

Schimsa, Rebecca

From: John Gardner <jgardner@accuratedatapartners.com>
Sent: Friday, January 11, 2013 10:11 AM
To: Schimsa, Rebecca
Subject: RE: Nice speaking with you

Importance: High

Rebecca,

I am sure with the General Assembly back in session you are swamped. I spent last weekend with one of them who was excited about returning and am meeting with another tomorrow re data security and privacy issues on his unsolicited request. It is sure "top of mind" for them.

I have met since early 2011 and throughout 2012 with 25 separate State Agencies and/or Divisions at a high level regarding data security and privacy "safeguards." I learn something with each encounter as I am sure you learn something new each day at the Governor's Office.

I am following up on your email below to let you know I have not forgotten your suggestion I meet with Pat Malley at the OIG's Office. I know he must be swamped, however, I have not heard from his office at this point in response to your email to them. Did not want you to think I had dropped the ball on your request.

Very Respectfully,
John

John P. Gardner, Jr.
Attorney at Law
Certified Identity Theft Risk Management Specialist
843-260-0488
jgardner@accuratedatapartners.com

From: Schimsa, Rebecca [<mailto:RebeccaSchimsa@gov.sc.gov>]
Sent: Wednesday, December 19, 2012 3:02 PM
To: jgardner@accuratedatapartners.com
Subject: Nice speaking with you

John,

Thank you, again, for your kind offer to help lend your services to the State regarding ID theft and IT security. Since we spoke earlier this afternoon, I have sent your contact information to Inspector General Pat Maley, who I believe is your best point of contact to talk through the types of issues you mentioned to me.

If there is anything else we can do for you, please let me know.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068

From: Maley, Patrick [<mailto:PatrickMaley@oig.sc.gov>]
Sent: Friday, January 11, 2013 10:17 AM
To: jgardner@accuratedatapartners.com
Cc: Schimsa, Rebecca
Subject: RE: John Gardner

Mr. Gardner, I am again reaching out for you based on a relay from Rebecca. Feel free to call me on my cell 803-429-4946.

thanks

From: Maley, Patrick
Sent: Wednesday, December 19, 2012 5:03 PM
To: 'jgardner@accuratedatapartners.com'
Subject: FW: John Gardner

Mr. Gardner, haven't we already spoken? The past month has been a blur. Feel free to call me on my cell 803-429-4946. thanks

From: Schimsa, Rebecca
Sent: Wednesday, December 19, 2012 01:34 PM
To: Maley, Patrick
Cc: Patel, Swati
Subject: John Gardner

Good afternoon Pat,

John Gardner, an attorney from Darlington and a former SC legislator, reached out to our office as an expert in ID theft and IT security. According to his bio (<http://accuratedatapartners.com/John-Gardner-bio.pdf>), he has previously advised other state agencies, but according to his company's website (<http://accuratedatapartners.com/>), he currently markets to small businesses. Perhaps in your work, he may be a helpful source to you.

Please reach out to him if you would like. His number is 843.260.0488, and his email is jgardner@accuratedatapartners.com.

Thank you,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: John Gardner <jgardner@accuratedatapartners.com>
Sent: Friday, January 11, 2013 11:00 AM
To: Maley, Patrick
Cc: Schimsa, Rebecca
Subject: I owe you an apology.

Importance: High

Pat,

First, my apology. My fault entirely.

When your email came in it brought up another showing you had attempted to contact me. I am the one at fault, not you, and by cc to Rebecca I am letting her know I was the one who dropped the ball!

Second, in response to your question of whether or not we had spoken, I know with so many trying to get your attention that it is impossible to remember who you have interacted with on any given day, much less over a period of time. We have in fact not spoken. I will try to reach you by phone shortly after I send this email.

In an attempt to make getting together work into your schedule I checked mine. I can adjust my schedule for a meeting next Tuesday or Wednesday afternoon in Columbia or anytime next Friday. Hope this helps.

Again, thank you for reaching out. I think what I have to share, you will find both fascinating and helpful to your overall goals.

Very Respectfully,

John

John P. Gardner, Jr.
Attorney at Law
Certified Identity Theft Risk Management Specialist
204 Country Club Road
Darlington, SC 29532
843-260-0488
jgardner@accuratedatapartners.com
Co-Author: *If You Are Me Then Who Am I*
The Personal and Business Reality of Identity Theft
www.accuratedatapartners.com

IMPORTANT NOTICE: This message and any attachments are confidential and may be a legally privileged communication or contain legally privileged information as an attorney-client communication, attorney work product or otherwise. If you are not the intended recipient, please notify me at the above phone by text, or by reply email and delete the message as unread. Any disclosure, copying, retransmission, distribution or use of the information herein (including any reliance thereon) is prohibited. Unless otherwise stated in the body of the text, my name on this email and its transmission does not evidence an intent to give an electronic signature or provide a consent to use electronic records or signatures in place of a writing or handwritten signature. Only the named recipient may rely on information contained in this email and any legal, compliance, or tax advice contained herein does not constitute a legal, compliance or tax opinion or advice unless expressly so stated.

Schimsa, Rebecca

From: John Gardner <jgardner@accuratedatapartners.com>
Sent: Wednesday, December 19, 2012 3:29 PM
To: Schimsa, Rebecca
Subject: RE: Nice speaking with you

Importance: High

Rebecca,

Thanks so much for following up. Not often that an attorney is also very clear and good at constituent service. You are indeed an asset to the Governor.

I appreciate both the follow-up call and email and the referral to Pat Malley at the OIG's Office. Hopefully he will be as efficient as you in following up on information offered! ☺

Washington, DC's Chief Technical Officer (our equivalent to CIO) as you can imagine has had to deal with many varying agencies, at all levels, some city, some federal, to make sure they had a centralized security infrastructure within the beltway, despite competing interests on every level imaginable. My partner in Washington, DC, Jim McCartney can facilitate, if Mr. Malley so desires, an introduction to Mr. Mancini, so they could discuss how DC dealt with the difficult issues that arise under a system that has many similarities to ours in terms of independent and competing governmental structures. I thought Mr. Mancini's insights might be helpful.

Again, thank you for taking the time to respond.

Very Respectfully,

John

John P. Gardner, Jr.
Attorney at Law
Certified Identity Theft Risk Management Specialist
204 Country Club Road
Darlington, SC 29532
843-260-0488
jgardner@accuratedatapartners.com
Co-Author: *If You Are Me Then Who Am I*
The Personal and Business Reality of Identity Theft
www.accuratedatapartners.com

IMPORTANT NOTICE: This message and any attachments are confidential and may be a legally privileged communication or contain legally privileged information as an attorney-client communication, attorney work product or otherwise. If you are not the intended recipient, please notify me at the above phone by text, or by reply email and delete the message as unread. Any disclosure, copying, retransmission, distribution or use of the information herein (including any reliance thereon) is prohibited. Unless otherwise stated in the body of the text, my name on this email and its transmission does not evidence an intent to give an electronic signature or provide a consent to use electronic records or signatures in place of a writing or handwritten signature. Only the named recipient may rely on information contained in this email and any legal, compliance, or tax advice contained herein does not constitute a legal, compliance or tax opinion or advice unless expressly so stated.

From: Schimsa, Rebecca [<mailto:RebeccaSchimsa@gov.sc.gov>]
Sent: Wednesday, December 19, 2012 3:02 PM
To: jgardner@accuratedatapartners.com
Subject: Nice speaking with you

John,

Thank you, again, for your kind offer to help lend your services to the State regarding ID theft and IT security. Since we spoke earlier this afternoon, I have sent your contact information to Inspector General Pat Maley, who I believe is your best point of contact to talk through the types of issues you mentioned to me.

If there is anything else we can do for you, please let me know.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068

Schimsa, Rebecca

From: Maley, Patrick
Sent: Wednesday, December 19, 2012 1:37 PM
To: Schimsa, Rebecca
Subject: Re: John Gardner

Got it now. Thanks

From: Schimsa, Rebecca
Sent: Wednesday, December 19, 2012 01:34 PM
To: Maley, Patrick
Cc: Patel, Swati
Subject: John Gardner

Good afternoon Pat,

John Gardner, an attorney from Darlington and a former SC legislator, reached out to our office as an expert in ID theft and IT security. According to his bio (<http://accuratedatapartners.com/John-Gardner-bio.pdf>), he has previously advised other state agencies, but according to his company's website (<http://accuratedatapartners.com/>), he currently markets to small businesses. Perhaps in your work, he may be a helpful source to you.

Please reach out to him if you would like. His number is 843.260.0488, and his email is jgardner@accuratedatapartners.com.

Thank you,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Maley, Patrick
Sent: Wednesday, December 19, 2012 1:36 PM
To: Schimsa, Rebecca
Subject: Re: John Gardner

No text?

From: Schimsa, Rebecca
Sent: Wednesday, December 19, 2012 01:34 PM
To: Maley, Patrick
Cc: Patel, Swati
Subject: John Gardner

Good afternoon Pat,

John Gardner, an attorney from Darlington and a former SC legislator, reached out to our office as an expert in ID theft and IT security. According to his bio (<http://accuratedatapartners.com/John-Gardner-bio.pdf>), he has previously advised other state agencies, but according to his company's website (<http://accuratedatapartners.com/>), he currently markets to small businesses. Perhaps in your work, he may be a helpful source to you.

Please reach out to him if you would like. His number is 843.260.0488, and his email is jgardner@accuratedatapartners.com.

Thank you,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Kate <[REDACTED]@gmail.com>
Sent: Friday, December 07, 2012 7:22 PM
To: Schimsa, Rebecca
Subject: Re: Identity Protect-- Need a better process

I received my email about the family secure plan.

Thanks
Kate

Sent from my iPhone

On Dec 4, 2012, at 2:46 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov > wrote:

> Kate,
>
> Experian began notifying individuals about the Family Secure plan by
> email or letter on Thursday, November 29. Notifications will be
> staggered over the next few weeks so you should not be concerned if
> you do not receive a notice right away.
>
> Beyond the written information I previously emailed you, I have
> included links below to videos of all of the Governor's press
> conferences regarding the criminal cyber-attack at SCDOR thus far.
> From these videos, you can see exactly what the Governor is doing to
> help protect the citizens of our state by hearing directly from her.
> If you have any questions about enrolling for ProtectMyID, Family
> Secure, or any of the other services being offered, please let me
> know.
>
> Thank you,
>
> Rebecca
>
> VIDEO LINKS BELOW.
>
> October 29, 2012 - Press conference regarding the SCDOR cyber-attack:
> <http://www.youtube.com/watch?v=ni9jQS3Nb80&feature=related>
>
> October 30, 2012 - Press conference regarding the SCDOR cyber-attack:
> http://www.youtube.com/watch?v=wleWyS8_VmA&list=UULY6xT8hpjx_uyXYQ2hXwMg&index=14&feature=plcp
>
> October 31, 2012 - Press conference regarding the SCDOR cyber-attack:
> http://www.youtube.com/watch?v=rYohFHnQaE8&list=UULY6xT8hpjx_uyXYQ2hXwMg&index=13&feature=plcp
>
> November 1, 2012 - Press conference regarding the SCDOR cyber-attack:

> http://www.youtube.com/watch?v=0MHg3NXLqnM&list=UULY6xT8hpjx_uyXYQ2hXw
> Mg&index=12&feature=plcp
>
> November 1, 2012 - Cabinet meeting regarding ID theft protection and
> cyber security:
> http://www.youtube.com/watch?v=KxE8KZluW88&list=UULY6xT8hpjx_uyXYQ2hXw
> Mg&index=11&feature=plcp
>
> November 13, 2012 - Questions from the press regarding the SCDOR
> cyber-attack:
> http://www.youtube.com/watch?v=ZC237EyfWPE&list=UULY6xT8hpjx_uyXYQ2hXw
> Mg&index=6&feature=plcp
>
> November 15, 2012 - Press conference regarding the SCDOR cyber-attack:
> <http://www.youtube.com/watch?v=YXk-tngz6f0&feature=related>
>
> November 20, 2012 - Press conference regarding the SCDOR cyber-attack:
> http://www.youtube.com/watch?v=7OV6TZHkqg&list=UULY6xT8hpjx_uyXYQ2hXw
> Mg&index=2&feature=plcp
>
> October 26, 2012 - First press conference regarding the SCDOR cyber-
> attack:
> http://www.youtube.com/watch?v=0Dax66JEzVs&list=UULY6xT8hpjx_uyXYQ2hXw
> Mg&index=16&feature=plcp
>
>
> -----Original Message-----
> From: Kate [mailto:██████████@gmail.com]
> Sent: Wednesday, November 28, 2012 8:37 AM
> To: Schimsa, Rebecca
> Subject: Re: Identity Protect-- Need a better process
>
> Thank you, Rebecca. What is the planned date that the packages will be
> mailed? When should I receive mine? It's been 2 months and I am
> surprised that it is taking this long to protect our citizens
> identities in South Carolina. I am very disappointed and also
> disappointed that this program only lasts for a year. Anyone that has
> gotten our social security numbers can use them anytime and with it
> being advertised that it only lasts a year, don't you think the
> hackers will wait until that year is up? If they are smart enough to
> hack then they would be smart enough to wait. How is our Governor
> going to protect us after this year expires? It's not our fault better
> security measures weren't implemented. I would like to know how is she
> going to protect us?
>
> Thank you
> Kate
>
> Sent from my iPhone
>
> On Nov 26, 2012, at 5:02 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov>
> > wrote:

>
>> Good afternoon Kate,
>>
>> Thank you for your email and for your feedback.
>>
>> With regards to your question about the Family Secure plan being
>> provided by Experian, you can expect to receive a letter or email
>> (depending on how you enrolled as an individual) very soon.
>> Experian will start the process for enrollment this week by sending
>> out the first round of letters/emails. When you receive the notice,
>> you may then enroll your minor children for credit monitoring.
>>
>> I have attached a Frequently Asked Questions document that may be
>> helpful answering any other questions you may have. If there is
>> anything else I can do, please let me know. I will be happy to help
>> you in any way that I can.
>>
>> Sincerely,
>>
>> Rebecca Schimsa
>> Office of the Governor
>>
>> -----Original Message-----
>> From: Beth Phibbs [mailto:Beth@scasa.org]
>> Sent: Monday, November 26, 2012 2:22 PM
>> To: Schimsa, Rebecca
>> Subject: FW: Identity Protect-- Need a better process
>>
>> -----Original Message-----
>> From: Kate [mailto:██████████@gmail.com]
>> Sent: Monday, November 26, 2012 1:35 PM
>> To: Molly Spearman
>> Cc: Beth Phibbs; Jay Welch
>> Subject: Re: Identity Protect-- Need a better process
>>
>> The directions were great. I had already registered. I am frustrated
>> with the process of how minor Children's social security numbers are
>> being handled because typically they don't use their social until the
>> age of 17. They are the ones that can have their identities stolen and
>> it would be hard to find out. I was told through the toll free number
>> that I would receive a packet in the mail to add my children and it's
>> been over 2 weeks. My personal opinion is that our government needs
>> to act more quickly to protect our minor children that are listed on
>> tax returns and it's not being done. I was in banking for over 12
>> years and I have seen nightmares due to identity theft. If you could
>> pass this along to the government staff that would be awesome! Thank
>> you again for your response and help.
>>
>> Kate
>>
>> Sent from my iPhone
>>

