

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 8:26 PM  
**To:** 'Dana.Wachter@foxcarolina.com'  
**Subject:** Re: DOR Breach Question

Please read press release below.

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**From:** Dana Wachter [<mailto:Dana.Wachter@foxcarolina.com>]  
**Sent:** Monday, October 29, 2012 08:22 PM  
**To:** Godfrey, Rob  
**Subject:** DOR Breach Question

Hi Rob,

I've been working on this story today. We noted that of course kids will need to have their identities checked, too. Protect My ID does not work for people under 18. I see that the web site does have ChildSecure, but its terms and services seems to show that it costs extra. Will the state be paying for that, too? Or is that something parents will need to deal with on their own?

Thanks,  
Dana Wachter  
Fox Carolina News  
864-283-4135 (cell)

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**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Monday, October 29, 2012 1:22 PM  
**Subject:** Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

### **Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach**

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today provided reporters with an update on the S.C. DOR information security breach and discussed consumer safety solutions available to South Carolinians during a Statehouse press conference. S.C. DOR announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

Video of today's Statehouse press conference, including remarks by the governor and Chief Keel as well as a media availability, is available here: <http://www.youtube.com/watch?v=ni9jQS3Nb80>

As of Monday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 455,000 calls and approximately 154,000 signups. Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 where you will enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)

- For any South Carolina taxpayer residing in South Carolina who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. South Carolina taxpayers have until the end of January, 2013 to sign up. South Carolina taxpayers who sign up for protection will be notified about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

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- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

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## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 10:09 PM  
**To:** 'edgefielddaily@att.net'  
**Subject:** Re: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Thank you!

**From:** Edgefield Daily [<mailto:edgefielddaily@att.net>]  
**Sent:** Monday, October 29, 2012 09:42 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Rob, Placed in our Tuesday edition.

Roy

Edgefield Daily

**From:** [Godfrey, Rob](#)  
**Sent:** Monday, October 29, 2012 1:22 PM  
**To:** [editor@edgefielddaily.com](mailto:editor@edgefielddaily.com) ; [sales@edgefielddaily.com](mailto:sales@edgefielddaily.com)  
**Subject:** Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

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-###-

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 10:19 AM  
**To:** 'Kinnard, Meg'  
**Subject:** RE: Did you get everything you need? Let me know.

We're in the process of going far beyond industry standards and encrypting all DOR files – a process that should be completed in the next 60-90 days.

.....  
**From:** Kinnard, Meg [<mailto:mkinnard@ap.org>]  
**Sent:** Tuesday, October 30, 2012 10:18 AM  
**To:** Godfrey, Rob  
**Subject:** RE: Did you get everything you need? Let me know.

I think so – left Samantha a message. Has the gov said anything about the state encrypting this sort of info going forward? I know what she said re: encryption yesterday, just wondering if there were any plans to change how that is handled.

.....  
**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Tuesday, October 30, 2012 10:07 AM  
**To:** Kinnard, Meg  
**Subject:** Did you get everything you need? Let me know.

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

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[IP\_US\_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 10:23 AM  
**To:** 'jkuenzie@wistv.com' (jkuenzie@wistv.com)  
**Subject:** Quick follow up

We're in the process of going far beyond industry standards and encrypting all DOR files – a process that should be completed in the next 60-90 days.

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

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**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 10:27 AM  
**To:** 'Matt Dreyer'  
**Subject:** RE: Question

Yes. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. If anyone is running into any issues, they can call Consumer Affairs at 803 734 4200.

**From:** Matt Dreyer [<mailto:mdreyer@wciv.com>]  
**Sent:** Tuesday, October 30, 2012 10:27 AM  
**To:** Godfrey, Rob  
**Subject:** Question

Hello Rob –

We're getting a few questions about this topic from viewers...

If you are not a current SC resident, but lived in SC previously and filed a return, are you able to register for the credit monitoring service being offered by the state?

Thanks  
Matt

Matt Dreyer  
Assignment Manager  
ABC News 4  
Charleston, SC  
(843) 849-3575  
[mdreyer@wciv.com](mailto:mdreyer@wciv.com)

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 10:48 AM  
**To:** 'Kinnard, Meg'  
**Subject:** RE: Did you get everything you need? Let me know.

- 1) Yes.
- 2) We've had the question asked a few times, but not by the AP, so I wanted to get y'all the information.
- 3) The governor has ordered each Cabinet agency to work with state Inspector General Patrick Maley to review and strengthen IT security, and encryption may well be one of the recommendations Maley makes for each agency. If I were you, I'd reach out to him.

Background: Gov. Haley's executive order on IT security, signed Friday, is attached:  
<http://governor.sc.gov/ExecutiveOffice/Documents/2012-10%20Reviewing%20IT%20Security.pdf>

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**From:** Kinnard, Meg [<mailto:mkinnard@ap.org>]  
**Sent:** Tuesday, October 30, 2012 10:28 AM  
**To:** Godfrey, Rob  
**Subject:** RE: Did you get everything you need? Let me know.

OK – so fair to say that this change is born directly out of the incident? Has that been reported?  
Also, any other state agency records being encrypted in similar fashion?

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**To:** Kinnard, Meg  
**Subject:** RE: Did you get everything you need? Let me know.

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**Sent:** Tuesday, October 30, 2012 10:07 AM  
**To:** Kinnard, Meg  
**Subject:** Did you get everything you need? Let me know.

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

**Godfrey, Rob**

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 12:59 PM  
**To:** 'nophillips@thestate.com' (nophillips@thestate.com)  
**Cc:** Patel, Swati  
**Subject:** FW: FOI request  
**Attachments:** SC DOR FOI.doc

Noelle,

I have forwarded your email to the appropriate person in our office.

Rob

**From:** Phillips, Noelle [<mailto:nophillips@thestate.com>]  
**Sent:** Tuesday, October 30, 2012 12:58 PM  
**To:** Samantha Cheek  
**Cc:** Godfrey, Rob  
**Subject:** FOI request

Samantha,

I've attached an FOI letter to this email. If you have any questions, call or send an email. Thanks.

--

Noelle Phillips  
Reporter  
The State Media Co.  
(803) 771-8307

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 1:05 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

#### *Extended fraud resolution and coverage for dependents who are minors announced*

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S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

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-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 4:46 PM  
**To:** 'Shain, Andy'  
**Subject:** RE: Questions

Will the state offer lifetime coverage with Experian - like she mentioned on the FB chat?

As the governor said, she'll have more details tomorrow.

Also what about businesses? What are supposed to do?

As of now, we're not aware of any business information that has been compromised. If that changes, we'll let you know, and they'll be covered.

When will all DOR files be encrypted? Understand that could take months.

We're in the process of going far beyond industry standards and encrypting all DOR files – a process that should be completed in the next 60-90 days.

**From:** Shain, Andy [<mailto:ashain@thestate.com>]  
**Sent:** Monday, October 29, 2012 3:31 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Questions

OK.

Will the state offer lifetime coverage with Experian - like she mentioned on the FB chat?

Also what about businesses? What are supposed to do?

On Mon, Oct 29, 2012 at 3:24 PM, Godfrey, Rob <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

I am working on getting you an answer for #1. Didn't the governor cover #2 during the news conference?

**From:** Shain, Andy [<mailto:ashain@thestate.com>]  
**Sent:** Monday, October 29, 2012 3:23 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Questions

Yes. These are the questions I have left for you and Samantha

1. When will all DOR files be encrypted? Understand that could take months.

5. Will those affected by the breach receive notification or just assume you are affected if you filed a state tax return since 1998?

