign up for a service first and then find out.

No form letter response is needed.

OCT 29 2012
[REDACTED] CS
[REDACTED] Smith

226380
226380

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@hotmail.com>
Sent: Monday, October 29, 2012 9:46 AM
To: Haley, Nikki
Subject: Cyber Attack handling

RECEIVED

OCT 29 2012

Deferred to CS
Answered Smith

Title: Mr
First Name: Kenneth
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Fountain Inn
State: SC
Zip: 29644
Phone: 864 [REDACTED]
Email: [REDACTED]@hotmail.com

Affiliation: Constituent
Message:
Nikki,

I've been very proud of all your work for the people of SC, and am proud to say that to everyone.

But, the handling of this disaster is dismal. And, information on the wire indicates that the hackers got a lot more than just SSN's. Enough to REALLY create havoc for all of South Carolina tax paying citizens. Since you know the data that was stolen, you know the residents involved, you should AUTOMATICALLY enroll everyone affected into the protection alert system.

Also, the ProtectMyID site requires an activation code. That code does not seem to be found anywhere in the communications to the people of SC, so it requires a telephone call to an already overloaded call center. So much for using technology.

I trust that you will do everything possible to keep this from happening again, because that is the way you roll, But, Terrible execution on this one!

Still a fan.
Ken [REDACTED]

1 - 1077

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 8:43 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Referred to CS
Answered Smith

Title: Mr.

First Name: Emil

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Spartanburg

State: SC

Zip: 29307

Phone: 864. [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

None of the telephone numbers you announced are working this morning.

Why don't you check this stuff out before going to the public. Too busy politicking???

Emil

226383

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 11:06 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

Title: Mrs
First Name: Betty
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mount Pleasant
State: SC
Zip: 29464
Phone: 843. [REDACTED]
Email: [REDACTED]@yahoo.com

OCT 29 2012

Referred

Answered

CS
Smith

Affiliation: South Carolina Resident

Message:

We cannot believe you sat on this information for approximately two weeks ! Not to mention that the ONE phone number you provide (surely it rolls to other lines) is impossible to get through on and you cannot use the web site without talking to someone at that phone number!

Very disappointed in the leadership !

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@clermson.edu>
Sent: Sunday, October 28, 2012 12:50 PM
To: Haley, Nikki
Subject: Security Breach - a possible solution

Title: A New Idea
First Name: Jonathon
Middle Initial: E
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Clemson
State: SC
Zip: 29631
Phone: 864. [REDACTED]

Email: [REDACTED]@clermson.edu

Affiliation: South Carolina Resident
Message:
Governor Haley,

Given that 3.6 million Social Security Numbers have been compromised by this recent security breach, and given that technology will continue to change and grow, perhaps it may be time for the SSN system to develop the ability to change as well.

What if it were possible, that if someone felt that their Social Security Number has been compromised, to be able to fill out an application and request to have it change? Government records could keep track of all historical values of an individual's SSN, and the latest value can be used for transactions such as applying for a new credit card.

Perhaps given the way that things are currently set up, it may not be possible to implement this idea. It is just a suggestion.

Thank you for warning us about the breach. I hope that you have a successful career and a happy life.

Sincerely,

Jonathon [REDACTED]
A Concerned Citizen

RECEIVED

OCT 29 2012

Referred: CS
Answered: Smith

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 8:18 PM
To: Haley, Nikki
Subject: SCDOR Security Breach

Title: Mr
First Name: Douglas
Middle Initial:
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: SUMMERVILLE
State: 29
Zip: 29483
Phone: 843 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

On the SCDOR website there is a help line number listed and it clearly states that it is 24/7. When trying to call over the weekend I received an automated response that the office was currently closed. How is this 24/7? Also the statement makes it seem that security measures that should have been in place from the beginning were not activated until the breach had already occurred. This is unacceptable. This entire situation has been handled poorly and though I did vote for you in the last election you have lost my support during the next election.