>> On Nov 26, 2012, at 12:27 PM, Molly Spearman <molly@scasa.org> wrote:
>>
>>> Kate:
>>> We sent this information out as a public service. I will forward
>>> your comments to the Governor's staff. Did the link that we sent
>>> take you to three articles with directions? If not, please let me
>>> know so that I can resend. The articles are on our web site at
>>> www.scasa.org and have directions included. Thanks.
>>> Molly
>>>
>>> -----Original Message-----
>>> From: Kate [mailto:██████████@gmail.com]
>>> Sent: Monday, November 26, 2012 12:06 PM
>>> To: Molly Spearman; Beth Phibbs; Jay Welch
>>> Subject: Identity Protect-- Need a better process
>>>
>>> Nikki Haley needs a better process in place to protect us. I had to
>>> talk to a foreign person then get transferred to another specialist.
>>> I never received a letter in the mail as promised by the
>>> representative I talked to 2 weeks ago about receiving information
>>> on protecting my Children's social security numbers. I am going to
>>> share how awful this AUTOMATED process is with my local news
>>> stations. I just called 1-866-578-5422 and spoke with ██████ badge
>>> number ██████
>>> He said that he couldn't mail me anything for my Children's
>>> protection that SC was waiting on Nikki Haley. What is the hold up?
>>> I CARE about protecting my Children's social security numbers. What
>>> are you going to do about this problem?
>>>
>>> Thanks
>>>
>>> Kate
>>>
>>> Sent from my iPhone
>> <ID Theft FAQs and Info.PDF>

Schimsa, Rebecca

From: COX, CINDY <cc2283@att.com>
Sent: Wednesday, December 05, 2012 3:43 PM
To: Schimsa, Rebecca
Subject: RE: ID theft protection messages

Rebecca,

I need to give you a heads up, I am running into an issue getting the language through my legal department. I am working diligently, but did want to give you a heads up that there is a chance we won't be able to get in January bills. I will keep you posted though.

C



From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, December 04, 2012 10:55 AM
To: COX, CINDY
Subject: RE: ID theft protection messages

Cindy,

Also, we are keeping a record of all the businesses and organizations helping the State spread the message of ID theft protection. Would you mind letting me know the number of people you believe will be reached by AT&T?

Thank you again,

Rebecca

From: COX, CINDY [mailto:cc2283@att.com]
Sent: Monday, December 03, 2012 10:46 AM
To: Schimsa, Rebecca
Cc: LACKEY, PAMELA P
Subject: FW: ID theft protection messages

Hi Rebecca

I work for Pamela Lackey. Is the language below OK with you for us to include in our January bills?

Thanks

Cindy Cox

Characters: Heading 13/Body 451
--

URGENT NOTICE

Recently, the S.C. Dept. of Revenue learned its records were breached in a criminal cyber- attack. S.C. taxpayers since 1998 may have had their personal information compromised. By 1/31/2013 taxpayers should visit ProtectMyID.com/SCDOR (code SCDOR123) or call 1.866.578.5422 for ID theft protection. Businesses should visit: DandB.com/SC or call 1.800.279.9881 for credit alert protection; SmartBusinessReports.com/SouthCarolina for credit monitoring.



From: LACKEY, PAMELA P
Sent: Friday, November 30, 2012 11:29 AM
To: COX, CINDY
Subject: Fwd: ID theft protection messages

From Governor's office

Pamela Lackey

Rethink PossibleSM

Sent from my iPhone

Begin forwarded message:

From: "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov>
Date: November 30, 2012, 11:25:53 AM EST
To: "PL4151@att.com" <PL4151@att.com>
Cc: "Stirling, Bryan" <BryanStirling@gov.sc.gov>
Subject: ID theft protection messages

Good morning Pamela,

Attached is a document with messages (in various character lengths) regarding identity theft protection. Please let me know if you need anything else.

Thank you and hope you're well,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Clayton, David <dclayton@scommerce.com>
Sent: Wednesday, December 05, 2012 12:42 PM
To: Schimsa, Rebecca
Subject: RE: State data follow up

Rebecca, the recognitions document is now up to date:
[http://scommerce.com/sites/default/files/document_directory/recognitions -
recent economic development recognitions for south carolina dec 2012.pdf](http://scommerce.com/sites/default/files/document_directory/recognitions_-_recent_economic_development_recognitions_for_south_carolina_dec_2012.pdf)

Thanks,
David

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Wednesday, December 05, 2012 9:46 AM
To: Clayton, David
Subject: RE: State data follow up

Great – Thank you so much.

From: Clayton, David [mailto:dclayton@scommerce.com]
Sent: Wednesday, December 05, 2012 8:38 AM
To: Schimsa, Rebecca
Subject: RE: State data follow up

Rebecca, thanks for the reminder. Also, I spoke with the person on my team who keeps the Recognitions document up-to-date. She tells me that there are a number of updates that need to be made, since it was last updated in September. I hope to send you a revised copy of that today or tomorrow and will look more closely into tax and regulatory challenges.

Thanks,
David

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, December 04, 2012 4:49 PM
To: Clayton, David
Subject: State data follow up

Reminder: Regulatory or tax related challenges – anything further?

Thanks, David – have a good afternoon.

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Kate <[REDACTED]@gmail.com>
Sent: Tuesday, December 04, 2012 7:08 PM
To: Schimsa, Rebecca
Subject: Re: Identity Protect-- Need a better process

Thank you and I will let you know when I receive my family secure packet.

Kate

Sent from my iPhone

On Dec 4, 2012, at 2:46 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov > wrote:

> Kate,
>
> Experian began notifying individuals about the Family Secure plan by
> email or letter on Thursday, November 29. Notifications will be
> staggered over the next few weeks so you should not be concerned if
> you do not receive a notice right away.
>
> Beyond the written information I previously emailed you, I have
> included links below to videos of all of the Governor's press
> conferences regarding the criminal cyber-attack at SCDOR thus far.
> From these videos, you can see exactly what the Governor is doing to
> help protect the citizens of our state by hearing directly from her.
> If you have any questions about enrolling for ProtectMyID, Family
> Secure, or any of the other services being offered, please let me
> know.
>
> Thank you,
>
> Rebecca
>
> VIDEO LINKS BELOW.
>
> October 29, 2012 - Press conference regarding the SCDOR cyber-attack:
> <http://www.youtube.com/watch?v=ni9jQS3Nb80&feature=related>
>
> October 30, 2012 - Press conference regarding the SCDOR cyber-attack:
> http://www.youtube.com/watch?v=wleWyS8_VmA&list=UULY6xT8hpjx_uyXYQ2hXwMg&index=14&feature=plcp
>
> October 31, 2012 - Press conference regarding the SCDOR cyber-attack:
> http://www.youtube.com/watch?v=rYohFHnQaE8&list=UULY6xT8hpjx_uyXYQ2hXwMg&index=13&feature=plcp
>
> November 1, 2012 - Press conference regarding the SCDOR cyber-attack:
> http://www.youtube.com/watch?v=0MHg3NXLqnM&list=UULY6xT8hpjx_uyXYQ2hXw

> Mg&index=12&feature=plcp

>

> November 1, 2012 - Cabinet meeting regarding ID theft protection and

> cyber security:

> http://www.youtube.com/watch?v=KxE8KZluW88&list=UULY6xT8hpjx_uyXYQ2hXw

> Mg&index=11&feature=plcp

>

> November 13, 2012 - Questions from the press regarding the SCDOR

> cyber-attack:

> http://www.youtube.com/watch?v=ZC237EYfWPE&list=UULY6xT8hpjx_uyXYQ2hXw

> Mg&index=6&feature=plcp

>

> November 15, 2012 - Press conference regarding the SCDOR cyber-attack:

> <http://www.youtube.com/watch?v=YXk-tngz6f0&feature=related>

>

> November 20, 2012 - Press conference regarding the SCDOR cyber-attack:

> http://www.youtube.com/watch?v=7OV6TZHZKqg&list=UULY6xT8hpjx_uyXYQ2hXw

> Mg&index=2&feature=plcp

>

> October 26, 2012 - First press conference regarding the SCDOR cyber-

> attack:

> http://www.youtube.com/watch?v=0Dax66JEzVs&list=UULY6xT8hpjx_uyXYQ2hXw

> Mg&index=16&feature=plcp

>

>

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

> From: Kate [mailto: [REDACTED]@gmail.com]

> Sent: Wednesday, November 28, 2012 8:37 AM

> To: Schimsa, Rebecca

> Subject: Re: Identity Protect-- Need a better process

>

> Thank you, Rebecca. What is the planned date that the packages will be

> mailed? When should I receive mine? It's been 2 months and I am

> surprised that it is taking this long to protect our citizens

> identities in South Carolina. I am very disappointed and also

> disappointed that this program only lasts for a year. Anyone that has

> gotten our social security numbers can use them anytime and with it

> being advertised that it only lasts a year, don't you think the

> hackers will wait until that year is up? If they are smart enough to

> hack then they would be smart enough to wait. How is our Governor

> going to protect us after this year expires? It's not our fault better

> security measures weren't implemented. I would like to know how is she

> going to protect us?

>

> Thank you

> Kate

>

> Sent from my iPhone

>

> On Nov 26, 2012, at 5:02 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov

> > wrote:

>

>> Good afternoon Kate,
>>
>> Thank you for your email and for your feedback.
>>
>> With regards to your question about the Family Secure plan being
>> provided by Experian, you can expect to receive a letter or email
>> (depending on how you enrolled as an individual) very soon.
>> Experian will start the process for enrollment this week by sending
>> out the first round of letters/emails. When you receive the notice,
>> you may then enroll your minor children for credit monitoring.
>>
>> I have attached a Frequently Asked Questions document that may be
>> helpful answering any other questions you may have. If there is
>> anything else I can do, please let me know. I will be happy to help
>> you in any way that I can.
>>
>> Sincerely,
>>
>> Rebecca Schimsa
>> Office of the Governor
>>
>> -----Original Message-----
>> From: Beth Phibbs [mailto:Beth@scasa.org]
>> Sent: Monday, November 26, 2012 2:22 PM
>> To: Schimsa, Rebecca
>> Subject: FW: Identity Protect-- Need a better process
>>
>> -----Original Message-----
>> From: Kate [mailto:██████████@gmail.com]
>> Sent: Monday, November 26, 2012 1:35 PM
>> To: Molly Spearman
>> Cc: Beth Phibbs; Jay Welch
>> Subject: Re: Identity Protect-- Need a better process
>>
>> The directions were great. I had already registered. I am frustrated
>> with the process of how minor Children's social security numbers are
>> being handled because typically they don't use their social until the
>> age of 17. They are the ones that can have their identities stolen and
>> it would be hard to find out. I was told through the toll free number
>> that I would receive a packet in the mail to add my children and it's
>> been over 2 weeks. My personal opinion is that our government needs
>> to act more quickly to protect our minor children that are listed on
>> tax returns and it's not being done. I was in banking for over 12
>> years and I have seen nightmares due to identity theft. If you could
>> pass this along to the government staff that would be awesome! Thank
>> you again for your response and help.
>>
>> Kate
>>
>> Sent from my iPhone
>>
>> On Nov 26, 2012, at 12:27 PM, Molly Spearman <molly@scasa.org> wrote:

>>
>>> Kate:
>>> We sent this information out as a public service. I will forward
>>> your comments to the Governor's staff. Did the link that we sent
>>> take you to three articles with directions? If not, please let me
>>> know so that I can resend. The articles are on our web site at
>>> www.scasa.org and have directions included. Thanks.
>>> Molly
>>>
>>> -----Original Message-----
>>> From: Kate [mailto:██████████@gmail.com]
>>> Sent: Monday, November 26, 2012 12:06 PM
>>> To: Molly Spearman; Beth Phibbs; Jay Welch
>>> Subject: Identity Protect-- Need a better process
>>>
>>> Nikki Haley needs a better process in place to protect us. I had to
>>> talk to a foreign person then get transferred to another specialist.
>>> I never received a letter in the mail as promised by the
>>> representative I talked to 2 weeks ago about receiving information
>>> on protecting my Children's social security numbers. I am going to
>>> share how awful this AUTOMATED process is with my local news
>>> stations. I just called 1-866-578-5422 and spoke with Lewis, badge
>>> number 61453.
>>> He said that he couldn't mail me anything for my Children's
>>> protection that SC was waiting on Nikki Haley. What is the hold up?
>>> I CARE about protecting my Children's social security numbers. What
>>> are you going to do about this problem?
>>>
>>> Thanks
>>>
>>> Kate
>>>
>>> Sent from my iPhone
>> <ID Theft FAQs and Info.PDF>

Schimsa, Rebecca

From: COX, CINDY <cc2283@att.com>
Sent: Tuesday, December 04, 2012 10:57 AM
To: Schimsa, Rebecca
Cc: LACKEY, PAMELA P
Subject: RE: ID theft protection messages

Will do

Cindy



From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, December 04, 2012 10:55 AM
To: COX, CINDY
Subject: RE: ID theft protection messages

Cindy,

Also, we are keeping a record of all the businesses and organizations helping the State spread the message of ID theft protection. Would you mind letting me know the number of people you believe will be reached by AT&T?

Thank you again,

Rebecca

From: COX, CINDY [mailto:cc2283@att.com]
Sent: Monday, December 03, 2012 10:46 AM
To: Schimsa, Rebecca
Cc: LACKEY, PAMELA P
Subject: FW: ID theft protection messages

Hi Rebecca

I work for Pamela Lackey. Is the language below OK with you for us to include in our January bills?

Thanks

Cindy Cox

Characters: Heading 13/Body 451
--

URGENT NOTICE

Recently, the S.C. Dept. of Revenue learned its records were breached in a criminal cyber- attack. S.C. taxpayers since 1998 may have had their personal information compromised. By 1/31/2013 taxpayers should visit ProtectMyID.com/SCDOR (code SCDOR123) or call 1.866.578.5422 for ID theft protection. Businesses should
--

visit: DandB.com/SC or call 1.800.279.9881 for credit alert protection; SmartBusinessReports.com/SouthCarolina for credit monitoring.



From: LACKEY, PAMELA P
Sent: Friday, November 30, 2012 11:29 AM
To: COX, CINDY
Subject: Fwd: ID theft protection messages

From Governor's office

Pamela Lackey

Rethink PossibleSM

Sent from my iPhone

Begin forwarded message:

From: "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov>
Date: November 30, 2012, 11:25:53 AM EST
To: "PL4151@att.com" <PL4151@att.com>
Cc: "Stirling, Bryan" <BryanStirling@gov.sc.gov>
Subject: ID theft protection messages

Good morning Pamela,

Attached is a document with messages (in various character lengths) regarding identity theft protection. Please let me know if you need anything else.