On Mon, Oct 29, 2012 at 3:15 PM, Godfrey, Rob <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

Shain –

I understand you've reached out to Experian, and they plan to get you what you need. Which of these questions do you need me to take on? Gotten what you need from our office?

Rob

**From:** Shain, Andy [<mailto:ashain@thestate.com>]

**Sent:** Monday, October 29, 2012 12:26 PM

**To:** [Samantha.Cheek@sctax.org](mailto:Samantha.Cheek@sctax.org); Godfrey, Rob

**Subject:** Questions

Samantha/Rob --

Here are some questions. I will likely have more as the day progresses:

1. When will all DOR files be encrypted? Understand that could take months.

2. Will Experian's protection service pick up all dependents no matter the age? (A lot of talk about minors but not all dependents are minors)

3. If I file jointly, do my spouse and I get covered at the same time? Or does my spouse also need to sign up?

4. Does the family plan have one \$1M max insurance coverage or \$1M for each member of my family?

5. Will those affected by the breach receive notification or just assume you are affected if you filed a state tax return since 1998?

6. To be clear -- people can either call the Experian toll-free number to sign up or go online but don't need to do both, right?

7. To be clear - Nonresidents can get the Experian coverage if they filed SC taxes any time since 1998, right?

Andy

--

Andrew Shain

Reporter/Editor

The State

1401 Shop Road

Columbia, S.C. 29201

(803) 771-8619

Web: [thestate.com](http://thestate.com)

Twitter: [@andyshain](https://twitter.com/andyshain)

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## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 2:17 PM  
**To:** 'Matt Dreyer'  
**Subject:** RE: Question

Covered in press release we just sent out. Get it?

**From:** Matt Dreyer [<mailto:mdreyer@wciv.com>]  
**Sent:** Tuesday, October 30, 2012 12:21 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Question

Thanks!

Also, is a life-time plan being offered or is the Experian protection up only after one year.

If it's only for one year – what are people supposed to do to protect themselves from this once the protection expires?

I'm seeing different reports out there.

Matt

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Matt Dreyer  
Assignment Manager  
ABC News 4

Charleston, SC  
(843) 849-3575  
[mdreyer@wciv.com](mailto:mdreyer@wciv.com)

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**Sent:** Tuesday, October 30, 2012 2:17 PM  
**To:** 'bkearney@postandcourier.com' (bkearney@postandcourier.com)  
**Subject:** FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

**Importance:** High

See press release below and media avail in video. Thanks.

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**Importance:** High

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- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South

Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 3:49 PM  
**To:** 'Courrege, Diette'  
**Subject:** RE: for Wednesday

The administration had a pre-existing, positive relationship with Experian, the best company in the business, through the South Carolina Department of Health and Human Services, which dealt with and vetted the company earlier this year.

**From:** Courrege, Diette [<mailto:dcourrege@postandcourier.com>]  
**Sent:** Tuesday, October 30, 2012 12:43 PM  
**To:** Godfrey, Rob  
**Subject:** RE: for Wednesday

Rob,

Just wanted to check in on this. If you could give me an update when you can, I'd appreciate it.

Thanks.  
Diette

**From:** Courrege, Diette  
**Sent:** Monday, October 29, 2012 5:51 PM  
**To:** Godfrey, Rob ([RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov))  
**Subject:** for Wednesday

I'm done with requests for today (yay!). Thanks again for all of your help.

This is something I'm thinking about for Wednesday. When I talked with Jim Etter on Saturday, we chatted briefly a/b how and why the state chose Experian, and I'm hoping to get some more clarification tomorrow on that. He said the state's attorneys basically recommended the company, so that's why they were chosen. Are there any more specific reasons on why Experian vs another vendor? And when (specifically – like a date) did the state decide to go with Experian, and how was the state able to negotiate a contract without going through an RFP? Also, Etter mentioned the state DOR's attorney, Nelson Mullins, has an attorney in ATL who deals with these kinds of cases, and I'd be interested in his name and possibly talking with him or her.

Thanks again for all of your help today.  
Diette

Diette Courrege Casey  
The Post and Courier  
134 Columbus St.  
Charleston, S.C. 29403  
843.937.5546  
843.937.5579 fax  
[dcourrege@postandcourier.com](mailto:dcourrege@postandcourier.com)  
<http://www.facebook.com/diettecourrege>

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 4:13 PM  
**To:** 'ashain@thestate.com' (ashain@thestate.com)  
**Subject:** Anything we owe you?

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 4:32 PM  
**To:** 'ashain@thestate.com'  
**Subject:** Re: Anything we owe you?

Going to have to talk to the Chief about that.

**From:** Shain, Andy [<mailto:ashain@thestate.com>]  
**Sent:** Tuesday, October 30, 2012 04:25 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Anything we owe you?

Actually left a VM  
Did the hacker access DOR via a communications system the agency uses?  
Did the hacker pretend to be a DOR official to access this communications system?

On Tue, Oct 30, 2012 at 4:16 PM, Godfrey, Rob <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

Forward me what you sent Samantha. She said she didn't get any email.

**From:** Shain, Andy [<mailto:ashain@thestate.com>]  
**Sent:** Tuesday, October 30, 2012 4:14 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Anything we owe you?

I sent that question about the governor's quote to Samantha.

Can you elaborate?

On Tue, Oct 30, 2012 at 4:12 PM, Godfrey, Rob <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

Rob Godfrey  
Office of Gov. Nikki Haley

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--

Andrew Shain

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--

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Twitter: [@andyshain](https://twitter.com/andyshain)

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 4:35 PM  
**To:** 'tcsmith@greenvillenews.com'  
**Subject:** Re: Anything we owe you?

That's currently with the AG's office.

The governor was referring to a "hole" as an error within the DOR processes and system that enabled this to happen - Etter was referring to the hole that the hacker created in order to get in there, and that Mandiant has since plugged.

----- Original Message -----

**From:** Smith, Tim [<mailto:tcsmith@greenvillenews.com>]  
**Sent:** Tuesday, October 30, 2012 04:23 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Anything we owe you?

Cost/rate of Nelson Mullins

Also, the governor this morning said there was no hole at DOR. Mr Etter said repeatedly there was. Both were describing the computer system before Mandiant fixed it. Just trying to reconcile the statements.

Sent from my iPhone

On Oct 30, 2012, at 4:13 PM, "Godfrey, Rob" <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)<<mailto:RobGodfrey@gov.sc.gov>>> wrote:

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 4:42 PM  
**To:** 'dknight@live5news.com'  
**Subject:** Re: QUESTION

Yes, of course, there was a policy in place. But those decisions can't be made until you understand the nature of the breach, and when we understood that, we went with the company best equipped to fix the breach - Mandiant.

**From:** Knight, Deja [<mailto:dknight@live5news.com>]  
**Sent:** Tuesday, October 30, 2012 02:36 PM  
**To:** Godfrey, Rob  
**Cc:** All WCSC Desk <[AllWCSCDesk@live5news.com](mailto:AllWCSCDesk@live5news.com)>  
**Subject:** QUESTION

I notice from the Chronology report it took 2 days for the State to sign the contract with Mandiant. Were there policies already in place for how the State should deal with a security breach or not?

I have already watched all three press conferences with Gov. Haley and that question was not answered.

Thanks Rob!