RECEIVED
OCT 29 2012
Forwarded to 15
Forwarded Smith

2012-10-29

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Friday, October 26, 2012 3:37 PM
To: Haley, Nikki
Subject: DOR Press Release

Title: Mr.
First Name: Boykin
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: West Columbia
State: SC
Zip: 29170
Phone: 803. [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Call wait time for 1-866-578-5422 is almost an hour. Very poor planning. Should have anticipated a very high call volume and used a large call center operation.

RECEIVED

OCT 29 2012

Refer: (5)

Answered

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 4:17 PM
To: Haley, Nikki
Subject: Compromise of SS numbers

RE

OCT 29 2012

Referred to 45

Answered

Title:
First Name: Rosalyn "Roz"
Middle Initial:K
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: Barnwell
State: SC
Zip: 29812
Phone: 803. [REDACTED]
Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I have tried and tried to call the help line but am unable to get through. I would like to know how this is going to be corrected and why is this valuable information on the internet unsecured??? Something needs to be done ASAP!

Rosalyn "Roz" [REDACTED]

nhcorrespondence,

From: Roz Dyches <[REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 4:20 PM
To: Haley, Nikki
Subject: SS numbers being compromised

OCT 29 2012

Referred
Answered dup(3)

Dear Mrs. Haley,

You can not get through to the help line that has been provided. How was this valuable information not secure??? What is going to be done to rectify this matter? This is TOTALLY UNACCEPTABLE!!!

Rosalyn "Roz" [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@com>
Sent: Friday, October 26, 2012 4:50 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Referred to CS

Answered _____

Title: Mr.
First Name: Bill
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650
Phone: 864. [REDACTED]
Email: [REDACTED]@com

Affiliation: South Carolina Resident

Message:

In all of your communications to the public I have seen, you state that SSN and card numbers were accessed. A very important piece of information that I have not seen yet is whether or not other associated information such as names, addresses, and phone numbers were also accessed that were linked to the SSN and card numbers. We NEED to know this.

Also, are any business tax accounts affected?

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@aol.com>
Sent: Friday, October 26, 2012 5:29 PM
To: Haley, Nikki
Subject: You need to do something re: cyber attack!

Title: Mrs
First Name: Judith
Middle Initial: B
Last Name: [REDACTED]
Suffix:

Street Address: [REDACTED]
Street Address 2:
City: Chapin
State: SC
Zip: 29036
Phone: 803. [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident
Message:
Governor Haley,

How in the world do you expect 3.6 million people to get through by calling the one 1-866-578-5422 number provided??
This is ridiculous! Why can't SC go ahead and provide the protection needed for those that were affected and then notify by mail each person affected?
You ought to be able to do better than this!

RECEIVED

OCT 29 2012

Referred

Answered

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@bellsouth.net>
Sent: Friday, October 26, 2012 3:11 PM
To: Haley, Nikki
Subject: Hacked SS Numbers

RECEIVED

OCT 26 2012

Referred to 65
Answered

Title: Mr
First Name: Henry
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29229
Phone: 803. [REDACTED]
Email: [REDACTED]@bellsouth.net

Affiliation: Veteran

Message:

I have tried to use the contact information provided on DR websites but there no activation code listed so one might complete the transaction on line. The telephone number given is useless since get a recorded message that they are closed. It not a good day in South Carolina.

Henry [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 11:13 AM
To: Haley, Nikki
Subject: Handling the Cyber Attack

RECEIVED

Title: Mr
First Name: Ray
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: None
City: Daniel Island
State: SC
Zip: 29492
Phone: 843. [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Dialed the number you directed us to.

They are not set up top handle waiting on line.

One has to keep redialing and hope to get through.

Your administration needs to notify the effected parties.

Ray [REDACTED]

OCT 29 2012

Referred [REDACTED]

Answered [REDACTED]