Thank you and hope you're well,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: COX, CINDY <cc2283@att.com>
Sent: Tuesday, December 04, 2012 10:53 AM
To: Schimsa, Rebecca
Cc: LACKEY, PAMELA P
Subject: RE: ID theft protection messages

Great, thanks so much

C



From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, December 04, 2012 10:51 AM
To: COX, CINDY
Cc: LACKEY, PAMELA P
Subject: RE: ID theft protection messages

Good morning Cindy,

Our Chief of Staff, Bryan Stirling, has reviewed the message, and we approve the language. Thank you for all of your help – we sincerely appreciate your time.

Thank you,

Rebecca

From: COX, CINDY [mailto:cc2283@att.com]
Sent: Monday, December 03, 2012 10:46 AM
To: Schimsa, Rebecca
Cc: LACKEY, PAMELA P
Subject: FW: ID theft protection messages

Hi Rebecca

I work for Pamela Lackey. Is the language below OK with you for us to include in our January bills?

Thanks

Cindy Cox

Characters: Heading 13/Body 451
--

URGENT NOTICE

Recently, the S.C. Dept. of Revenue learned its records were breached in a criminal cyber- attack. S.C. taxpayers since 1998 may have had their personal information compromised. By 1/31/2013 taxpayers should visit

ProtectMyID.com/SCDOR (code SCDOR123) or call 1.866.578.5422 for ID theft protection. Businesses should visit: DandB.com/SC or call 1.800.279.9881 for credit alert protection; SmartBusinessReports.com/SouthCarolina for credit monitoring.



From: LACKEY, PAMELA P
Sent: Friday, November 30, 2012 11:29 AM
To: COX, CINDY
Subject: Fwd: ID theft protection messages

From Governor's office

Pamela Lackey

Rethink PossibleSM

Sent from my iPhone

Begin forwarded message:

From: "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov>
Date: November 30, 2012, 11:25:53 AM EST
To: "PL4151@att.com" <PL4151@att.com>
Cc: "Stirling, Bryan" <BryanStirling@gov.sc.gov>
Subject: ID theft protection messages

Good morning Pamela,

Attached is a document with messages (in various character lengths) regarding identity theft protection. Please let me know if you need anything else.

Thank you and hope you're well,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

IDENTITY THEFT PROTECTION MESSAGES – SOUTH CAROLINA TAXPAYERS:

To: Barbara Thompson, Department of Defense

From: Office of the Governor, State of South Carolina

Subject: ID Theft Protection Messages for Use by DOD for SC Taxpayers

Date: November 8, 2012

Less than 625 Characters

Attention current or former SC taxpayers:

Recently, the SC Dept. of Revenue was breached in a criminal cyber attack. Anyone who has paid SC taxes since 1998 may have had their personal information compromised.

By 31JAN13, current or former SC taxpayers should:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

Last US address must be used. Spouses must enroll themselves. Parents will be notified when children may enroll.

All services are free of charge. For more information, visit www.consumer.sc.gov.

Less than 300 Characters

Attention current/former SC taxpayers:

The SC Dept. of Revenue was breached in a cyberattack. Anyone who paid SC taxes since 1998 is encouraged to acquire ID theft protection by 31JAN13:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** to enroll for one year, free of charge.

Less than 190 Characters

Current/former SC taxpayers are encouraged to acquire ID theft protection:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** to enroll for one year, free of charge.

Schimsa, Rebecca

From: Thompson, Barbara A CIV OSD PR <barbara.thompson@osd.mil>
Sent: Monday, December 03, 2012 8:24 AM
To: Schimsa, Rebecca
Subject: FW: South Carolina Info Intrusions Traced to Overseas Hacker

Here's an update on the South Carolina hacking.

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

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

From: American Forces Press Service [mailto:afps@subscriptions.dod.mil]
Sent: Friday, November 30, 2012 4:37 PM
To: Hahn, Lindsey DMA-Fort Meade
Subject: South Carolina Info Intrusions Traced to Overseas Hacker

You are subscribed to American Forces News Articles for U.S. Department of Defense. This information has recently been updated, and is now available.

South Carolina Info Intrusions Traced to Overseas Hacker <<http://www.defense.gov/news/newsarticle.aspx?id=118676>>
11/30/2012 02:12 PM CST

South Carolina Info Intrusions Traced to Overseas Hacker

By Terri Moon Cronk
American Forces Press Service

WASHINGTON, Nov. 30, 2012 - South Carolina Gov. Nikki Haley said an international hacker is responsible for illegally obtaining 4 million social security numbers from electronically filed state tax returns dating back to 1998.

Defense Department and South Carolina officials are notifying U.S. service members of the recently discovered cyber intrusions, Haley said today in an interview with The Pentagon Channel. Defense officials said the intrusions also involve several hundred thousand credit and debit card numbers and other information.

"We know an international hacker came into our system and got an employee to click on something that allowed him to get his password," Haley said. "From there, he was able to take that password and gather information."

Schimsa, Rebecca

From: Thompson, Barbara A CIV OSD PR <barbara.thompson@osd.mil>
Sent: Monday, December 03, 2012 7:57 AM
To: Schimsa, Rebecca
Subject: FW: Posted to Defense.gov today: DOD Notifies Troops of South Carolina Cyber Intrusions

Last one

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

<http://www.defense.gov/news/newsarticle.aspx?id=118646>

11/28/2012 02:03 PM CST

DOD Notifies Troops of South Carolina Cyber Intrusions

By Nick Simeone
American Forces Press Service

WASHINGTON, Nov. 28, 2012 - The Defense Department and South Carolina officials are notifying military members and families who paid state income taxes there that they may have been victims of information/identity theft as a result of several recent cyber intrusions.

South Carolina's Department of Revenue reported nearly four million Social Security numbers and several hundred thousand credit and debit card numbers belonging to current and former taxpayers may have been stolen during cyber intrusions in August and September.

While the vast majority of the personal data is believed to have been protected by encryption, state revenue officials said about 16,000 accounts were not, and that anyone who filed a South Carolina income tax return as far back as 1998 could be affected.

The intrusions were discovered last month, officials said. While South Carolina officials believe their system is now secure, Gov. Nikki Haley said the state is offering one year of free credit monitoring and identity protection to anyone who might have been exposed and applies for it. "The number of records breached requires an unprecedented, large-scale response," she said.

In addition to Social Security numbers and credit card information, defense officials said information usually found on the front of checks may also have been exposed.

DOD personnel and their family members who are current or former South Carolina taxpayers, especially those who are living abroad, are urged to visit www.ProtectMyId.com/SCDOR or contact Experian's national consumer assistance center at 1-866-578-5422 by January 31, 2013, to enroll in identity threat protection.

In addition, current and former South Carolina business owners may also contact Dun & Bradstreet Credibility Corp., officials said. Visit www.DandB.com/SC to initiate the registration process or call 1-800-279-9881.

An investigation into the source of the cyber intrusion continues.

Related Sites:

Experian's ProtectMyID <<http://www.defense.gov/news/www.ProtectMyId.com/SCDOR>>

Dun & Bradstreet Credibility Corp. <<http://www.defense.gov/news/www.DandB.com/SC>>

Schimsa, Rebecca

From: Thompson, Barbara A CIV OSD PR <barbara.thompson@osd.mil>
Sent: Monday, December 03, 2012 7:52 AM
To: Schimsa, Rebecca
Subject: FW: South Carolina Governor Discusses Cyber Intrusion

Another one

R/
Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

--- On Fri, 11/30/12, U.S. Department of Defense <govdelivery@subscriptions.dod.mil> wrote:

From: U.S. Department of Defense <govdelivery@subscriptions.dod.mil>
Subject: South Carolina Governor Discusses Cyber Intrusion
To: bgoodno53@yahoo.com
Date: Friday, November 30, 2012, 2:27 PM

You are subscribed to Pay and Benefits for U.S. Department of Defense. This information has recently been updated, and is now available.

South Carolina Governor Discusses Cyber Intrusion <<http://www.dvidshub.net/video/192098/south-carolina-governor-discusses-cyber-intrusion>>
11/30/2012 01:25 PM CST

South Carolina Governor Nikki Haley talks to TPC anchor...

Bookmark and Share <<http://content.govdelivery.com/bulletins/gd/USDOD-5fa38b?reqfrom=share>>

Update your subscriptions, modify your password or e-mail address, or stop subscriptions at any time on your User Profile Page <<https://public.govdelivery.com/accounts/USDOD/subscriber/edit?preferences=true#tab1>> . You will need to use your e-mail address to log in. If you have questions or problems with the subscription service, please e-mail support@govdelivery.com <<http://us.mc1639.mail.yahoo.com/mc/compose?to=support@govdelivery.com>> . Have another inquiry? Visit the online FAQ <<http://www.defenselink.mil/faq/comment.aspx>> for up-to-date information. This service is provided to you at no charge by U.S. Department of Defense. Visit us on the web at <http://www.defense.gov/> <<http://www.defenselink.mil/>> .
Updates from the U.S. Department of Defense

Schimsa, Rebecca

From: Thompson, Barbara A CIV OSD PR <barbara.thompson@osd.mil>
Sent: Monday, December 03, 2012 7:52 AM
To: Schimsa, Rebecca
Subject: FW: South Carolina Identity Theft

Rebecca: Wanted to pass on a couple of the releases to you

R/,
Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

--- On Thu, 11/29/12, U.S. Department of Defense <govdelivery@subscriptions.dod.mil> wrote:

From: U.S. Department of Defense <govdelivery@subscriptions.dod.mil>
Subject: South Carolina Identity Theft
To: bgoodno53@yahoo.com
Date: Thursday, November 29, 2012, 10:16 AM

You are subscribed to Pay and Benefits for U.S. Department of Defense. This information has recently been updated, and is now available.
South Carolina Identity Theft <<http://www.dvidshub.net/video/191937/south-carolina-identity-theft>>
11/29/2012 09:14 AM CST

Taxpayers personal information may have been compromised...
Bookmark and Share <<http://content.govdelivery.com/bulletins/gd/USDOD-5f5e3e?reqfrom=share>>

Update your subscriptions, modify your password or e-mail address, or stop subscriptions at any time on your User Profile Page
<<https://public.govdelivery.com/accounts/USDOD/subscriber/edit?preferences=true#tab1>> . You will need to use your e-mail address to log in. If you have questions or problems with the subscription service, please e-mail support@govdelivery.com
<[http://us.mc1639.mail.yahoo.com/mc/compose?to=support@govdelivery.com](mailto:support@govdelivery.com)> . Have another inquiry? Visit the online FAQ <<http://www.defenselink.mil/faq/comment.aspx>> for up-to-date information.
This service is provided to you at no charge by U.S. Department of Defense. Visit us on the web at <http://www.defense.gov/> <<http://www.defenselink.mil/>> .
Updates from the U.S. Department of Defense

Schimsa, Rebecca

From: Wellock, Stephen M CIV DODHRA DMDC (US) <stephen.m.wellock.civ@mail.mil>
Sent: Friday, November 30, 2012 5:20 PM
To: Schimsa, Rebecca
Subject: RE: SC ID theft protection messages

Rebecca,

I will call back on Monday, but wanted to let you know that DOD would like to have the opportunity to at least sort the SSN numbers. This will let us not only quantify the total number of the DoD personnel impacted, but will also enable us to break them down by Service (Army, Navy, Air Force, Marine Corps, Guard, Reserve and DoD civilians). We will also be able to better target the outreach efforts, as we continue to review all options for notification. All our DMDC team really needs is a disc with the SSN's.

Have a good weekend. If you get this and want to call to discuss, my cell is: 703- [REDACTED]

Cheers,
Steve

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 27, 2012 12:43 PM
To: Wellock, Stephen M CIV DODHRA DMDC (US)
Subject: RE: SC ID theft protection messages

Stephen,

I spoke with our Chief Legal Counsel, Swati Patel, about the issue we discussed. Please give me a call back at your convenience. My cell is best: 803. [REDACTED].

Thank you,

Rebecca

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

From: Wellock, Stephen M CIV DODHRA DMDC (US) [mailto:stephen.m.wellock.civ@mail.mil]
Sent: Tuesday, November 27, 2012 11:23 AM
To: Friedrich, Andreas I CIV (US)
Cc: Schimsa, Rebecca
Subject: FW: SC ID theft protection messages

Andy,

I just spoke with Rebecca Schimsa from Governor Haley's offices in South Carolina. She will assist with coordinating information/messages with the Defense Media Activity. Her contact information is below. Also attached are the previous short messages that her office provided.

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Cheers,
Steve

My direct line: 571-372-1050

Schimsa, Rebecca

From: Renee Layson <rlayson@scetv.org>
Sent: Friday, November 30, 2012 3:18 PM
To: Schimsa, Rebecca; 'Lindsey.Hahn@dma.mil'; 'Nicholas.Simeone@dma.mil'; 'glen.selby.ctr@dma.mil'; 'john.banusiewicz@dma.mil'; 'nikki.ressler@dma.mil'
Subject: Re: Thank You

I'm glad everything went well. Have a nice weekend!

Renee

From: Schimsa, Rebecca
To: Hahn, Lindsey DMA-Fort Meade (Lindsey.Hahn@dma.mil) ; Nicholas.Simeone@dma.mil ; glen.selby.ctr@dma.mil ; Banusiewicz, John, DMA-Fort Meade ; Ressler, Nikki, DMA-Pentagon
Cc: Renee Layson
Sent: Fri Nov 30 15:06:57 2012
Subject: Thank You

All,

Thank you for your help in coordinating the Governor's interview with Staff Sergeant Hauser today regarding the SCDOR security breach and the importance of enrolling for identity theft protection. The Governor is very grateful for the opportunity to reach more current and former South Carolina residents, and it would not have been possible without you. If you need any further information on this issue, please let me know.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Hahn, Lindsey DMA-Fort Meade <Lindsey.Hahn@dma.mil>
Sent: Friday, November 30, 2012 3:12 PM
To: rlayson@scetv.org; Schimsa, Rebecca
Cc: Simeone, Nicholas, DMA-Fort Meade, Operations; Selby, Glenn, CTR, DMA-Fort Meade; Banusiewicz, John, DMA-Fort Meade; Ressler, Nikki, DMA-Pentagon; Chalfin, Joel, CTR DMA-Fort Meade/Pentagon Channel; Crutchfield, Sabrina, DMA-Fort Meade/PentagonChannel; Jackson, Nicole L., DMA-Fort Meade/Pentagon Channel; Kelly, Archie M. CTR, DMA-Fort Meade/Pentagon Channel; Moses, Deyane DMA-Fort Meade AFRTS; Yorns, George DMA-Fort Meade/Pentagon Channel; Howe, Scott, DMA-Fort Meade/Pentagon Channel; Kumia, Brian, DMA - Fort Meade/Pentagon Channel; Langdon, James DMA-Fort Meade/Pentagon Channel; Loring, Yolanda ,CTR, DMA-Fort Meade; Scovell, Kevin DMA-HQ ENTERPRISE SERVICES; Wilson, Robert PENTAGON CHANNEL DMA-Fort Meade
Subject: RE: Thank You

Rebecca and Renee,

Thank you very much for your assistance in setting up this interview, it was a pleasure working with both of you!