Deja Knight  
256-412-7585

**Godfrey, Rob**

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 4:53 PM  
**To:** 'tkearns@wistv.com'  
**Subject:** Re: Credit question

Yes, they will be covered.

**From:** Kearns, Taylor [<mailto:tkearns@wistv.com>]  
**Sent:** Tuesday, October 30, 2012 02:32 PM  
**To:** Godfrey, Rob  
**Subject:** Credit question

Rob,

Forgive me if the Governor has already answered this one... but I've been getting questions from folks who lived in South Carolina as minors, but were listed as dependents when they were here. They never filed their own returns.

Now they're of age and working in other states. Will they be covered as well?

Thanks,

**Taylor Kearns**  
Reporter  
WIS-TV  
803-758-1164  
[tkearns@wistv.com](mailto:tkearns@wistv.com)

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 6:24 PM  
**To:** 'slargen@postandcourier.com'

Largen,

What you've moved online so far says, "Previously, the state had indicated that business records were not compromised. But Etter told S.C. Senate Finance Committee had some business information was stored in the department database that hackers mined for data."

That is not true.

We said that, as of last night, we weren't aware of any business information that had been compromised - but that if that changes, we'd let you know, and they'll be covered.

That's a difference.

Rob

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 5:52 PM  
**To:** 'bkearney@postandcourier.com'  
**Subject:** Re: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

From the press release (that I'm hoping you've read):

- ExtendCARE: Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.

-----  
What this means in practical terms is that Experian will make sure anyone who is enrolled will have any issues that arise 100 percent cleaned up going forward, with no end date.

-----  
**From:** Kearney, Brendan [mailto:bkearney@postandcourier.com]  
**Sent:** Tuesday, October 30, 2012 05:24 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Ha, ok. So you're saying there's no more material additions to it? Why hasn't it been finalized and signed already? Is it just faxing documents to all the various signatories? When is it scheduled to be finalized and signed?

And any insight on that fraud resolution question?

Thanks, Rob.

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:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Tuesday, October 30, 2012 5:20 PM  
**To:** Kearney, Brendan  
**Subject:** Re: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Finalize it and sign it. Thanks.

-----  
**From:** Kearney, Brendan [mailto:bkearney@postandcourier.com]  
**Sent:** Tuesday, October 30, 2012 05:10 PM

**To:** Godfrey, Rob

**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

It's not finalized and signed?

On Saturday, Etter said it was signed on Friday. Yesterday we heard negotiations were ongoing. And today, Gov. Haley said the \$12 million-cap agreement had been reached. What else is there to do?

Thanks, Rob.

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](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

---

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]

**Sent:** Tuesday, October 30, 2012 5:08 PM

**To:** Kearney, Brendan

**Subject:** Re: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

We'll provide y'all with the contract as soon as it's finalized and signed.

---

**From:** Kearney, Brendan [<mailto:bkearney@postandcourier.com>]

**Sent:** Tuesday, October 30, 2012 05:05 PM

**To:** Godfrey, Rob

**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Thanks, Rob.

Quick question: We asked for a copy of the Experian contract on Saturday but still haven't received it. When can we expect a copy of that important document?

And then I emailed Greg at Experian with a few questions. Diette said he required a nudge from you over the weekend. Can you check in with him on that? I'm mainly trying to figure out what the lifetime fraud resolution (ExtendCARE, I guess) means. Is it just that if something happens within the year, they'll help you with it even after next fall?

Thanks,

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](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]

**Sent:** Tuesday, October 30, 2012 2:17 PM

**To:** Kearney, Brendan

**Subject:** FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

**Importance:** High

See press release below and media avail in video. Thanks.

**From:** Godfrey, Rob

**Sent:** Tuesday, October 30, 2012 1:05 PM

**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

**Importance:** High

## **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

### *Extended fraud resolution and coverage for dependents who are minors announced*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

[http://www.youtube.com/watch?v=wleWys8\\_VmA](http://www.youtube.com/watch?v=wleWys8_VmA)

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

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- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 5:09 PM  
**To:** 'SAdcox@ap.org'  
**Subject:** Re: Anything we owe you?

We'll provide y'all with the contract as soon as it's finalized and signed.

**From:** Adcox, Seanna M. [<mailto:SAdcox@ap.org>]  
**Sent:** Tuesday, October 30, 2012 04:13 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Anything we owe you?

A copy of the contract with Experian?

---

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Tuesday, October 30, 2012 4:13 PM  
**To:** Kinnard, Meg; Adcox, Seanna M.  
**Subject:** Anything we owe you?

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

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[IP\_US\_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 4:44 PM  
**To:** 'Steve.Dunning@foxcarolina.com'  
**Subject:** Re: Attn Steve Duning - Hutto, Sheheen DOR letter

All of those questions have been answered during the various media avails, all three of which are online.

Here is DOR's contact:

Samantha Cheek  
Public Information Director  
SC Department of Revenue  
P.O. Box 125, Columbia, SC 29214  
P: 803.898.5281 | F: 803.898.5020  
[www.sctax.org](http://www.sctax.org) | Twitter: @SCDOR

**From:** Steve Dunning [<mailto:Steve.Dunning@foxcarolina.com>]  
**Sent:** Tuesday, October 30, 2012 04:41 PM  
**To:** Godfrey, Rob  
**Subject:** FW: Attn Steve Duning - Hutto, Sheheen DOR letter

Rob,

Who should I contact at the Dept of Revenue in regards to this letter?

We have a lot of the same questions and I wanted to see if they've issued a statement on the letter itself as well.

Thanks!

Steve

**Steve Dunning**  
**Assignment Manager**  
**WHNS Fox Carolina**  
[steve.dunning@foxcarolina.com](mailto:steve.dunning@foxcarolina.com)  
[www.foxcarolina.com](http://www.foxcarolina.com)  
Office: (864) 213-2121  
Cell: (864) 444-3708



**From:** Phil Bailey [<mailto:philcbailey@yahoo.com>]  
**Sent:** Tuesday, October 30, 2012 4:29 PM

**To:** foxcarolinanews

**Subject:** Attn Steve Duning - Hutto, Sheheen DOR letter

TEXT

October 29, 2012

Mr. James Etter

South Carolina Department of Revenue

301 Gervais Street

Columbia, S.C. 29214

Dear Mr. Etter,

As you know, many citizens of our state have questions about the recent breach of security at the SC Department of Revenue. We are among them. As elected representatives of the people of South Carolina, we are very concerned for the safety of their identities. There remain important questions, which have not been answered. South Carolina must ensure that the nature of this breach is fully understood and corrective measures are taken. To that end, we ask you to answer all of the questions. Please advise if you cannot complete by this Wednesday at noon.

Do we know that data was actually transferred out of the system or was the system simply breached?

What types of data were compromised- the full tax return? Social security numbers? addresses? charitable contributions? W2 information? or other information?

Why were any credit card numbers kept in an unencrypted format?

To what degree was the breach the result of poor procedural, security control versus human error?

Why was this data kept in a way that was accessible to the internet?

What security audits were performed on these systems during the past two years?

Have children's SSNs also been compromised and what steps should parents take to ensure that their IDs are protected?

What is the state willing to do beyond the year of (free) ID protection to protect the IDs of children, vulnerable adults and others who have been compromised and may not be able to afford ID protection after the year expires?

Please provide us with a copy of SCDOR's information security standards and policy.

Please describe the time line of when and how SCDOR learned about the breach, steps that were taken, and when any other entities were notified of the breach?

Mr. Jack Etter.

Page 2

Please explain how much time passed between the time SCDOR was notified of the breach and the time the public was notified?

Please provide an estimate of how much money the state will expend to deal with this breach and its aftermath?

Thanks so much for your prompt attention to this matter.

Very truly,

(signed)

Senator Brad Hutto

Senator Vincent Sheheen

Representative James Smith

Representative Mia Butler Garrick

Cc. The Honorable Nikki Haley.

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 6:35 PM  
**To:** Veldran, Katherine; Pitts, Ted  
**Subject:** Fw: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

**From:** Mike Forrester [mailto:██████████@charter.net]  
**Sent:** Tuesday, October 30, 2012 06:32 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Rob, I just had a constituent tell me that the Experian call center won't accept dependents information whose birthdays fall after 1994. Can you verify that and if it is true would you mind explaining why?

**From:** Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]  
**Sent:** Tuesday, October 30, 2012 3:07 PM  
**Subject:** FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

Members of the General Assembly,

The governor asked that I make sure you saw this release.

Rob

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 1:05 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

*Extended fraud resolution and coverage for dependents who are minors announced*

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- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 6:36 PM  
**To:** 'ashain@thestate.com'  
**Subject:** Re: Follow ups?

- 1) Check with Chairman White and Chairman Leatherman - they'll ultimately make the decision, but we'll work with them throughout the process.
- 2) We can't comment on an ongoing investigation.

What else do you need from me?

**From:** Shain, Andy [<mailto:ashain@thestate.com>]  
**Sent:** Tuesday, October 30, 2012 05:31 PM  
**To:** Godfrey, Rob  
**Subject:** Re: Follow ups?

1. Who is appropriating the \$12M (and the money to pay Mandiant and Nelson Mullins)? DOR? Where is the \$\$ coming from?
2. Was the security hole at DOR kept open for 10 days to catch the crook?

On Tue, Oct 30, 2012 at 5:20 PM, Godfrey, Rob <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)> wrote:

--  
Andrew Shain  
Reporter/Editor  
The State  
1401 Shop Road  
Columbia, S.C. 29201  
(803) 771-8619  
Web: [thestate.com](http://thestate.com)  
Twitter: [@andyshain](https://twitter.com/andyshain)

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 7:03 PM  
**To:** 'slargen@postandcourier.com'  
**Subject:** Re: follow-up questions

We're working through the data as we speak, our business owners will absolutely be protected, and we'll have additional details for you tomorrow. Thanks.

----- Original Message -----

From: Largen, Stephen [<mailto:slargen@postandcourier.com>]  
Sent: Tuesday, October 30, 2012 05:43 PM  
To: Godfrey, Rob  
Subject: follow-up questions

How were business affected by the data breach? What business info. was in the breached database?

What should business owners do? Same thing as individuals?

Stephen Largen  
Reporter, The Post and Courier  
(864) 641-8172  
follow me on Twitter @stephenlargen

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 9:34 AM  
**To:** 'afairwell@dew.sc.gov' (afairwell@dew.sc.gov)  
**Subject:** Executive order

<http://governor.sc.gov/ExecutiveOffice/Documents/2012-10%20Reviewing%20IT%20Security.pdf>

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 10:03 AM  
**To:** 'tcsmith@greenvillenews.com'  
**Subject:** Re: Anything we owe you?

Deadline for this?

----- Original Message -----

From: Smith, Tim [<mailto:tcsmith@greenvillenews.com>]  
Sent: Wednesday, October 31, 2012 09:52 AM  
To: Godfrey, Rob  
Subject: RE: Anything we owe you?

Rob,

We're continuing to get questions from readers about the nature of the information exposed. That is, in addition to Social Security numbers, credit or debit card numbers and now state ID numbers, were there other types of information on there, such as bank account numbers, check routing numbers, names, addresses, phone numbers, birth dates, income or other tax information?

I realize at this juncture the agency may not know numbers of everything but does it know the type of everything? And how did it just learn the state ID numbers?

Thanks!

Tim Smith

---

From: Godfrey, Rob [[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)]  
Sent: Tuesday, October 30, 2012 4:34 PM  
To: Smith, Tim  
Subject: Re: Anything we owe you?

That's currently with the AG's office.

The governor was referring to a "hole" as an error within the DOR processes and system that enabled this to happen - Etter was referring to the hole that the hacker created in order to get in there, and that Mandiant has since plugged.

----- Original Message -----

From: Smith, Tim [<mailto:tcsmith@greenvillenews.com>]  
Sent: Tuesday, October 30, 2012 04:23 PM  
To: Godfrey, Rob  
Subject: Re: Anything we owe you?

Cost/rate of Nelson Mullins

Also, the governor this morning said there was no hole at DOR. Mr Etter said repeatedly there was. Both were describing the computer system before Mandiant fixed it. Just trying to reconcile the statements.

Sent from my iPhone

On Oct 30, 2012, at 4:13 PM, "Godfrey, Rob" <[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)<mailto:RobGodfrey@gov.sc.gov>> wrote:

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 10:56 AM  
**To:** 'SAdcox@ap.org'  
**Subject:** Re: Can you send me video link from yesterday morning's newser...

Before you start firing questions, understand that I'm trying to plan an afternoon update news conference with the governor, the chief and the director.

**From:** Adcox, Seanna M. [<mailto:SAdcox@ap.org>]  
**Sent:** Wednesday, October 31, 2012 10:48 AM  
**To:** Godfrey, Rob  
**Subject:** Can you send me video link from yesterday morning's newser...

Before I start firing questions, I want to review what's been said.

Seanna

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP\_US\_DISC]

mks dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 11:03 AM  
**To:** 'SAdcox@ap.org'  
**Subject:** Re: Can you send me video link from yesterday morning's newser...

Don't have one yet.

**From:** Adcox, Seanna M. [<mailto:SAdcox@ap.org>]  
**Sent:** Wednesday, October 31, 2012 11:01 AM  
**To:** Godfrey, Rob  
**Subject:** RE: Can you send me video link from yesterday morning's newser...

Approx. time?

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 10:56 AM  
**To:** Adcox, Seanna M.  
**Subject:** Re: Can you send me video link from yesterday morning's newser...

Before you start firing questions, understand that I'm trying to plan an afternoon update news conference with the governor, the chief and the director.

**From:** Adcox, Seanna M. [<mailto:SAdcox@ap.org>]  
**Sent:** Wednesday, October 31, 2012 10:48 AM  
**To:** Godfrey, Rob  
**Subject:** Can you send me video link from yesterday morning's newser...

Before I start firing questions, I want to review what's been said.

Seanna

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[IP\_US\_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 11:07 AM  
**To:** 'sadcox@ap.org' (sadcox@ap.org)  
**Subject:** FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

**Importance:** High

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 1:05 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

*Extended fraud resolution and coverage for dependents who are minors announced*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:  
[http://www.youtube.com/watch?v=wleWys8\\_VmA](http://www.youtube.com/watch?v=wleWys8_VmA)

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year,

and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 11:08 AM  
**To:** 'sadcox@ap.org' (sadcox@ap.org)  
**Subject:** FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 1:22 PM  
**Subject:** Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

### **Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach**

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today provided reporters with an update on the S.C. DOR information security breach and discussed consumer safety solutions available to South Carolinians during a Statehouse press conference. S.C. DOR announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

Video of today's Statehouse press conference, including remarks by the governor and Chief Keel as well as a media availability, is available here: <http://www.youtube.com/watch?v=ni9jQS3Nb80>

As of Monday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 455,000 calls and approximately 154,000 signups. Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 where you will enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer residing in South Carolina who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. South Carolina taxpayers have until the end of January, 2013 to sign up. South Carolina taxpayers who sign up for protection will be notified about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.

- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 12:24 PM  
**To:** 'cwalsh@aikenstandard.com'  
**Subject:** Re: Hacked Tax Return Questions

Off the record - Most of this stuff has been covered in the three news conferences the governor and state officials have had over the last week. Have y'all watched those and read the press releases?

----- Original Message -----

From: Chris IMAP [<mailto:cwalsh@aikenstandard.com>]  
Sent: Wednesday, October 31, 2012 12:14 PM  
To: Godfrey, Rob  
Subject: Hacked Tax Return Questions

Rob, thank you for taking the time to speak with me this morning and answer a few questions. If you need anything further, please feel free to email me back or call at 803-645-0286.  
Chris Walsh

Although you have release the information regarding the hacking and who to contact about credit protection through news outlets, does the State plan on contacting those affected, in particular the elderly, those with minors and military who may be stationed overseas or will it be left up to the media?

Varying reports state that free credit monitoring will be supplied for a year or lifetime. The negotiated price for a year is \$12 million, but what is the negotiated price for lifetime coverage? What does "lifetime" entail and would minors also be able to receive the protection?

How does the State plan to pay for "lifetime" credit protections for residents? What discussions have been had about getting the expense covered in the budget for years to come?

The total the State would pay for a year is said to be \$12 million, but is that for the 3.6 million affected or the 4.6 million residents? How will you or residents know who is affected? Will businesses and corporations that were affected also be covered?

Pertaining to the D.O.R. website, is there a plan to make the credit protection link more prominent or easier to work through? A lot of complaints have been made about the accesibility and the site not loading, is there any plans to upgrade the site due to the large number of traffic coming in?

Thank you again for your time.

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 12:36 PM  
**To:** 'cwalsh@aikenstandard.com'  
**Subject:** FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

**Importance:** High

**From:** Godfrey, Rob  
**Sent:** Tuesday, October 30, 2012 1:05 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

#### *Extended fraud resolution and coverage for dependents who are minors announced*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

[http://www.youtube.com/watch?v=wleWys8\\_VmA](http://www.youtube.com/watch?v=wleWys8_VmA)

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year,

and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
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- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 12:36 PM  
**To:** 'cwalsh@aikenstandard.com'  
**Subject:** FW: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
**Attachments:** Media\_Release\_10262012.pdf  
**Importance:** High

**From:** Godfrey, Rob  
**Sent:** Friday, October 26, 2012 4:28 PM  
**Subject:** UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions  
**Importance:** High

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

**Anyone who has filed a South Carolina tax return since 1998 should take the following steps:**

1. Call 1-866-578-5422 where you will enroll in a consumer protection service. **The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year.

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 1:11 PM  
**To:** 'Golden, Kelly'  
**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Samantha Cheek  
Public Information Director  
SC Department of Revenue  
P.O. Box 125, Columbia, SC 29214  
P: 803.898.5281 | F: 803.898.5020  
[www.sctax.org](http://www.sctax.org) | Twitter: @SCDOR

---

**From:** Golden, Kelly [<mailto:KellyGolden2@clearchannel.com>]  
**Sent:** Wednesday, October 31, 2012 1:10 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

SC DOR press contact? Thanks, Kelly G., 94.3 WSC

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**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Tuesday, October 30, 2012 1:05 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach**

*Extended fraud resolution and coverage for dependents who are minors announced*

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Video of today's Statehouse press conference is available here:  
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take the following steps:

- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
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- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
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- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

**Godfrey, Rob**

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 1:24 PM  
**Subject:** Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

**Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY**

*State officials will provide update on S.C. DOR information security breach*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter will hold a press conference **TODAY, Wednesday, October 31, at 4:30 PM** to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

**WHO:** Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter

**WHAT:** DOR information security breach update

**WHEN:** TODAY, Wednesday, October 31, 4:30 PM

**WHERE:** S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 1:42 PM  
**To:** 'Chris IMAP'  
**Subject:** RE: Hacked Tax Return Questions

We'll circulate video after it.

-----Original Message-----

From: Chris IMAP [<mailto:cwalsh@aikenstandard.com>]  
Sent: Wednesday, October 31, 2012 1:40 PM  
To: Godfrey, Rob  
Subject: Re: Hacked Tax Return Questions

Rob, thanks for sending me all of that info. I've been swamped with information and have been going off AP releases, which obviously weren't nearly in depth enough. I believe I have all of the info I need from the press conferences so far, but is there any way to listen or watch today's live? Thanks again for all of your help.

Chris Walsh

On Oct 31, 2012, at 12:24 PM, Godfrey, Rob wrote:

> Off the record - Most of this stuff has been covered in the three news conferences the governor and state officials have had over the last week. Have y'all watched those and read the press releases?

>

> ----- Original Message -----

> From: Chris IMAP [<mailto:cwalsh@aikenstandard.com>]  
> Sent: Wednesday, October 31, 2012 12:14 PM  
> To: Godfrey, Rob  
> Subject: Hacked Tax Return Questions

>

> Rob, thank you for taking the time to speak with me this morning and answer a few questions. If you need anything further, please feel free to email me back or call at 803-645-0286.

> Chris Walsh

>

> Although you have release the information regarding the hacking and who to contact about credit protection through news outlets, does the State plan on contacting those affected, in particular the elderly, those with minors and military who may be stationed overseas or will it be left up to the media?

>

> Varying reports state that free credit monitoring will be supplied for a year or lifetime. The negotiated price for a year is \$12 million, but what is the negotiated price for lifetime coverage? What does "lifetime" entail and would minors also be able to receive the protection?

>

> How does the State plan to pay for "lifetime" credit protections for residents? What discussions have been had about getting the expense covered in the budget for years to come?

>

> The total the State would pay for a year is said to be \$12 million, but is that for the 3.6 million affected or the 4.6 million residents? How will you or residents know who is affected? Will businesses and corporations that were affected also be covered?

>

- > Pertaining to the D.O.R. website, is there a plan to make the credit protection link more prominent or easier to work through? A lot of complaints have been made about the accessibility and the site not loading, is there any plans to upgrade the site due to the large number of traffic coming in?
- >
- > Thank you again for your time.

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 12:11 PM  
**To:** LeMoine, Leigh  
**Cc:** Pitts, Ted; Stirling, Bryan  
**Subject:** FW: Save the Date! November 13th, 8:30am-11:30am!  
**Attachments:** Fraud Detection and Prevention in Government Programs Symposium.pdf

Treasurer Loftis' office just called to invite the governor to speak here. I told them they'd hear back from our office regarding the governor's availability.

**From:** Evans, Justin  
**Sent:** Thursday, October 25, 2012 3:51 PM  
**To:** Evans, Justin  
**Subject:** Save the Date! November 13th, 8:30am-11:30am!