Have a good weekend!
Lindsey

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 30, 2012 3:07 PM
To: Hahn, Lindsey DMA-Fort Meade; Simeone, Nicholas, DMA-Fort Meade, Operations; glen.selby.ctr@dma.mil; Banusiewicz, John, DMA-Fort Meade; Ressler, Nikki, DMA-Pentagon
Cc: rlayson@scetv.org
Subject: Thank You

All,

Thank you for your help in coordinating the Governor's interview with Staff Sergeant Hauser today regarding the SCDOR security breach and the importance of enrolling for identity theft protection. The Governor is very grateful for the opportunity to reach more current and former South Carolina residents, and it would not have been possible without you. If you need any further information on this issue, please let me know.

Sincerely,

Rebecca

Rebecca S. Schimsa

Office of Governor Nikki R. Haley

Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Samantha Cheek <CheekS@sctax.org>
Sent: Friday, November 30, 2012 9:31 AM
To: Schimsa, Rebecca
Subject: Military

Rebecca, let me know if you need anything else from us.

1. Sign up electronically for both protect my id and the family secure plan
2. Make sure the e-mail address provided to Experian is checked regularly and is accessible while on military leave
3. Take advantage of other free services to check credit reports – freeze credit with three bureaus while out of the country
4. Army Knowledge on Line – AKO – military e-mail
5. The state will have periodic announcements in military related publications to the security breach and ProtectMyID – we will work with military base newspapers such as Ft. Jackson's The Leader to provide updates to military and their families. We will also provide updates in Stars & Stripes.

Schimsa, Rebecca

From: Wellock, Stephen M CIV DODHRA DMDC (US) <stephen.m.wellock.civ@mail.mil>
Sent: Tuesday, November 27, 2012 12:48 PM
To: Schimsa, Rebecca
Subject: RE: SC ID theft protection messages

Rebecca,
Ok. I am in a meeting until approximately 2PM. I'll try then.

Cheers,
Steve

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 27, 2012 12:43 PM
To: Wellock, Stephen M CIV DODHRA DMDC (US)
Subject: RE: SC ID theft protection messages

Stephen,

I spoke with our Chief Legal Counsel, Swati Patel, about the issue we discussed. Please give me a call back at your convenience. My cell is best: 803.429.4561.

Thank you,

Rebecca

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

From: Wellock, Stephen M CIV DODHRA DMDC (US) [mailto:stephen.m.wellock.civ@mail.mil]
Sent: Tuesday, November 27, 2012 11:23 AM
To: Friedrich, Andreas I CIV (US)
Cc: Schimsa, Rebecca
Subject: FW: SC ID theft protection messages

Andy,

I just spoke with Rebecca Schimsa from Governor Haley's offices in South Carolina. She will assist with coordinating information/messages with the Defense Media Activity. Her contact information is below. Also attached are the previous short messages that her office provided.

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Cheers,
Steve

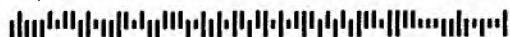
My direct line: 571-372-1050

State of South Carolina
Department of Revenue



S1 P1 **AUTO3-DIGIT 296 PLT1

Sam A. Sample
321 Any Street
Anytown, AS 12345-6789



RE: SCDOR Data Breach

Dear South Carolina Taxpayer:

As you may know, tax data at the South Carolina Department of Revenue (SCDOR) was compromised due to a recent security breach. Immediately upon discovering the data breach, new technology and policy protections were implemented at SCDOR to prevent further information exposure. **We are writing you today, first, to confirm that – as an electronic tax filer – your tax information was compromised and, second, to encourage you to take immediate steps to protect yourself against identity theft.** A forensic analysis of the SCDOR's database revealed that information compromised in this breach included any South Carolina state tax returns filed electronically by businesses or individuals since 1998. The tax information that was compromised includes social security numbers of you and your dependents, if you claimed dependents on a tax return, and your bank account number only if you provided a bank account number on your electronic return(s). If your bank account number was compromised, you should regularly review your monthly bank account statement and your account online, and contact your bank immediately if you see any unexplained charges.

We encourage you to take advantage of the free one year identity theft protection service provided by the State of South Carolina. This service is offered by Experian's ProtectMyID® Alert program and includes identity theft resolution services that do not expire, a free credit report, daily credit monitoring across three credit bureaus to detect any suspicious activity, and an identity theft insurance policy, including coverage of electronic fund transfers from your bank account, worth up to a million dollars. SCDOR is also providing protection services for your minor dependents under Experian's Family Secure® program.

Please register for these services by visiting www.protectmyid.com/scdor, and enter the following enrollment code: SCDOR123. If you do not have an Internet connection, call 1-866-578-5422 to begin the enrollment process. **The enrollment period ends March 31, 2013.** After you enroll in the ProtectMyID® Alert program, you will be notified about how to enroll your dependents in Experian's Family Secure® program.

Also, please be aware that you can protect yourself against fraud and identity theft by placing a security freeze on your financial information. You can place, lift, or permanently remove the security freeze free of charge in South Carolina. When you place a freeze, someone who acquires your personal information will not be able to open new accounts or borrow money in your name. You will need to contact all three credit bureaus to place the freeze. Keep in mind that you will not be able to borrow money or get instant credit, new credit cards, insurance, cell phone service or other utilities until you temporarily lift or permanently remove the freeze, and that a freeze cannot be placed for children unless a credit file has been opened on them (which is usually a sign of fraud). Contact information is:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
www.freeze.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze

TransUnion LLC
P.O. Box 6790
Fullerton, CA 92834-6790
1-888-909-8872
<http://freeze.transunion.com>

We have been giving you information about the incident and how to protect yourself and your families in press conferences and newspapers, on TV and on the internet starting the moment law enforcement gave us permission to do so, and be assured that we will continue to do so. For more information on protecting yourself against identity theft, please contact the Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov. For more information on the incident, visit www.sctax.org/security.

Schimsa, Rebecca

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, November 19, 2012 1:07 PM
To: Schimsa, Rebecca
Subject: FOIA information - Trustwave, Experian
Attachments: Experian Contract.pdf; Experian Summary.pdf; TrustWave Contracts.PDF; Trustwave summary.pdf

The following reporters attended the Trustwave and Experian contracts “background discussion” last Wednesday:

Seanna Adcox, AP
Nate Stewart, WLTX
Tim Smith, Greenville News
Stephen Largen, Post & Courier
Andy Shain, The State

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 | Twitter: @SCDOR

Schimsa, Rebecca

From: Richardson, Kathryn <KRichardson@sled.sc.gov>
Sent: Wednesday, November 14, 2012 5:14 PM
To: Schimsa, Rebecca
Subject: FW: SC DOR Security Breach Information
Attachments: SC DOR Security Breach Information 11-2-12.pdf

From: Hamilton, Debbie **On Behalf Of** Keel, Mark
Sent: Wednesday, November 14, 2012 5:05 PM
To: Richardson, Kathryn
Subject: FW: SC DOR Security Breach Information

From: Jarrod Bruder [mailto:jbruder@scleoa.org]
Sent: Friday, November 02, 2012 3:57 PM
To: awalters@georgetowncountysc.org; cmcnair@cityofcayce-sc.gov; Stewart, Robert; Konduros, Cindy; Harry Stubblefield ; Howard Cook; Swindler, Jackie; Jay L. Brooks, Jr; SCSA-MOORE, JEFF; jwright@ncso.sc.gov; jmixsonscfop@homesc.com; joe@scfirefighters.org; Keith Kirchner; SCHP-MIKE OLIVER; Steve Birnie; Tim Carlton; timm@co.pickens.sc.us; TGREEN@LEXSC.COM; Cowan, Chris
Cc: Keel, Mark
Subject: FW: SC DOR Security Breach Information

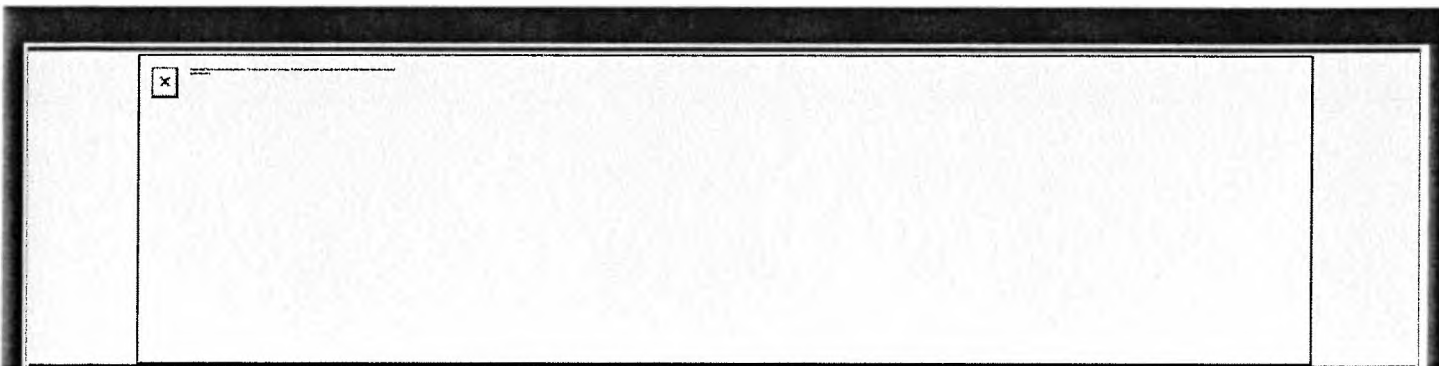
Good afternoon everyone!

Chief Keel has asked that I send this out to all of you so that you can send it to everyone in your group as well. I have attached all of the information in a pdf if you'd prefer it that way.

Thanks and have a good weekend!
Jarrod

Jarrod M. Bruder
SCLEOA Executive Director

From: scleoa@memberclicks-mail.net [mailto:scleoa@memberclicks-mail.net] **On Behalf Of** SCLEOA
Sent: Friday, November 02, 2012 3:46 PM
To: Jarrod Bruder
Subject: SC DOR Security Breach Information



SC Department of Revenue Security Breach Information

In response to the recent security breach at the South Carolina Department of Revenue, SLED Chief Mark Keel has asked the SCLEOA to pass along some important information that will help protect against identify theft. Please review the information below and the information that has been attached to this email. Feel free to share this information with your colleagues, friends, family, and communities.

Should you have any questions, please refer to the attached document, call SLED at (803) 737-9000, or call the SCLEOA (803) 781-5913.

Thank you!

SCDOR Security Breach Frequently Asked Questions

INDIVIDUAL TAXPAYER

Q: Who may have been affected by the SC DOR security breach?

A: Individual taxpayers, their dependents, and businesses who have filed a South Carolina tax return since 1998 to the present may have been affected.

Q: What type of personal information may have been exposed?

A: While the investigation is still ongoing, South Carolina taxpayer's Social Security Numbers, debit card numbers, credit card numbers, and information that would be found on the front of a check like bank account and routing numbers may have been exposed.

Q: What should you do if you have filed a SC tax return since 1998 to the present?

A: If you have filed a South Carolina tax return since 1998 to the present, the State is offering you the opportunity to register with ProtectMyID™ free of charge. There are two ways to register:

Option One: Sign up online.

- Go to www.protectmyid.com/scdor and use the activation code: SCDOR123 to initiate the registration process. All future notices from Experian® will be sent to you by email.
- Only one email address may be associated with one registration for ProtectMyID™.

Option Two: Call the Experian® Call Center.

- Call 1-866-578-5422 to complete the process with a live agent. You may choose to have all future notices from Experian® sent to you by postal mail or email.

If a taxpayer has no access to the internet, does not have a working email address, or if there is another reason why he or she cannot access the internet, then he or she must call the Experian® Call Center.

Q: What are the hours of operation for the Experian® Call Center?

A: Monday - Friday: 9:00 a.m. - 9:00 p.m. EST

Saturday and Sunday: 11:00 a.m. - 8:00 p.m. EST

Q: What benefits will a taxpayer receive after registering with ProtectMyID™?

A: Experian® will provide the following:

- Credit Report: You will get a free copy of your Experian® credit report.
- Daily Credit Monitoring: You will receive alerts regarding any suspicious activity, including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian®, Equifax® and TransUnion® credit reports for one year.
- 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.
- Identity Theft Insurance: If you have been a victim of identity theft, you will immediately be 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 for one year.
- ExtendCARE: You will get full access to personalized assistance from a highly-trained Fraud Resolution Agent even after the initial one year ProtectMyID™ membership expires.

Q: Is there a deadline to register with ProtectMyID™?

A: January 31, 2013 is the deadline to register for one year of identity theft protection with ProtectMyID™.

Q: How much does it cost to register with ProtectMyID™?

A: No fee is charged to the enrollee to register with ProtectMyID™ for the first year.

Q: How will someone be contacted who has filed a tax return since 1998 to the present in SC and no longer lives in the state?

A: Notice will be sent to them by standard U.S. mail.

CHILDREN: MINORS / DEPENDENTS / Family Secure™ COVERAGE

Even though your minor dependent may not have a credit history, you may enroll them for identify theft protection. All individuals under the age of 18 must be enrolled by one parent or guardian. A parent or guardian will be notified several weeks after registration when Family Secure™ enrollment has opened by postal mail or email.

- Minors are individuals under the age of 18.
- Dependents are individuals who are claimed as dependents for tax filing purposes.

Q: Have minors' Social Security Numbers been exposed?

A: Social Security Numbers of minors and/or dependents may have been exposed.

Q: How do I enroll a minor for Family Secure™ coverage?

A: There are 3 steps to follow:

- Step One: A minor's parent or guardian must first enroll with ProtectMyID™. Only one parent or guardian may enroll the minor.

- Step Two: The parent or guardian, who enrolled in ProtectMyID™, will receive a letter or email explaining how to enroll minor dependents in the Family Secure™ plan.
- Step Three: The parent or guardian, who enrolled in ProtectMyID™, will then enroll minor dependents in the Family Secure™ plan.

Q: After being enrolled as a minor in the Family Secure™ plan, what should I do when I turn 18 years old or begin to file tax returns?

A: Call Experian® for assistance 1-866-578-5422.

Q: What are the benefits of Family Secure™ coverage?

A: The primary benefit that Family Secure™ offers is monitoring the identity (primarily the SSN) of the minor for one year, even if the minor has no credit report. Once registered, in the event a child does not have a credit file, if any credit, loan or similar account is opened with that information, Experian® will alert the parent or guardian. Details of the alerts on minors are not released unless or until the parent or guardian authenticates themselves with Experian® as the parent or guardian of the minor.