Colleagues,

**\*\*Please forward this to the appropriate person in your agency in the event I left someone off of the email list, I apologize in advance and thank you for your help!\*\***

Fraud and improper payments in government programs are on the rise nationally. State Treasurer Curtis Loftis is hosting the **Fraud Detection and Prevention in Government Programs Symposium** on November 13<sup>th</sup>, 2012 at the Metropolitan Convention Center in Columbia, SC. **Subsequent to our 'save the date' email that went out earlier for this event, many of you expressed interest in bringing more than 2 folks for this event, and that is certainly welcome! The only thing that we ask is that each agency RSVP with each attendee's registration information. (Suggested attendees are your agency's Chief of Staff, IT Director, Director of IT Security or any other personnel whom you would think would benefit from the conversation)**

**PLEASE RSVP FOR ALL OF YOUR ATTENDEES BY RESPONDING TO THIS EMAIL BY 5:00pm on THURSDAY, NOVEMBER 1<sup>st</sup>**

Please send me each participant's:

- First and Last Name
- Email Address
- Organization
- Job Title

At this Fraud Detection and Prevention in Government Programs Symposium, learn how modern technology can be used to detect sophisticated fraud schemes and organized criminal enterprises – before substantial losses are incurred. And learn best practices from both government and the private sector in the latest methods for detecting and preventing fraud, including:

- Current trends in fraud schemes and perpetrators
- Why an enterprise approach to fraud detection and prevention is critical to deterring today's fraud
- How advanced analytics, proven for years in the financial services industry, can help reduce government fraud
- How to incorporate continuous monitoring into the heart of government systems to **prevent** fraud and improper payments
- What the newly opened South Carolina Office of Inspector General can assist with

- And much more...

Speakers will include:

- *Curtis M Loftis, Jr.*: South Carolina State Treasurer
- *Chris Swecker*: International expert on fraud and financial crimes; Former senior FBI executive and Chief Security Officer at Bank of America
- *Greg Henderson*: Government Practice Lead, Fraud and Financial Crimes Global Practice, SAS Institute
- *Patrick Maley*: South Carolina State Inspector General

**WHAT: Fraud Detection and Prevention in Government Programs Symposium hosted by Treasurer Curtis Loftis**

**WHEN: November 13<sup>th</sup> from 8:30am until 11:30am**

**WHERE: Columbia Metropolitan Convention Center, The "Lexington" Room**

**Agenda at a Glance**

8:30 a.m. -- Registration and Networking

9:00 a.m. -- Welcome and introductions

9:10 a.m. -- Roundtable discussions

10:30 a.m. -- Q&A

11:00 a.m. -- Event wrap-up

The SAS Institute has been kind enough to sponsor a small snack, coffee and drinks for the event!

Thank you all and we will see you on November 13<sup>th</sup>!

As always, if you have any questions or need assistance please do not hesitate to contact me directly.

Justin Evans

**Justin Evans**  
**Director of Intergovernmental Relations and Communications**  
**Office of the State Treasurer**  
**803-734-2110**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 2:29 PM  
**To:** Patel, Swati; Stirling, Bryan; Schimsa, Rebecca  
**Subject:** FW: John Hawkins suing the governor  
**Attachments:** DOC002.PDF; ATT00001.htm

Let's discuss.

**From:** Doughman, Andrew [<mailto:Andrew.Doughman@shj.com>]  
**Sent:** Wednesday, October 31, 2012 2:27 PM  
**To:** Godfrey, Rob  
**Subject:** John Hawkins suing the governor

Rob,

Have you seen this yet?

The former senator is filing or has just filed a lawsuit against the governor and revenue that alleges they broke state law in failing to promptly disclose the data security breach.

What's the governor's interpretation of the claims asserted by Hawkins? Do they have any merit?

Given that the governor endorsed Hawkins' opponent in the primary this year, is this a politically motivated lawsuit?

Regards,

-Andrew Doughman

---

**From:** John Hawkins [[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)]  
**Sent:** Wednesday, October 31, 2012 2:11 PM  
**To:** Doughman, Andrew  
**Subject:** Fwd: press release

---

John Hawkins  
The Hawkins Law Firm  
P.O. Box 5048  
Spartanburg, SC 29304  
[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)  
[www.hawkinslawsc.com](http://www.hawkinslawsc.com)  
864-574-8801  
FAX: 574-8810

Begin forwarded message:

**From:** Jennifer Smith <[jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)>

**Subject:** press release

**Date:** October 31, 2012 1:51:09 PM EDT

**To:** John Hawkins <[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)>, Logan Rollins  
<[logan@hawkinslawsc.com](mailto:logan@hawkinslawsc.com)>, Amy Southern <[amy@hawkinslawsc.com](mailto:amy@hawkinslawsc.com)>

Jennifer E Galbraith

Mrs. Jennifer E Galbraith

Paralegal for The Hawkins Law Firm

Post Office Box 5048

Spartanburg, SC 29304

Phone : 864-574-8801

Fax: 864-886-2053

Email: [jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 3:33 PM  
**To:** 'Plowden, Mark'  
**Subject:** RE: per msg

Call me please. 803 734 5074

**From:** Plowden, Mark [<mailto:plowdemw@dhec.sc.gov>]  
**Sent:** Wednesday, August 08, 2012 5:32 PM  
**To:** Godfrey, Rob  
**Subject:** per msg

[http://www.scdhec.gov/health/mch/wcs/fp/the\\_point.htm](http://www.scdhec.gov/health/mch/wcs/fp/the_point.htm)

--

Mark Plowden  
Communications Director  
S.C. Department of Health and Environmental Control  
[mark.plowden@dhec.sc.gov](mailto:mark.plowden@dhec.sc.gov)  
803.898.9518

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 3:56 PM  
**To:** Taillon, Jeff; Pitts, Ted  
**Subject:** Background for press conference

### What we can do today:

- Dun & Bradstreet Credibility Corp will give South Carolina businesses affected, a CreditAlert product that will help them stay alerted to changes in their scores or ratings and other indicators of fraudulent activity that could be taking place on their business. The cost will be waived for residents of the state.
- They should visit DandB.com/SC starting Friday, 11-2 or they can call customer service toll free at this dedicated phone number 800-279-9881

### For Background

- How does the product help? If someone were to steal your business identity, items could be purchased, your bills could go unpaid, new lines of credit could be opened up. This product will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner.

As we mentioned on the phone, if you need anything else now or in the future, please do not hesitate to reach out.

Also If you need a quote from our CEO, feel free to use what he said on the phone:

Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

**Rob Godfrey**  
**Office of Gov. Nikki Haley**  
**O: (803) 734-5074 | C: (803) 429-5086**

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 4:20 PM  
**To:** 'ECONNOR@greenvillenews.com'  
**Subject:** Re: lawsuit

430 PM media avail at Statehouse. Let Tim Smith know you'd like the question asked.

.....  
**From:** Connor, Eric [<mailto:ECONNOR@greenvillenews.com>]  
**Sent:** Wednesday, October 31, 2012 04:04 PM  
**To:** Godfrey, Rob  
**Subject:** lawsuit

Rob, does the Governor's Office have any response to the Hawkins' suit that was filed today and the allegations?  
Thanks  
- Eric

Eric Connor  
*The Greenville News*  
GreenvilleOnline.com  
864.298.4304 (o)  
864.505.7756 (c)  
Twitter @econnorgvnews

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 5:59 PM  
**To:** Patel, Swati; Schimsa, Rebecca  
**Subject:** FW: Request from News19 WLTX-TV

**From:** Neal, Sharranda [<mailto:sneal@wltx.gannett.com>]  
**Sent:** Wednesday, October 31, 2012 5:58 PM  
**To:** Godfrey, Rob  
**Subject:** Request from News19 WLTX-TV

Pursuant to the SC Freedom of Information Act, News19 WLTX-TV requests the following information:

- \*all email/ written correspondence between Governor Nikki Haley and her staff with Pat Malley and James Etter between August 26, 2012 to present ( October 31, 2012)
- \* any written requests, from Governor Nikki Haley requesting an investigation into how hackers breached the computer servers maintained by the South Carolina Department of Revenue

This request is for correspondence sent between August 26, 2012 and October 31, 2012

I request any fees associated with this request be waived, because the information requested will serve the public interest.