Family Secure™ coverage is for one adult and any number of minors. (Five minors can be enrolled via the website. For more than five, the customer must call Experian®). The adult coverage includes a \$2 million product guarantee covering the whole family, Score Tracker and Fraud Resolution.

Minors receive monthly monitoring for existence of a minor's credit report, and if a credit report is found, then Experian® monitors for any changes to that report.

Q: What if I file joint tax returns or have joint banking and credit accounts with my spouse?

A: Every individual with a Social Security Number should register with ProtectMyID™ separately, because credit histories are tied to individual's Social Security Numbers.

Q: Will my deceased family members be at risk?

A: It is not necessary to sign the deceased up for ProtectMyID. However, you should notify all three credit bureaus (Experian®, Equifax® and TransUnion®).

ADULT DEPENDENT / DISABLED

Q: How do I protect an adult who is a dependent and/or is disabled?

A: The individual charged with the legal authority to assist a dependent adult filing taxes can enroll the dependent adult with ProtectMyID™ as long as that individual provides proper documentation to Experian®.

MILITARY PERSONNEL

Q: What if I serve in the military and filed taxes in South Carolina since 1998 to the present?

A: The State of South Carolina will work with the U.S. Department of Defense to identify and notify all military personnel who have filed South Carolina taxes since 1998 to the present.

BUSINESSES

Q: What should I do if I am a business owner?

A: South Carolina business owners are being offered two free products. Businesses have the opportunity to enroll with both Dun & Bradstreet and Experian® Business Credit AdvantageSM.

Q: What type of business information may have been exposed?

A: While the investigation is still ongoing, Federal EIN numbers, SC Department of Revenue tax ID numbers, credit and debit card information, and bank account information may have been exposed.

Dun & Bradstreet:

If your business has filed a South Carolina tax return since 1998, you should contact Dun & Bradstreet Credibility Corp. who will give South Carolina businesses a CreditAlert product that will help them stay alerted to changes in their D&B® scores or ratings and other indicators of fraudulent activity that could be taking place on their business. The deadline to register with Dun & Bradstreet is January 31, 2013. There are two ways to register:

Option One: Sign up online.

- Go to visit www.DandB.com/SC to initiate the registration process.

Option Two: Call Dun & Bradstreet Credibility Corp. Call Center.

- Call 1-800-279-9881 to complete the process with a live agent.
- Hours of Operations: Monday - Friday: 8:00 a.m. -8:00 p.m. EST.

Experian® Business Credit AdvantageSM:

If your business filed a South Carolina tax return since 1998, Experian® is offering a comprehensive business credit monitoring service called Business Credit AdvantageSM - a service that allows unlimited access to the company's complete business credit report and score, plus instant email notifications of changes to the business credit profile. These email alerts include reported changes to the business address, credit inquiries, newly opened credit lines, and score changes. South Carolina businesses can begin to view and protect their business credit information with Experian® by signing up for Business Credit AdvantageSM at www.smartbusinessreports.com/SouthCarolina.

How-to-enroll:

- 1.) Go to www.SmartBusinessReports.com/SouthCarolina
- 2.) Register to get an Experian® business credit monitoring access code
- 3.) An instant email is sent to the user's email address with the access code
- 4.) Follow instructions on the email to redeem the access code at the web address provided

This email was sent to jbruder@scleoa.org by scleoa@scleoa.org

South Carolina Law Enforcement Officers Association | PO Box 210709 | Columbia, South Carolina 29221 | United States

[Unsubscribe](#) | [Update Profile](#) | [Privacy Policy](#)



FREQUENTLY ASKED QUESTIONS REGARDING SC DOR SECURITY BREACH

NOVEMBER 2, 2012

INDIVIDUAL TAXPAYER

Q: Who may have been affected by the SC DOR security breach?

A: Individual taxpayers, their dependents, and businesses who have filed a South Carolina tax return since 1998 to the present may have been affected.

Q: What type of personal information may have been exposed?

A: While the investigation is still ongoing, South Carolina taxpayer's Social Security Numbers, debit card numbers, credit card numbers, and information that would be found on the front of a check like bank account and routing numbers may have been exposed.

Q: What should you do if you have filed a SC tax return since 1998 to the present?

A: If you have filed a South Carolina tax return since 1998 to the present, the State is offering you the opportunity to register with ProtectMyID™ free of charge. There are two ways to register:

- Option One: Sign up online.
 - Go to www.protectmyid.com/scdor and use the **activation code: SCDOR123** to initiate the registration process. All future notices from Experian® will be sent to you by email.
 - Only one email address may be associated with one registration for ProtectMyID™.
- Option Two: Call the Experian® Call Center.
 - Call **1-866-578-5422** to complete the process with a live agent. You may choose to have all future notices from Experian® sent to you by postal mail or email.
- If a taxpayer has no access to the internet, does not have a working email address, or if there is another reason why he or she cannot access the internet, then he or she must call the Experian® Call Center.

Q: What are the hours of operation for the Experian® Call Center?

A: Monday – Friday: 9:00 a.m. – 9:00 p.m. EST
Saturday and Sunday: 11:00 a.m. – 8:00 p.m. EST

Q: What benefits will a taxpayer receive after registering with ProtectMyID™?

A: Experian® will provide the following:

- Credit Report: You will get a free copy of your Experian® credit report.
- Daily Credit Monitoring: You will receive alerts regarding any suspicious activity, including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian®, Equifax® and TransUnion® credit reports for one year.
- 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.
- Identity Theft Insurance: If you have been a victim of identity theft, you will immediately be 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 for one year.
- ExtendCARE: You will get full access to personalized assistance from a highly-trained Fraud Resolution Agent even after the initial one year ProtectMyID™ membership expires.

Q: Is there a deadline to register with ProtectMyID™?

A: January 31, 2013 is the deadline to register for one year of identity theft protection with ProtectMyID™.

Q: How much does it cost to register with ProtectMyID™?

A: No fee is charged to the enrollee to register with ProtectMyID™ for the first year.

FREQUENTLY ASKED QUESTIONS REGARDING SC DOR SECURITY BREACH

NOVEMBER 2, 2012

Q: How will someone be contacted who has filed a tax return since 1998 to the present in SC and no longer lives in the state?

A: Notice will be sent to them by standard U.S. mail.

CHILDREN: MINORS / DEPENDENTS / Family Secure™ COVERAGE
--

Even though your minor dependent may not have a credit history, you may enroll them for identity theft protection. All individuals under the age of 18 must be enrolled by one parent or guardian. A parent or guardian will be notified several weeks after registration when Family Secure™ enrollment has opened by postal mail or email.

- Minors are individuals under the age of 18.
- Dependents are individuals who are claimed as dependents for tax filing purposes.

Q: Have minors' Social Security Numbers been exposed?

A: Social Security Numbers of minors and/or dependents may have been exposed.

Q: How do I enroll a minor for Family Secure™ coverage?

A:

- Step One: A minor's parent or guardian must first enroll with ProtectMyID™. Only one parent or guardian may enroll the minor.
- Step Two: The parent or guardian, who enrolled in ProtectMyID™, will receive a letter or email explaining how to enroll minor dependents in the Family Secure™ plan.
- Step Three: The parent or guardian, who enrolled in ProtectMyID™, will then enroll minor dependents in the Family Secure™ plan.

Q: After being enrolled as a minor in the Family Secure™ plan, what should I do when I turn 18 years old or begin to file tax returns?

A: Call Experian® for assistance 1-866-578-5422.

Q: What are the benefits of Family Secure™ coverage?

A: The primary benefit that Family Secure™ offers is monitoring the identity (primarily the SSN) of the minor for one year, even if the minor has no credit report. Once registered, in the event a child does not have a credit file, if any credit, loan or similar account is opened with that information, Experian® will alert the parent or guardian. Details of the alerts on minors are not released unless or until the parent or guardian authenticates themselves with Experian® as the parent or guardian of the minor.

Family Secure™ coverage is for one adult and any number of minors. (Five minors can be enrolled via the website. For more than five, the customer must call Experian®). The adult coverage includes a \$2 million product guarantee covering the whole family, Score Tracker and Fraud Resolution.

Minors receive monthly monitoring for existence of a minor's credit report, and if a credit report is found, then Experian® monitors for any changes to that report.

Q: What if I file joint tax returns or have joint banking and credit accounts with my spouse?

A: Every individual with a Social Security Number should register with ProtectMyID™ separately, because credit histories are tied to individual's Social Security Numbers.

Q: Will my deceased family members be at risk?

A: It is not necessary to sign the deceased up for ProtectMyID. However, you should notify all three credit bureaus (Experian®, Equifax® and TransUnion®).

FREQUENTLY ASKED QUESTIONS REGARDING SC DOR SECURITY BREACH

NOVEMBER 2, 2012

ADULT DEPENDENT / DISABLED

Q: How do I protect an adult who is a dependent and/or is disabled?

A: The individual charged with the legal authority to assist a dependent adult filing taxes can enroll the dependent adult with ProtectMyID™ as long as that individual provides proper documentation to Experian®.

MILITARY PERSONNEL

Q: What if I serve in the military and filed taxes in South Carolina since 1998 to the present?

A: The State of South Carolina will work with the U.S. Department of Defense to identify and notify all military personnel who have filed South Carolina taxes since 1998 to the present.

BUSINESSES

Q: What should I do if I am a business owner?

A: South Carolina business owners are being offered two free products. Businesses have the opportunity to enroll with both Dun & Bradstreet and Experian® Business Credit AdvantageSM.

Q: What type of business information may have been exposed?

A: While the investigation is still ongoing, Federal EIN numbers, SC Department of Revenue tax ID numbers, credit and debit card information, and bank account information may have been exposed.

Dun & Bradstreet:

If your business has filed a South Carolina tax return since 1998, you should contact Dun & Bradstreet Credibility Corp. who will give South Carolina businesses a CreditAlert product that will help them stay alerted to changes in their D&B® scores or ratings and other indicators of fraudulent activity that could be taking place on their business. The deadline to register with Dun & Bradstreet is January 31, 2013. There are two ways to register:

- Option One: Sign up online.
 - Go to visit www.DandB.com/SC to initiate the registration process.
- Option Two: Call Dun & Bradstreet Credibility Corp. Call Center.
 - Call **1-800-279-9881** to complete the process with a live agent.
 - Hours of Operations: Monday – Friday: 8:00 a.m. -8:00 p.m. EST.

Experian® Business Credit AdvantageSM:

If your business filed a South Carolina tax return since 1998, Experian® is offering a comprehensive business credit monitoring service called **Business Credit AdvantageSM** - a service that allows unlimited access to the company's complete business credit report and score, plus instant email notifications of changes to the business credit profile. These email alerts include reported changes to the business address, credit inquiries, newly opened credit lines, and score changes. South Carolina businesses can begin to view and protect their business credit information with Experian® by signing up for **Business Credit AdvantageSM** at www.smartbusinessreports.com/SouthCarolina.

How-to-enroll:

- 1.) Go to www.SmartBusinessReports.com/SouthCarolina
- 2.) Register to get an Experian® business credit monitoring access code
- 3.) An instant email is sent to the user's email address with the access code
- 4.) Follow instructions on the email to redeem the access code at the web address provided

Schimsa, Rebecca

From: Richardson, Kathryn <KRichardson@sled.sc.gov>
Sent: Wednesday, November 14, 2012 5:14 PM
To: Schimsa, Rebecca
Subject: FW: SC DOR Security Breach Information

From: scleoa@memberclicks-mail.net [mailto:scleoa@memberclicks-mail.net] **On Behalf Of** SCLEOA
Sent: Friday, November 02, 2012 3:50 PM
To: Keel, Mark
Subject: SC DOR Security Breach Information



SC Department of Revenue Security Breach Information

In response to the recent security breach at the South Carolina Department of Revenue, SLED Chief Mark Keel has asked the SCLEOA to pass along some important information that will help protect against identify theft. Please review the information below and the information that has been attached to this email. Feel free to share this information with your colleagues, friends, family, and communities.

Should you have any questions, please refer to the attached document, call SLED at (803) 737-9000, or call the SCLEOA (803) 781-5913.

Thank you!

SCDOR Security Breach Frequently Asked Questions

INDIVIDUAL TAXPAYER

Q: Who may have been affected by the SC DOR security breach?

A: Individual taxpayers, their dependents, and businesses who have filed a South Carolina tax return since 1998 to the present may have been affected.

Q: What type of personal information may have been exposed?

A: While the investigation is still ongoing, South Carolina taxpayer's Social Security Numbers, debit card numbers, credit card numbers, and information that would be found on the front of a check like bank account and routing numbers may have been exposed.

Q: What should you do if you have filed a SC tax return since 1998 to the present?

A: If you have filed a South Carolina tax return since 1998 to the present, the State is offering you the opportunity to register with ProtectMyID™ free of charge. There are two ways to register:

Option One: Sign up online.

- Go to www.protectmyid.com/scdor and use the activation code: SCDOR123 to initiate the registration process. All future notices from Experian® will be sent to you by email.
- Only one email address may be associated with one registration for ProtectMyID™.

Option Two: Call the Experian® Call Center.

- Call 1-866-578-5422 to complete the process with a live agent. You may choose to have all future notices from Experian® sent to you by postal mail or email.

If a taxpayer has no access to the internet, does not have a working email address, or if there is another reason why he or she cannot access the internet, then he or she must call the Experian® Call Center.

Q: What are the hours of operation for the Experian® Call Center?

A: Monday - Friday: 9:00 a.m. - 9:00 p.m. EST

Saturday and Sunday: 11:00 a.m. - 8:00 p.m. EST

Q: What benefits will a taxpayer receive after registering with ProtectMyID™?

A: Experian® will provide the following:

- Credit Report: You will get a free copy of your Experian® credit report.
- Daily Credit Monitoring: You will receive alerts regarding any suspicious activity, including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian®, Equifax® and TransUnion® credit reports for one year.
- 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.
- Identity Theft Insurance: If you have been a victim of identity theft, you will immediately be 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 for one year.
- ExtendCARE: You will get full access to personalized assistance from a highly-trained Fraud Resolution Agent even after the initial one year ProtectMyID™ membership expires.

Q: Is there a deadline to register with ProtectMyID™?

A: January 31, 2013 is the deadline to register for one year of identity theft protection with ProtectMyID™.

Q: How much does it cost to register with ProtectMyID™?

A: No fee is charged to the enrollee to register with ProtectMyID™ for the first year.

Q: How will someone be contacted who has filed a tax return since 1998 to the present in SC and no longer lives in the state?

A: Notice will be sent to them by standard U.S. mail.

CHILDREN: MINORS / DEPENDENTS / Family Secure™ COVERAGE

Even though your minor dependent may not have a credit history, you may enroll them for identify theft protection. All individuals under the age of 18 must be enrolled by one parent or guardian. A parent or guardian will be notified several weeks after registration when Family Secure™ enrollment has opened by postal mail or email.