Please let me know if there is anything more I need to do to facilitate this request.

Thanks for your prompt response,

Sharranda Neal  
Content Manager  
News19 WLTX-TV  
Address: 6027 Garners Ferry Road  
Columbia, S.C. 29209  
Phone: (803) 695-3741  
Cell Phone: (803) 429-9021  
Fax: (803) 776-1791

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:10 PM  
**To:** 'Kearney, Brendan'  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

<http://www.youtube.com/watch?v=rYohFHnQaE8>

**From:** Kearney, Brendan [<mailto:bkearney@postandcourier.com>]  
**Sent:** Wednesday, October 31, 2012 6:01 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Hey, Rob.

A few quick questions:

Why is the Dun & Bradstreet credit-monitoring service for life and free to both businesses and the state, whereas the Experian credit-monitoring service for individual taxpayers is only for a year and will the state \$12 million? (By the way, is that contract finalized and signed?)

When Gov. Haley was talking about the business information that may have been compromised, she said the hackers "got what is already public." Can you explain what she was referring to? (Because if it was already public, what's the need for special monitoring/protection?)

Is the timeline for determining which individual taxpayers and which businesses actually had their information stolen roughly the same (i.e., months)?

And finally, something that might help with the above, when do you think today's press conference will be posted on YouTube?

Thanks a lot,

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](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 5:40 PM  
**Subject:** Gov. Nikki Haley to hold Cabinet meeting on Thursday

**Gov. Nikki Haley to hold Cabinet meeting on Thursday**

**COLUMBIA, S.C.** – Governor Nikki Haley will hold a Cabinet meeting on Thursday, November 1, at 2:30 PM in Room 252 of the Edgar A. Brown Building on the Statehouse grounds.

**WHO:** Gov. Nikki Haley

**WHAT:** Cabinet meeting

**WHEN:** Thursday, November 1, 2:30 PM

**WHERE:** Room 252, Edgar A. Brown Building, Corner of Pendleton and Sumter, Columbia

~~###~~

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:19 PM  
**To:** 'bkearney@postandcourier.com' (bkearney@postandcourier.com)  
**Subject:** Re: Gov. Nikki Haley to hold Cabinet meeting on Thursday

- 1) Because that is what Dun & Bradstreet offered us.
- 2) What she meant was that none of the information was taken is secure in the way that Social Security numbers are – for example, bank routing numbers, which appear on checks. However, that does not mean that there isn't some vulnerability for businesses, and that is why the protection is being offered.
- 3) Yes.
- 4) Already sent it to you.

Thanks. And have a good evening.

---

**From:** Kearney, Brendan [<mailto:bkearney@postandcourier.com>]  
**Sent:** Wednesday, October 31, 2012 6:01 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Hey, Rob.

A few quick questions:

Why is the Dun & Bradstreet credit-monitoring service for life and free to both businesses and the state, whereas the Experian credit-monitoring service for individual taxpayers is only for a year and will the state \$12 million? (By the way, is that contract finalized and signed?)

When Gov. Haley was talking about the business information that may have been compromised, she said the hackers "got what is already public." Can you explain what she was referring to? (Because if it was already public, what's the need for special monitoring/protection?)

Is the timeline for determining which individual taxpayers and which businesses actually had their information stolen roughly the same (i.e., months)?

And finally, something that might help with the above, when do you think today's press conference will be posted on YouTube?

Thanks a lot,

Brendan Kearney  
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Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
[www.postandcourier.com](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

---

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 5:40 PM  
**Subject:** Gov. Nikki Haley to hold Cabinet meeting on Thursday

## **Gov. Nikki Haley to hold Cabinet meeting on Thursday**

**COLUMBIA, S.C.** – Governor Nikki Haley will hold a Cabinet meeting on Thursday, November 1, at 2:30 PM in Room 252 of the Edgar A. Brown Building on the Statehouse grounds.

**WHO:** Gov. Nikki Haley

**WHAT:** Cabinet meeting

**WHEN:** Thursday, November 1, 2:30 PM

**WHERE:** Room 252, Edgar A. Brown Building, Corner of Pendleton and Sumter, Columbia

-###-

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:20 PM  
**To:** 'Shain, Andy'  
**Subject:** RE: Question

The governor answered that question during the briefing yesterday – and it remains the same today. Thanks. And have a good evening.

**From:** Shain, Andy [<mailto:ashain@thestate.com>]  
**Sent:** Wednesday, October 31, 2012 6:15 PM  
**To:** Godfrey, Rob  
**Subject:** Question

Any concern this will affect eco devo now that business records have been exposed?

--  
Andrew Shain  
Reporter/Editor  
The State  
1401 Shop Road  
Columbia, S.C. 29201  
(803) 771-8619  
Web: [thestate.com](http://thestate.com)  
Twitter: [@andyshain](https://twitter.com/andyshain)

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:38 PM  
**To:** 'sadcox@ap.org' (sadcox@ap.org)  
**Subject:** RE: need answered now....

What's been reported is correct, so, as you point out, if you add dependents the number would be higher.

**From:** Adcox, Seanna M. [<mailto:SAdcox@ap.org>]  
**Sent:** Wednesday, October 31, 2012 6:10 PM  
**To:** Godfrey, Rob  
**Subject:** need answered now....

I'm writing through Bruce's article and need something answered to make sure we're reporting this correctly.

Does the 3.6 million figure represent tax returns or Social Security numbers/total people included on tax returns? If it's tax returns, as has been reported, then it's a lot more than 3.6 million people, but conversely if it's total SS numbers on tax returns, then it's a lot fewer than 3.6 million returns.

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP\_US\_DISC]

mks dccc60c6d2c3a6438f0cf467d9a4938

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:57 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

**Importance:** High

### **Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach**

*Protection for individuals and businesses available at no charge*

**COLUMBIA, S.C.** – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach. They outlined additional safety solutions – including fraud monitoring for businesses from Dun & Bradstreet Credibility Corp and Experian in addition to extended fraud resolution for individuals and coverage for dependents who are minors from Experian – available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

<http://www.youtube.com/watch?v=rYohFHnQaE8>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and today state officials said that information from up to 657,000 businesses was also exposed.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 620,000 calls and approximately 418,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

The governor also announced that, starting Friday, Dun & Bradstreet Credibility Corp will offer South Carolina businesses that have filed a tax return since 1998 a CreditAlert product that will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner. The cost will be waived for business filing tax returns since 1998. Business owners can visit <http://www.dandb.com/sc/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Dun & Bradstreet Credibility Corp Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:59 PM  
**To:** 'Doughman, Andrew'  
**Subject:** RE: John Hawkins suing the governor

<http://www.youtube.com/watch?v=rYohFHnQaE8>

**From:** Doughman, Andrew [<mailto:Andrew.Doughman@shj.com>]  
**Sent:** Wednesday, October 31, 2012 3:11 PM  
**To:** Godfrey, Rob  
**Subject:** RE: John Hawkins suing the governor

Thanks, Rob. When is that likely to be available? If it's *not* mentioned, will we have time to chat/email specifically regarding this matter?