- Minors are individuals under the age of 18.
- Dependents are individuals who are claimed as dependents for tax filing purposes.

Q: Have minors' Social Security Numbers been exposed?

A: Social Security Numbers of minors and/or dependents may have been exposed.

Q: How do I enroll a minor for Family Secure™ coverage?

A: There are 3 steps to follow:

- Step One: A minor's parent or guardian must first enroll with ProtectMyID™. Only one parent or guardian may enroll the minor.
- Step Two: The parent or guardian, who enrolled in ProtectMyID™, will receive a letter or email explaining how to enroll minor dependents in the Family Secure™ plan.
- Step Three: The parent or guardian, who enrolled in ProtectMyID™, will then enroll minor dependents in the Family Secure™ plan.

Q: After being enrolled as a minor in the Family Secure™ plan, what should I do when I turn 18 years old or begin to file tax returns?

A: Call Experian® for assistance 1-866-578-5422.

Q: What are the benefits of Family Secure™ coverage?

A: The primary benefit that Family Secure™ offers is monitoring the identity (primarily the SSN) of the minor for one year, even if the minor has no credit report. Once registered, in the event a child does not have a credit file, if any credit, loan or similar account is opened with that information, Experian® will alert the parent or guardian. Details of the alerts on minors are not released unless or until the parent or guardian authenticates themselves with Experian® as the parent or guardian of the minor.

Family Secure™ coverage is for one adult and any number of minors. (Five minors can be enrolled via the website. For more than five, the customer must call Experian®). The adult coverage includes a \$2 million product guarantee covering the whole family, Score Tracker and Fraud Resolution.

Minors receive monthly monitoring for existence of a minor's credit report, and if a credit report is found, then Experian® monitors for any changes to that report.

Q: What if I file joint tax returns or have joint banking and credit accounts with my spouse?

A: Every individual with a Social Security Number should register with ProtectMyID™ separately, because credit histories are tied to individual's Social Security Numbers.

Q: Will my deceased family members be at risk?

A: It is not necessary to sign the deceased up for ProtectMyID. However, you should notify all three credit bureaus (Experian®, Equifax® and TransUnion®).

ADULT DEPENDENT / DISABLED

Q: How do I protect an adult who is a dependent and/or is disabled?

A: The individual charged with the legal authority to assist a dependent adult filing taxes can enroll the dependent adult with ProtectMyID™ as long as that individual provides proper documentation to Experian®.

MILITARY PERSONNEL

Q: What if I serve in the military and filed taxes in South Carolina since 1998 to the present?

A: The State of South Carolina will work with the U.S. Department of Defense to identify and notify all military personnel who have filed South Carolina taxes since 1998 to the present.

BUSINESSES

Q: What should I do if I am a business owner?

A: South Carolina business owners are being offered two free products. Businesses have the opportunity to enroll with both Dun & Bradstreet and Experian® Business Credit AdvantageSM.

Q: What type of business information may have been exposed?

A: While the investigation is still ongoing, Federal EIN numbers, SC Department of Revenue tax ID numbers, credit and debit card information, and bank account information may have been exposed.

Dun & Bradstreet:

If your business has filed a South Carolina tax return since 1998, you should contact Dun & Bradstreet Credibility Corp. who will give South Carolina businesses a CreditAlert product that will help them stay alerted to changes in their D&B® scores or ratings and other indicators of fraudulent activity that could be taking place on their business. The deadline to register with Dun & Bradstreet is January 31, 2013. There are two ways to register:

Option One: Sign up online.

- Go to visit www.DandB.com/SC to initiate the registration process.

Option Two: Call Dun & Bradstreet Credibility Corp. Call Center.

- Call 1-800-279-9881 to complete the process with a live agent.
- Hours of Operations: Monday - Friday: 8:00 a.m. -8:00 p.m. EST.

Experian® Business Credit AdvantageSM:

If your business filed a South Carolina tax return since 1998, Experian® is offering a comprehensive business credit monitoring service called Business Credit AdvantageSM - a service that allows unlimited access to the company's complete business credit report and score, plus instant email notifications of changes to the business credit profile. These email alerts include reported changes to the business address, credit inquiries, newly opened credit lines, and score changes. South Carolina businesses can begin to view and protect their business credit information with Experian® by signing up for Business Credit AdvantageSM at www.smartbusinessreports.com/SouthCarolina.

How-to-enroll:

- 1.) Go to www.SmartBusinessReports.com/SouthCarolina
- 2.) Register to get an Experian® business credit monitoring access code
- 3.) An instant email is sent to the user's email address with the access code
- 4.) Follow instructions on the email to redeem the access code at the web address provided

Attachments:

[Protection Against Identity Theft 11-1-12.pdf](#)

This email was sent to mkeel@sled.sc.gov by scleoa@scleoa.org

South Carolina Law Enforcement Officers Association | PO Box 210709 | Columbia, South Carolina 29221 | United States

[Unsubscribe](#) | [Update Profile](#) | [Privacy Policy](#)



Schimsa, Rebecca

From: Darrell Scott <darrell.scott@scchamber.net>
Sent: Wednesday, November 14, 2012 2:18 PM
To: Schimsa, Rebecca
Cc: Julie Scott
Subject: RE: ID theft message

Great we will put something out tomorrow to employers and employees.

The Chamber represents nearly 20,000 businesses and over 1 million employees.

DTS



Darrell T. Scott
Vice President
Public Policy & Communications
e-mail: Darrell.Scott@scchamber.net
direct: 803.255.2639
cell: 864.247.0548
fax: 803.779.6043
1301 Gervais Street, Suite 1100
Columbia, SC 29201
www.scchamber.net

The South Carolina Chamber of Commerce, the nation's first state chamber Accredited with Distinction by the U.S. Chamber, is the state's largest statewide broad-based business and industry trade association representing more than 18,000 businesses and more than one million employees.

From: Schimsa, Rebecca [<mailto:RebeccaSchimsa@gov.sc.gov>]
Sent: Tuesday, November 13, 2012 3:42 PM
To: Darrell Scott
Subject: ID theft message

Darrell,

Thank you again for your willingness to help our office spread the message of identity theft protection to your membership. Anything you can do to encourage employers to also pass the message along to their employees would also be greatly appreciated.

Below is a basic message we have crafted and pushed out to utilities, coops, and others for dissemination. However, if you would like to make any changes, please let me know, and we will be happy to draft something else for you.

Protect yourself against identity theft

In October, the SC Department of Revenue learned that its records were breached in a criminal cyber attack. As a result, anyone who has paid SC taxes since 1998 may have had his or her personal information compromised.

SC individual taxpayers should do the following by Jan. 31, 2013:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

SC business owners should do one or both of the following by Jan. 31, 2013:

- Visit www.DandB.com/SC or call 1-800-279-9881 (M-F 8am-8pm EST) to register for lifetime credit alert protection.
- Visit www.SmartBusinessReports.com/SouthCarolina to register for lifetime business credit monitoring.

All services are free of charge. For more information, please contact the SC Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov.

At your convenience, please let me know the official number you would like us to use showing the reach of the Chamber – businesses and/or employees.

Many thanks,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

Schimsa, Rebecca

From: Thompson, Barbara A CIV OSD PR <barbara.thompson@osd.mil>
Sent: Wednesday, November 14, 2012 12:07 PM
To: Schimsa, Rebecca
Cc: Hicken, Joseph F CIV OSD LA; Wallace, AnneMarie S CIV OSD PR
Subject: RE: SC ID theft protection messages

Rebecca: Military Personnel Policy is working that. I know they have been instructed to provide you with an update.

R/
Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Wednesday, November 14, 2012 12:03 PM
To: Thompson, Barbara A CIV OSD PR
Subject: RE: SC ID theft protection messages

Barbara,

Thank you for the update and for your continued help in spreading the message to former SC taxpayers. Will the message be able to be printed in the LESSs?

Appreciatively,

Rebecca

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

From: Thompson, Barbara A CIV OSD PR [mailto:barbara.thompson@osd.mil]
Sent: Wednesday, November 14, 2012 11:38 AM
To: Schimsa, Rebecca
Cc: Hicken, Joseph F CIV OSD LA; Wallace, AnneMarie S CIV OSD PR
Subject: RE: SC ID theft protection messages

Rebecca:

I am waiting to hear from the DoD Public Affairs community. My office disseminated the messages you forwarded to the Services' Personal Financial Managers, State Family Program Directors who report to the State Adjutant General, and the Military Line of the Better Business Bureau. All of these parties committed to help build awareness of the protection provided to Service members and their families if they lived and filed taxes in South Carolina.

R/

Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 13, 2012 4:27 PM
To: Thompson, Barbara A CIV OSD PR
Subject: RE: SC ID theft protection messages

Thank you so much, Barbara. I appreciate your help getting this information as soon as possible.

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

From: Thompson, Barbara A CIV OSD PR [mailto:barbara.thompson@osd.mil]
Sent: Tuesday, November 13, 2012 4:26 PM
To: Schimsa, Rebecca
Subject: RE: SC ID theft protection messages

Rebecca: I have asked our PA folks for an update - as soon as I hear back, I will forward to you.

R/
Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 13, 2012 12:45 PM
To: Thompson, Barbara A CIV OSD PR
Subject: RE: SC ID theft protection messages

Hello Barbara,

Hope you had a nice Veterans' Day weekend. Please give me a call today when you get a free moment. My cell is best: 803.429.4561.

Thank you,

Rebecca

From: Schimsa, Rebecca
Sent: Thursday, November 08, 2012 3:28 PM
To: 'barbara.thompson@osd.mil'
Cc: Stirling, Bryan
Subject: SC ID theft protection messages

Good afternoon Barbara,

It was nice speaking with you yesterday, and thank you - again - for your willingness to help get the message out to our service men and women across the country. Attached is a WORD document with three messages in various character lengths for your use. If these do not fit your templates or if you would suggest changing the language in any way, please let me know, and we will be more than happy to draft additional versions for you.

I look forward to hearing back from you.

Appreciatively,

Rebecca Schimsa

Rebecca S. Schimsa

Office of Governor Nikki R. Haley

Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Thompson, Barbara A CIV OSD PR <barbara.thompson@osd.mil>
Sent: Wednesday, November 14, 2012 11:38 AM
To: Schimsa, Rebecca
Cc: Hicken, Joseph F CIV OSD LA; Wallace, AnneMarie S CIV OSD PR
Subject: RE: SC ID theft protection messages

Rebecca:

I am waiting to hear from the DoD Public Affairs community. My office disseminated the messages you forwarded to the Services' Personal Financial Managers, State Family Program Directors who report to the State Adjutant General, and the Military Line of the Better Business Bureau. All of these parties committed to help build awareness of the protection provided to Service members and their families if they lived and filed taxes in South Carolina.

R/
Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 13, 2012 4:27 PM
To: Thompson, Barbara A CIV OSD PR
Subject: RE: SC ID theft protection messages

Thank you so much, Barbara. I appreciate your help getting this information as soon as possible.

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

From: Thompson, Barbara A CIV OSD PR [mailto:barbara.thompson@osd.mil]
Sent: Tuesday, November 13, 2012 4:26 PM
To: Schimsa, Rebecca
Subject: RE: SC ID theft protection messages

Rebecca: I have asked our PA folks for an update - as soon as I hear back, I will forward to you.

R/
Barbara

Barbara Thompson
Director, Office of Family Policy/Children and Youth
Office of the Secretary of Defense
Military Community and Family Policy
571-372-0874

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 13, 2012 12:45 PM
To: Thompson, Barbara A CIV OSD PR
Subject: RE: SC ID theft protection messages

Hello Barbara,

Hope you had a nice Veterans' Day weekend. Please give me a call today when you get a free moment. My cell is best: 803.429.4561.

Thank you,

Rebecca

From: Schimsa, Rebecca
Sent: Thursday, November 08, 2012 3:28 PM
To: 'barbara.thompson@osd.mil'
Cc: Stirling, Bryan
Subject: SC ID theft protection messages

Good afternoon Barbara,

It was nice speaking with you yesterday, and thank you - again - for your willingness to help get the message out to our service men and women across the country. Attached is a WORD document with three messages in various character lengths for your use. If these do not fit your templates or if you would suggest changing the language in any way, please let me know, and we will be more than happy to draft additional versions for you.

I look forward to hearing back from you.

Appreciatively,

Rebecca Schimsa

Rebecca S. Schimsa

Office of Governor Nikki R. Haley

Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Shwedo, Kevin A <Kevin.Shwedo@scdmv.net>
Sent: Tuesday, November 13, 2012 11:58 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Devlin, Lotte; Phelps, Annie L; Sanderson, Jeffrey R; Woodhurst, Melinda S
Subject: RE: Cabinet meeting - IT Security

Becca and Ted – below, please find updates in **BOLD (below)** to your Directive to implement strategy. Still need guidance on whether we should implement “Option 1 or 2” below given the public legal objection. Have not gotten anything back yet to allow me to implement strategy.

JR – WARNORD ref DMV handouts referenced below. Want to have short discussion upon return. Thanks!

Ted – per the Governors directive, SCDMV will support all initiatives to help mitigate data loss within the state. The following information is provided for your use and consideration:

- Below you will find a note from me to ALL DMV employees notifying them of the data breach and information as to how they can enroll in the Protect My Identity Program. The letter also mandates that all managers personally contact each employee and ensure each has had the time and opportunity to enroll themselves and each affected family member (NLT Friday, 9 November) in the program. I should be able to provide you 100% accountability by end of week.

COMPLETE

- SCDMV will provide the State Inspector General a member of our Information Technology Staff for the next five weeks to assist in data collection, survey and investigation. **COMPLETE**
- SCDMV is prepared to assist citizens enroll in the Protect My Identify Program as required. Two options follow (in order of preference): **AWAITING GUIDANCE**
 - o Option 1 -- SCDMV Customer Service Representatives would be trained and certified for one hour during our weekly mandatory training period (each Wednesday) and begin assisting citizens the following day. DMV would prepare forms for customers to fill out that would contain data to be entered by DMV employees and IMMEDIATELY returned to the person requiring assistance. No records would be created or maintained on our servers. There should be only minimal cost to the Department, but may slightly increase length of lines (last month we averaged 8 minutes per customer).
 - o Option 2 -- SCDMV would require approximately \$250,000.00 to purchase approximately 200 IPADS (with cellular service through the end of January) and support materials to provide “self service” enrollment capability. One Customer Service Representative would be available to answer technical computer questions, BUT WOULD NOT assist in data entry. The devices would be spread across DMVs based upon projected demand and shifted as demand changes.
- SCDMV can provide one page “fact sheets” to customers who would like more information on the breach and actions they can take to enroll in the Protect My Identity Program. **WILL DEVELOP AND DISTRIBUTE ENROLLMENT FACT SHEETS SOONEST**

Kevin A. Shwedo
Executive Director
South Carolina Department of Motor Vehicles
10311 Wilson Boulevard
Post Office Box 1498

Blythewood, South Carolina 29016

(O) 803-896-8925

(C) 803-609-4218

Your SCDMV -- Each a Role Model; Competent, Committed, Courteous!

"It's a GREAT day in South Carolina!"

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]

Sent: Tuesday, November 13, 2012 12:27 PM

To: 'mhbarb@scdjj.net'; 'byars.bill@doc.state.sc.us'; 'etter_jf@sctax.org'; 'bhitt@sccommerce.com'; 'keck@scdhhs.gov'; 'mkeel@sled.sc.gov'; 'Lillian.B.Koller@dss.sc.gov'; 'gmcgriff@doi.sc.gov'; 'dparrish@scprt.com'; Shwedo, Kevin A; 'leroysmith@scdps.net'; 'stongerj@scdot.org'; 'kthomas@ppp.state.sc.us'; Toomey, Bob; 'aturner@dew.sc.gov'; 'Holly Pisarik'

Cc: Pitts, Ted

Subject: Cabinet meeting - IT Security

Cabinet heads,

Thank you for submitting proposals to our office in response to the Governor's most recent Cabinet meeting regarding IT security protections in your agency. **If you have not yet done so, please go ahead and implement all of your IT security proposals.**

Our office may be following up with your agency regarding additional measures. If you have any questions, please let us know.

Thank you,

Rebecca

Schimsa, Rebecca

From: Michael Bruemmer <Michael.Bruemmer@experianinteractive.com>
Sent: Tuesday, November 13, 2012 3:39 PM
To: Schimsa, Rebecca
Cc: Greg Young; adam.fingersh@experian.com; Ozzie Fonseca
Subject: RE: Quick question

Rebecca,

Greg asked me to get this to you.

As part of our normal business credit dispute and investigation procedures, our Commercial Relations department will assist any customer that suspects fraudulent credit activity and investigate its data source. Commercial Relations will also assist with placing fraud alerts on the business credit profile. Customers should contact Experian's Commercial Relations department via email to submit their request and provide a copy of their report. The email address is found on our website after activation occurs.

Mike

Michael Bruemmer CIPP/US
VP, Experian® Data Breach Resolution



535 Anton Blvd, Suite 100
Costa Mesa, CA 92626
Direct: (949) 294-8886
Email: michael.bruemmer@experian.com

Website: www.Experian.com/DataBreach
Blog: www.Experian.com/DBBlog
Follow us on Twitter: www.Twitter.com/Experian_DBR

CONFIDENTIALITY NOTICE:

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

From: "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov>
Date: November 13, 2012 10:57:38 AM PST
To: Becky Frost <Rebecca.Frost@experianinteractive.com>
Cc: Greg Young <Greg.Young@experianinteractive.com>
Subject: RE: Quick question

Thank you both.

I am gathering information for the Governor and have a question regarding whether "business identity theft resolution" is being provided as part of the Business Credit Advantage service (ie. What does a business owner do after he is alerted of a change that he believes to be fraudulent activity?")

Appreciatively,

Rebecca

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

From: Becky Frost [<mailto:Rebecca.Frost@experianinteractive.com>]

Sent: Tuesday, November 13, 2012 1:48 PM

To: Schimsa, Rebecca

Cc: Greg Young

Subject: Re: Quick question

Hi Rebecca,

Greg Young is your contact to get you to the right BIS contact. Sorry not to have more information.

Note that he is in meetings today, but will touch base when he can.

Best,
Becky

On Nov 13, 2012, at 10:42 AM, "Schimsa, Rebecca"
<RebeccaSchimsa@gov.sc.gov<<mailto:RebeccaSchimsa@gov.sc.gov>>> wrote:

Good afternoon Becky,

I have a quick question regarding the business services being provided. Please give me a call on my cell as soon as you have a free moment today: 803.429.4561.

Thank you,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Bryan Stone <bstone@lockhartpower.com>
Sent: Tuesday, November 13, 2012 3:31 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Rebecca – I don't deal directly with them myself, but their GM is Coleman Smoak, and their main line in Greer is (864) 877-9632 - Bryan

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 13, 2012 2:56 PM
To: Bryan Stone
Cc: pauli@lockhartpower.com
Subject: RE: Identity Theft Protection message

Bryan,

Thank you for the additional information. I would love to contact PMPA so please let me know the name and number of your contact there.

Appreciatively,

Rebecca

From: Bryan Stone [mailto:bstone@lockhartpower.com]
Sent: Tuesday, November 13, 2012 2:54 PM
To: Schimsa, Rebecca
Cc: pauli@lockhartpower.com
Subject: RE: Identity Theft Protection message

Rebecca – Between our customers and employees, we should reach around 6,200 customers. Of course, most of these are households and businesses with more than one person, so the number of affected South Carolinians we are reaching is much greater than that number. In addition, our wholesale customer is the City of Union, which has about 7,500 distinct electric, natural gas, and water/sewage customers. I've contacted them to see if they would be willing to get the message out to their customers, and they expressed initial interest and said they would follow up with their key decision makers shortly. There are a number of municipalities that own their own utilities throughout the state, so if there are others besides the City of Union who your haven't had a chance to contact yet, you may want to consider doing so. There is an organization called PMPA that represents 10 of those cities with electric utilities (including Union), if you wanted to minimize your calls.

Let me know if I can do anything else to help - Bryan

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 13, 2012 2:30 PM
To: Bryan Stone
Cc: pauli@lockhartpower.com
Subject: RE: Identity Theft Protection message

Good afternoon Bryan,

Hope you had a nice Veterans' Day weekend.

Quick Question: Please let me know the number of customers you have that could be reached by sending out the ID theft protection message in the bills? We would like to be sure we are estimating an accurate number.

Thank you,

Rebecca

From: Schimsa, Rebecca
Sent: Monday, November 05, 2012 5:32 PM
To: 'Bryan Stone'
Cc: pauli@lockhartpower.com; Stirling, Bryan
Subject: RE: Identity Theft Protection message

Thank you so much, Bryan, for letting us know. I have copied our Chief of Staff so he's informed as well.

We certainly appreciate all you've done.

From: Bryan Stone [<mailto:bstone@lockhartpower.com>]
Sent: Monday, November 05, 2012 2:59 PM
To: Schimsa, Rebecca
Cc: pauli@lockhartpower.com
Subject: RE: Identity Theft Protection message

Rebecca – We've put together a letter with the longest version of your message included, and we plan to send it in a dedicated mail out to our customers in the next couple of weeks. Please let me know if there is anything else we can do
– Bryan

Bryan Stone
Chief Operating Officer
Lockhart Power Company
O: (864) 545-2575 | C: (864) 251-2072

From: Schimsa, Rebecca [<mailto:RebeccaSchimsa@gov.sc.gov>]
Sent: Friday, November 02, 2012 5:40 PM
To: bstone@lockhartpower.com; pauli@lockhartpower.com
Subject: Identity Theft Protection message

Good afternoon Mr. Stone,

Great speaking with you today, and thank you for speaking with our Chief of Staff, Bryan Stirling. We greatly appreciate your willingness to help pass the message regarding identity theft protection on to your customers.

Attached is a document with four messages of various character lengths for your use. Whichever one fits your billing templates or your insert space, please use it. If none of them work, please let me know, and we can help you draft something else. Call on me if you have any further questions.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Darrell Scott <darrell.scott@scchamber.net>
Sent: Tuesday, November 13, 2012 2:41 PM
To: Schimsa, Rebecca
Subject: Re: ID theft protection

Will do. In a meeting. Later this afternoon work?

Thanks!

DTS

Sent from my iPad

On Nov 13, 2012, at 2:25 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

> Hi Darrell,
>
>
>
> Bryan said you graciously offered to send a message to your members regarding identity theft protection for individuals and businesses. Please give me a call at your convenience to discuss this – my cell is best: 803.429.4561.
>
>
>
> Thank you,
>
>
> Rebecca
>
>
>
>
>
>
>
>
> Rebecca S. Schimsa
>
> Office of Governor Nikki R. Haley
>
> Staff Attorney & Commerce Liaison
>
> O: (803) 734-6068 | C: (803) 429-4561
>
>

This message may contain confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

Schimsa, Rebecca

From: Neal, Sharranda <sneal@wltx.gannett.com>
Sent: Thursday, November 08, 2012 3:59 PM
To: Schimsa, Rebecca
Subject: RE: FOIA request to the Governor's Office

Hi Rebecca,
Thanks for your follow-up to my request.
We are looking to obtain all correspondence between the parties mentioned, between the dates listed.
Please don't hesitate to contact me with any further questions.
Thanks,
Sharranda

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

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Thursday, November 08, 2012 2:54 PM
To: Neal, Sharranda
Subject: FOIA request to the Governor's Office

Dear Ms. Neal,

On October 31, 2012, our office received your Freedom of Information Act request for "all email/written correspondence between Governor Nikki Haley and her staff with Pat Maley and James Etter between August 26, 2012 to present ..." Would you like us to process your request for only those communications that are related to the criminal cyber attack at the Department of Revenue?

Sincerely,

Rebecca Schimsa

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Milton Kimpson <KimpsoM@sctax.org>
Sent: Tuesday, November 06, 2012 1:59 PM
To: Schimsa, Rebecca
Subject: RE: Governor's Office FOIA records

Thank you

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Tuesday, November 06, 2012 1:47 PM
To: Milton Kimpson
Cc: Patel, Swati
Subject: Governor's Office FOIA records

Milton,

Attached is a PDF of 988 pages of records our office has disclosed, which include all staff emails and records from the Governor's calendar related to the DOR security breach through midnight on October 31st. If you have any questions, please let us know.

Thank you,

Rebecca Schimsa

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Tony Denny <tony@tonydenny.com>
Sent: Friday, November 02, 2012 5:50 PM
To: Schimsa, Rebecca
Subject: RE: Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

Great work !

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 3:24 PM
Subject: FW: Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

See below for the Governor's press release. Thank you again.

From: Godfrey, Rob
Sent: Friday, November 02, 2012 3:22 PM
Subject: Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

COLUMBIA, S.C. – Governor Nikki Haley today announced that public and private utilities and the twenty electric cooperatives of South Carolina are including a message regarding identity theft protection in customers' electric and gas bills. More than 3.1 million customers across the state will be reached as customers begin to receive messages in November and December bills.

The governor's office reached out to presidents and chief officers of utility companies and electric cooperatives to ask for assistance in contacting customers in the wake of the South Carolina Department of Revenue (DOR) information technology security breach, and executives were more than willing to offer help.

"As I said yesterday, in the wake of bad people doing bad things, it's wonderful to see good people stepping up to do good things," said Gov. Haley. "I can't thank these companies and executives enough – including Mike Couick from Electric Cooperatives of South Carolina, Keller Kissam from South Carolina Electric & Gas (a SCANA company), Clark Gillespy from Duke Energy of South Carolina and Lonnie Carter of Santee Cooper – for stepping up to help the people of our state. They are great corporate citizens."

The message each utility or cooperative will include, in whole or in part, is the following:

Protect yourself against identity theft

In October, the S.C. Department of Revenue learned that its records were breached in a criminal cyber attack. As a result, anyone who has paid SC taxes since 1998 may have had his or her personal information compromised.

S.C. individual taxpayers should do the following by Jan. 31, 2013:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

S.C. business owners should do one or both of the following by Jan. 31, 2013:

- Visit [**www.DandB.com/SC**](http://www.DandB.com/SC) or call **1-800-279-9881** (M-F 8am-8pm EST) to register for lifetime credit alert protection.
- Visit [**www.SmartBusinessReports.com/SouthCarolina**](http://www.SmartBusinessReports.com/SouthCarolina) to register for lifetime business credit monitoring.

All services are free of charge. For more information, please contact the SC Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov.

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 state officials said Wednesday that information from up to 657,000 businesses was also exposed.

As of Friday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 665,000 calls and approximately 561,000 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.

Dun & Bradstreet Credibility Corp offers 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/> or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

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 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

Schimsa, Rebecca

From: Mark Quinn <Mark.Quinn@ecsc.org>
Sent: Friday, November 02, 2012 4:02 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Absolutely.

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 3:56 PM
To: Mark Quinn
Subject: RE: Identity Theft Protection message

Mark,

May we disseminate your document to other utilities as well?

From: Mark Quinn [mailto:Mark.Quinn@ecsc.org]
Sent: Friday, November 02, 2012 3:20 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Rebecca

Thank you for your work on the message we will be sending electric cooperative members across the state.

Attached you will find four different versions of your creation based on character count. Because there is wide-range of space available on our co-ops' monthly statements, we had to create separate messages in order to meet their individual specifications. We've been assured by all of our co-ops that they will do their best to create as much space as possible in order to maximize the impact of the message and convey the most information possible.

Please take a look at what we've created and let me know if you have any questions or concerns.

If I can be of further assistance, please do not hesitate to contact me directly.

Best,

Mark
803-319-2549

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 1:19 PM
To: Mike Couick; Mark Quinn
Subject: Identity Theft Protection message

Mr. Couick and Mark,

Great speaking with both of you today. Attached is the message regarding identity theft protection (799 characters in length). Please let me know if we need to make edits as each of the cooperatives begins inserting this language on their bill templates.

Our press office is still working on the announcement. As soon as our office has finalized the announcement for release, we will send it to you. As I understand it from our press office, the press will receive the announcement soon after or approximately at the same time. If you have any concerns about not seeing the announcement prior to its release, please give me a call – I am happy to help in any way that I can.

Again, thank you for agreeing to help the Governor and the State and for your willingness to do so quickly.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: KISSAM, W K <KKISSAM@scana.com>
Sent: Friday, November 02, 2012 3:15 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Becca, Rebecca, Ms Schimsa (I have heard you called by all three),
Final update: It is being programmed into the billing system as we speak – it will roll on Monday. With cycle billing we should touch all customers directly by the end of November. I enjoyed working with you on this. I am always available if you ever need anything. Have a great weekend. Keller

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 1:14 PM
To: KISSAM, W K; BOOMHOWER, ERIC J
Subject: Identity Theft Protection message

Keller and Eric,

Attached is the message regarding identity theft protection (799 characters in length). Please let me know if we need to make edits as your team inserts this language on your bill templates.

Our press office is still working on the announcement. As soon as our office has finalized the announcement for release, we will send it to you – the press will receive it soon after or approximately at the same time. If you have any concerns about not seeing the announcement prior to its release, please give me a call.

Again, thank you for agreeing to help the Governor and the State and for your willingness to do so quickly.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Mike Couick <Mike.Couick@ecsc.org>
Sent: Friday, November 02, 2012 3:04 PM
To: Schimsa, Rebecca
Cc: Mark Quinn
Subject: Re: Correction - message

Thx

On Nov 2, 2012, at 2:19 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

Mike – We had a small typo in the “am and pm” of the first bullet. Our sincerest apologies. Please see below for the corrected version. Thank you.

Protect yourself against identity theft

In October, the SC Department of Revenue learned that its records were breached in a criminal cyber attack. As a result, anyone who has paid SC taxes since 1998 may have had his or her personal information compromised.