-Andrew

---

**From:** Godfrey, Rob [[RobGodfrey@gov.sc.gov](mailto:RobGodfrey@gov.sc.gov)]  
**Sent:** Wednesday, October 31, 2012 2:38 PM  
**To:** Doughman, Andrew  
**Subject:** RE: John Hawkins suing the governor

I imagine she'll get a question about this at the afternoon newser. We'll circulate video of that newser as soon as possible. Thanks!

---

**From:** Doughman, Andrew [<mailto:Andrew.Doughman@shj.com>]  
**Sent:** Wednesday, October 31, 2012 2:27 PM  
**To:** Godfrey, Rob  
**Subject:** John Hawkins suing the governor

Rob,

Have you seen this yet?

The former senator is filing or has just filed a lawsuit against the governor and revenue that alleges they broke state law in failing to promptly disclose the data security breach.

What's the governor's interpretation of the claims asserted by Hawkins? Do they have any merit?

Given that the governor endorsed Hawkins' opponent in the primary this year, is this a politically motivated lawsuit?

Regards,

-Andrew Doughman

---

**From:** John Hawkins [[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)]  
**Sent:** Wednesday, October 31, 2012 2:11 PM  
**To:** Doughman, Andrew  
**Subject:** Fwd: press release

---

John Hawkins  
The Hawkins Law Firm  
P.O. Box 5048  
Spartanburg, SC 29304  
[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)  
[www.hawkinslawsc.com](http://www.hawkinslawsc.com)  
864-574-8801  
FAX: 574-8810

Begin forwarded message:

**From:** Jennifer Smith <[jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)>  
**Subject:** press release  
**Date:** October 31, 2012 1:51:09 PM EDT  
**To:** John Hawkins <[john@hawkinslawsc.com](mailto:john@hawkinslawsc.com)>, Logan Rollins  
<[logan@hawkinslawsc.com](mailto:logan@hawkinslawsc.com)>, Amy Southern <[amy@hawkinslawsc.com](mailto:amy@hawkinslawsc.com)>

Jennifer E Galbraith  
Mrs. Jennifer E Galbraith  
Paralegal for The Hawkins Law Firm  
Post Office Box 5048  
Spartanburg, SC 29304  
Phone : 864-574-8801  
Fax: 864-886-2053  
Email: [jennifer@hawkinslawsc.com](mailto:jennifer@hawkinslawsc.com)

## Godfrey, Rob

---

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 7:01 PM  
**Subject:** FW: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

**Importance:** High

Members of the General Assembly,

The governor asked that I make sure you saw this release.

Rob

**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 6:57 PM  
**Subject:** Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach  
**Importance:** High

### **Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach**

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- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 7:13 PM  
**To:** 'bkearney@postandcourier.com'  
**Subject:** Re: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Whenever information of a sensitive nature is out there like this, we want to do everything we can to protect folks - so we're being cautious, and recommending that every business take advantage of the free services being offered to ensure they are safe.

Thanks Brendan. And have a good evening.

**From:** Kearney, Brendan [<mailto:bkearney@postandcourier.com>]  
**Sent:** Wednesday, October 31, 2012 06:25 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Thanks for these, Rob.

One last follow-up:

For businesses, is the vulnerability you referenced tied to the EINs or is there any concern for the personal information of officers listed on tax returns? And what could having those EINs be used for (fraudulently rerouting a tax refund, applying for a loan, etc)?

The 418,000 enrollees so far...is that total or just by phone? (If total, do we know how many signed up by phone vs. website?)

Thanks again,

Brendan Kearney  
Reporter  
The Post and Courier  
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Charleston, SC 29403  
Desk: 843-937-5906  
NEW Cell: 843-614-7422  
[www.postandcourier.com](http://www.postandcourier.com)  
@kearney\_brendan on Twitter

**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 6:19 PM  
**To:** Kearney, Brendan  
**Subject:** Re: Gov. Nikki Haley to hold Cabinet meeting on Thursday

- 1) Because that is what Dun & Bradstreet offered us.
- 2) What she meant was that none of the information was taken is secure in the way that Social Security numbers are – for example, bank routing numbers, which appear on checks. However, that does not mean that there isn't some vulnerability for businesses, and that is why the protection is being offered.

- 3) Yes.
- 4) Already sent it to you.

Thanks. And have a good evening.

**From:** Kearney, Brendan [<mailto:bkearney@postandcourier.com>]  
**Sent:** Wednesday, October 31, 2012 6:01 PM  
**To:** Godfrey, Rob  
**Subject:** RE: Gov. Nikki Haley to hold Cabinet meeting on Thursday

Hey, Rob.

A few quick questions:

Why is the Dun & Bradstreet credit-monitoring service for life and free to both businesses and the state, whereas the Experian credit-monitoring service for individual taxpayers is only for a year and will the state \$12 million? (By the way, is that contract finalized and signed?)

When Gov. Haley was talking about the business information that may have been compromised, she said the hackers "got what is already public." Can you explain what she was referring to? (Because if it was already public, what's the need for special monitoring/protection?)

Is the timeline for determining which individual taxpayers and which businesses actually had their information stolen roughly the same (i.e., months)?

And finally, something that might help with the above, when do you think today's press conference will be posted on YouTube?

Thanks a lot,

Brendan Kearney  
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**From:** Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]  
**Sent:** Wednesday, October 31, 2012 5:40 PM  
**Subject:** Gov. Nikki Haley to hold Cabinet meeting on Thursday

## **Gov. Nikki Haley to hold Cabinet meeting on Thursday**

**COLUMBIA, S.C.** – Governor Nikki Haley will hold a Cabinet meeting on Thursday, November 1, at 2:30 PM in Room 252 of the Edgar A. Brown Building on the Statehouse grounds.

**WHO:** Gov. Nikki Haley

**WHAT:** Cabinet meeting

**WHEN:** Thursday, November 1, 2:30 PM

**WHERE:** Room 252, Edgar A. Brown Building, Corner of Pendleton and Sumter, Columbia

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Rob Godfrey  
Office of Gov. Nikki Haley  
O: (803) 734-5074 | C: (803) 429-5086

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Wednesday, October 31, 2012 9:12 PM  
**To:** 'slargen@postandcourier.com'  
**Subject:** Follow up

Quote from Rob Godfrey, Haley spokesman: "Governor Haley's support for Mitt Romney and Paul Ryan is absolute, but her highest priority is making sure the people of our state get the protection and information they deserve."

Background: The governor has cancelled her plans to campaign for the Romney-Ryan ticket in swing states in the days leading up to the election.

Tim Pearson will be in touch with you regarding the specifics of what would have been the governor's schedule.

## Godfrey, Rob

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**From:** Godfrey, Rob  
**Sent:** Thursday, November 01, 2012 8:56 AM  
**To:** 'mkinnard@ap.org'  
**Subject:** Follow up

Quote from Rob Godfrey, Haley spokesman: "Governor Haley's support for Mitt Romney and Paul Ryan is absolute, but her highest priority is making sure the people of our state get the protection and information they deserve."

Background: The governor has cancelled her plans to campaign for the Romney-Ryan ticket in swing states, including Ohio, in the days (Saturday-Monday) leading up to the election.