SC individual taxpayers should do the following by Jan. 31, 2013:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

SC business owners should do one or both of the following by Jan. 31, 2013:

- Visit www.DandB.com/SC or call **1-800-279-9881** (M-F 8am-8pm EST) to register for lifetime credit alert protection.
- Visit www.SmartBusinessReports.com/SouthCarolina to register for lifetime business credit monitoring.

All services are free of charge. For more information, please contact the SC Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov.

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Varn, Laura <laura.varn@santecooper.com>
Sent: Friday, November 02, 2012 2:47 PM
To: Schimsa, Rebecca
Subject: Re: Correction language

Got it!

Sent from my iPad

On Nov 2, 2012, at 2:21 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

Laura – We had a small typo in the “am and pm” of the first bullet. Our sincerest apologies. Please see below for the corrected version. Thank you.

Protect yourself against identity theft

In October, the SC Department of Revenue learned that its records were breached in a criminal cyber attack. As a result, anyone who has paid SC taxes since 1998 may have had his or her personal information compromised.

SC individual taxpayers should do the following by Jan. 31, 2013:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

SC business owners should do one or both of the following by Jan. 31, 2013:

- Visit www.DandB.com/SC or call **1-800-279-9881** (M-F 8am-8pm EST) to register for lifetime credit alert protection.
- Visit www.SmartBusinessReports.com/SouthCarolina to register for lifetime business credit monitoring.

All services are free of charge. For more information, please contact the SC Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov.

Rebecca S. Schimsa

Office of Governor Nikki R. Haley

Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Confidentiality Notice:

This message is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged, confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately either by phone or reply to this e-mail, and delete all copies of this message.

Schimsa, Rebecca

From: Mosier, Ryan <Ryan.Mosier@pgnmail.com>
Sent: Friday, November 02, 2012 2:31 PM
To: Schimsa, Rebecca
Subject: RE: Correction - message

Got it. Thanks.

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 2:19 PM
To: Mosier, Ryan
Subject: Correction - message

Ryan – We had a small typo in the “am and pm” of the first bullet. Our sincerest apologies. Please see below for the corrected version. Thank you.

Protect yourself against identity theft

In October, the SC Department of Revenue learned that its records were breached in a criminal cyber attack. As a result, anyone who has paid SC taxes since 1998 may have had his or her personal information compromised.

SC individual taxpayers should do the following by Jan. 31, 2013:

- Visit www.ProtectMyID.com/SCDOR (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

SC business owners should do one or both of the following by Jan. 31, 2013:

- Visit www.DandB.com/SC or call **1-800-279-9881** (M-F 8am-8pm EST) to register for lifetime credit alert protection.
- Visit www.SmartBusinessReports.com/SouthCarolina to register for lifetime business credit monitoring.

All services are free of charge. For more information, please contact the SC Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov.

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Mosier, Ryan <Ryan.Mosier@pgnmail.com>
Sent: Friday, November 02, 2012 2:11 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Rebecca –
It looks like we have 250 characters to work with.
Ryan

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 1:52 PM
To: Mosier, Ryan
Subject: Identity Theft Protection message

Ryan,

Great speaking with you today. Attached is the message regarding identity theft protection (799 characters in length). As you and Clark look at the logistics of how to get this accomplished, I wanted to be sure you knew what you might be working with as far as the length and substance of the message. If any edits need to be made as you look at how you might include the message on the bill or as an insert to the bill, please let me know – we can certainly help you do that.

Again, thank you for agreeing to help the Governor and the State and for your willingness to do so quickly. I will look forward to hearing from you soon.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Mosier, Ryan <Ryan.Mosier@pgnmail.com>
Sent: Friday, November 02, 2012 2:10 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Clark Gillespy, Duke Energy state president – South Carolina

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 1:52 PM
To: Mosier, Ryan
Subject: Identity Theft Protection message

Ryan,

Great speaking with you today. Attached is the message regarding identity theft protection (799 characters in length). As you and Clark look at the logistics of how to get this accomplished, I wanted to be sure you knew what you might be working with as far as the length and substance of the message. If any edits need to be made as you look at how you might include the message on the bill or as an insert to the bill, please let me know – we can certainly help you do that.

Again, thank you for agreeing to help the Governor and the State and for your willingness to do so quickly. I will look forward to hearing from you soon.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Varn, Laura <laura.varn@santeecooper.com>
Sent: Friday, November 02, 2012 2:07 PM
To: Schimsa, Rebecca
Cc: Carter, Lonnie
Subject: Re: Identity Theft Protection message

That all sounds fine. I have no worries about the release.

We will get a draft to you early next week. The web links did not appear for me but likely it is because I am opening via iPad. Will get back to you if needed on this.

Thanks again for the opportunity to help.

Sent from my iPad

On Nov 2, 2012, at 1:21 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

Hello Laura,

Great speaking with you today. Attached is the message regarding identity theft protection (799 characters in length). Please let me know if we need to make edits as your team begins inserting this language on your bill template.

Our press office is still working on the announcement. As soon as our office has finalized the announcement for release, we will send it to you. As I understand it from our press office, the press will receive the announcement soon after or approximately at the same time. If you have any concerns about not seeing the announcement prior to its release, please give me a call – I am happy to help in any way that I can.

Again, thank you for agreeing to help the Governor and the State and for your willingness to do so quickly.

Sincerely,

Rebecca

Rebecca S. Schimsa

Office of Governor Nikki R. Haley

Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

<Utilities and Cooperatives Message re. Identity Theft Protection 11.2.2012.docx>

Confidentiality Notice:

This message is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged, confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately either by phone or reply to this e-mail, and delete all copies of this message.

Schimsa, Rebecca

From: Tony Denny <tony@tonydenny.com>
Sent: Friday, November 02, 2012 2:04 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Got it. I sent it to our team.

He should be calling you.

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 1:44 PM
To: Tony Denny (tony@tonydenny.com)
Subject: Identity Theft Protection message

Tony,

Please see attached.

Thank you,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: Mosier, Ryan <Ryan.Mosier@pgnmail.com>
Sent: Friday, November 02, 2012 2:00 PM
To: Schimsa, Rebecca
Subject: RE: Identity Theft Protection message

Hi Rebecca –

I just left you a message. Can you call me as soon as possible? Thanks.

Ryan

From: Schimsa, Rebecca [mailto:RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 02, 2012 1:52 PM
To: Mosier, Ryan
Subject: Identity Theft Protection message

Ryan,

Great speaking with you today. Attached is the message regarding identity theft protection (799 characters in length). As you and Clark look at the logistics of how to get this accomplished, I wanted to be sure you knew what you might be working with as far as the length and substance of the message. If any edits need to be made as you look at how you might include the message on the bill or as an insert to the bill, please let me know – we can certainly help you do that.

Again, thank you for agreeing to help the Governor and the State and for your willingness to do so quickly. I will look forward to hearing from you soon.

Sincerely,

Rebecca

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

Schimsa, Rebecca

From: James Smith <JamesSmith@schouse.gov>
Sent: Sunday, October 28, 2012 6:00 AM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine; Mark Keel; Kirkland T. Smith; Rep. James E. Smith Jr.
Subject: Re: From the Governor's Office re. cyber-attack at DOR

What about the SSN's of SC Children? If you have dependents listed on your return each have a name, date of birth and SSN provided. Is that information at risk and I don't believe they can access Protect My ID .com as a minor? How can the people of SC protect the ID's of their children? Are we certain that the risk is limited to only those that "filed" a tax return?

Thanks, James

On Oct 26, 2012, at 4:46 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue

of a potential cyber attack involving the personal information of taxpayers,” said DOR Director James Etter. “We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor’s office.”

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world’s top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department’s knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department’s knowledge, secured.

“The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens,” said Gov. Nikki Haley. “We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected.”

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

“From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we’ve taken has been consistent with that priority,” Etter said. “We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation.”

-###-

VIDEO OF TODAY’S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

Schimsa, Rebecca

From: Leon Stavrinakis <[REDACTED]@msn.com>
Sent: Friday, October 26, 2012 10:29 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: RE: From the Governor's Office re. cyber-attack at DOR

He did. Thank you all very much for the prompt reply.

Leon E. Stavrinakis / Attorney at Law / Stavrinakis Law Firm
S.C. House of Representatives / District 119, Charleston County
One Cool Blow Street, Suite 201 / Charleston, SC 29403
843.724.1060 (Law Office) / 843.853.7816 (Law Fax)
803.734.3039 (State House Office) / 888.626.9708 (E-Fax)
stavlaw.net / leonforhouse.com

This message (including any attachments) is intended solely for the use of the individual(s) to whom it is addressed and may contain information that is privileged, confidential or otherwise exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately reply to this message or notify us by telephone at 843-724-1060 and delete the message. Thank you.

From: RebeccaSchimsa@gov.sc.gov
To: lstavrinakis@msn.com
CC: TedPitts@gov.sc.gov; KatherineVeldran@gov.sc.gov
Date: Fri, 26 Oct 2012 19:19:16 -0400
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Thank you for your questions, Representative. I understand that our Chief of Staff, Bryan Stirling, has reached out to you.

If you have any further questions, please let Bryan know.

From: Leon Stavrinakis [mailto:[REDACTED]@msn.com]
Sent: Friday, October 26, 2012 06:32 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

How will you control access to this conf call now that the time and number have been published in the media?

Representative Leon Stavrinakis
Stavrinakis Law Firm
843-813-2800

On Oct 26, 2012, at 4:44 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers," said DOR Director James Etter. "We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor's office."

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world's top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

"From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

-###-

VIDEO OF TODAY'S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.

6. For operator assistance at any time during the call, please press *0.

-###-

<Media Release from DOR 10.26.2012.pdf>

Schimsa, Rebecca

From: Larry Martin <lmartin@alicemfgco.com>
Sent: Friday, October 26, 2012 7:39 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Rebecca:

They did so. Unfortunately, one has to call the toll free number, and it's swamped. If everyone has to make the call as a precursor for signing up, it will take a long time to get everyone signed up.

Our Tigers did well last night! It was good to see a Thursday night game go so well.

Hope you have a great weekend.

Larry

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

From: Schimsa, Rebecca
To: 'lmartin@alicemfgco.com'
Cc: Pitts, Ted ; Veldran, Katherine
Sent: Friday, October 26, 2012 7:16 PM
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Thank you for letting us know, Senator. I understand that our Chief of Staff, Bryan Stirling, has reached out to you in addition to our press office to walk you through the steps.

Please let us know if you have any further questions.

From: Larry Martin [mailto:lmartin@alicemfgco.com]
Sent: Friday, October 26, 2012 07:04 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Not suggesting you reply to my comment this evening, but just want to report that protectmyid.com/scdor simply takes you to the default homepage of protectmyid.com . I tried it a couple of time and it doesn't take you to the scdor page.

Thanks!

Larry

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

From: Schimsa, Rebecca
Cc: Pitts, Ted ; Veldran, Katherine
Sent: Friday, October 26, 2012 4:44 PM
Subject: From the Governor's Office re. cyber-attack at DOR

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers," said DOR Director James Etter. "We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor's office."

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world's top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

"From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

-###-

VIDEO OF TODAY'S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

Schimsa, Rebecca

From: Larry Martin <lmartin@alicemfgco.com>
Sent: Friday, October 26, 2012 7:04 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Not suggesting you reply to my comment this evening, but just want to report that protectmyid.com/scdor simply takes you to the default homepage of protectmyid.com . I tried it a couple of time and it doesn't take you to the scdor page.

Thanks!

Larry

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

From: Schimsa, Rebecca
Cc: Pitts, Ted ; Veldran, Katherine
Sent: Friday, October 26, 2012 4:44 PM
Subject: From the Governor's Office re. cyber-attack at DOR

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers," said DOR Director James Etter. "We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor's office."

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world's top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

"From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

-###-

VIDEO OF TODAY'S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

Schimsa, Rebecca

From: Leon Stavrinakis <[REDACTED]@msn.com>
Sent: Friday, October 26, 2012 6:33 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

How will you control access to this conf call now that the time and number have been published in the media?

Representative Leon Stavrinakis
Stavrinakis Law Firm
843-813-2800
leon@stavlaw.net
leonstav@schouse.gov

On Oct 26, 2012, at 4:44 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

“On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers,” said DOR Director James Etter. “We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor’s office.”

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world’s top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department’s knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department’s knowledge, secured.

“The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens,” said Gov. Nikki Haley. “We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected.”

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

“From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we’ve taken has been consistent with that priority,” Etter said. “We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation.”

-###-

VIDEO OF TODAY’S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

<Media Release from DOR 10.26.2012.pdf>

Schimsa, Rebecca

From: Shihangrs <[REDACTED]@charter.net>
Sent: Friday, October 26, 2012 6:02 PM
To: Schimsa, Rebecca
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Thanks

Sent from my iPhone

On Oct 26, 2012, at 4:44 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers," said DOR Director James Etter. "We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor's office."

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world's top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

"From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

-###-

VIDEO OF TODAY'S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

<Media Release from DOR 10.26.2012.pdf>

Schimsa, Rebecca

From: Leon Stavrinakis <[REDACTED]@msn.com>
Sent: Friday, October 26, 2012 4:53 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

How much is this costing state taxpayers ?

Representative Leon Stavrinakis
Stavrinakis Law Firm
843-813-2800
leon@stavlaw.net
leonstav@schouse.gov

On Oct 26, 2012, at 4:44 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

“On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers,” said DOR Director James Etter. “We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor’s office.”

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world’s top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department’s knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department’s knowledge, secured.

“The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens,” said Gov. Nikki Haley. “We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected.”

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

“From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we’ve taken has been consistent with that priority,” Etter said. “We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation.”

-###-

VIDEO OF TODAY’S PRESS CONFERENCE:

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.

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

<Media Release from DOR 10.26.2012.pdf>

Schimsa, Rebecca

From: Patel, Swati
Sent: Thursday, November 01, 2012 9:44 AM
To: Schimsa, Rebecca
Subject: FW: Email request

From: Godfrey, Rob
Sent: Wednesday, October 31, 2012 12:54 PM
To: Patel, Swati
Subject: Fw: Email request

From: Adcox, Seanna M. [mailto:SAdcox@ap.org]
Sent: Wednesday, October 31, 2012 12:42 PM
To: Godfrey, Rob
Subject: Email request

Can I get copies of Gov. Haley's emails since Sept. 13 that reference or in any way pertain to the security breach at the Department of Revenue. Also, on the same subject and time frame, copies of emails written or received by Tim Pearson and Bryan Stirling.

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]

msk decc60c6d2c3a6438f0cf467d9a4938

Schimsa, Rebecca

From: Patel, Swati
Sent: Thursday, November 01, 2012 9:43 AM
To: Schimsa, Rebecca
Subject: FW: FOI request
Attachments: SC DOR FOI.doc

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

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