

Godfrey, Rob

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Friday, October 26, 2012 8:10 AM
To: Tim Kelly; Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; jon.neiditz@nelsonmullins.com
Subject: RE:
Attachments: image001.jpg; image002.png; image003.png; image004.png

The information, as it relates to ProtectMyID Alert, has been approved.

One suggestion is to remove the word "any" from the phrase "any suspicious activity" (the term may be too broad).

Thanks

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

Experian Consumer Services
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) [REDACTED] - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com><mailto:ozzie.fonseca@experian.com>

Blog: www.Experian.com/DBBlog<<http://www.experian.com/DBBlog>>
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From: Tim Kelly [Tim.Kelly@chernoffnewman.com]
Sent: Friday, October 26, 2012 4:49 AM
To: Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; jon.neiditz@nelsonmullins.com; Ozzie Fonseca
Subject:



Tim Kelly

Public Relations Strategist

Chernoff Newman

e: tim.kelly@chernoffnewman.com

w: www.chernoffnewman.com

me: <https://www.vizify.com/tim-kelly>

p: 803.233.2459

1411 Gervais Street

Columbia, SC 29201



Follow Chernoff Newman

Godfrey, Rob

From: Maybank, Burnet R. III <BMaybank@nexsenpruet.com>
Sent: Thursday, November 01, 2012 2:16 PM
To: Stirling, Bryan; Godfrey, Rob
Subject: Fwd: Urgent message for S.C. businesses to protect against identity theft

Fyi

Sent from my iPhone

Begin forwarded message:

From: "S.C. Chamber" <chamber@scchambervoice.com>
Date: November 1, 2012 11:54:58 AM EDT
To: <BMaybank@NexsenPruet.com>
Subject: Urgent message for S.C. businesses to protect against identity theft
Reply-To: <julie.scott@scchamber.net>

November 1, 2012

Urgent message for S.C. businesses to protect against identity theft

It was recently announced that tax information for as many as 657,000 S.C. businesses was compromised as part of the recent cyber attack at the S.C. Department of Revenue.

The State of South Carolina has arranged through [Dun & Bradstreet Credibility Corp](#) for free credit monitoring services for all S.C. businesses for the life of the business.

Starting Friday, Nov. 2 at 8 a.m., businesses can register at www.dandb.com/sc/ or by calling 800.279.9881 to receive the credit monitoring service. After signing up, businesses will be notified of any changes to their accounts.

The Governor's press conference yesterday regarding the breach is available [here](#).

Make sure your business is protected!

Please do not respond to this email, as it will go to an unmonitored mailbox.

To manage your subscriptions and/or opt-out of receiving this publication [Click Here](#)

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1301 Gervais Street, Suite 1100
Columbia, SC 29201
(803) 799-4601



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Godfrey, Rob

From: Stirling, Bryan
Sent: Friday, November 02, 2012 12:44 PM
To: Schimsa, Rebecca; Godfrey, Rob
Cc: Patel, Swati
Subject: Re: Utilities message - FINAL review

Looks good to me.

From: Schimsa, Rebecca
Sent: Friday, November 02, 2012 12:31 PM
To: Stirling, Bryan; Godfrey, Rob
Cc: Patel, Swati
Subject: Utilities message - FINAL review

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-9am 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.

Godfrey, Rob

From: Schimsa, Rebecca
Sent: Friday, November 02, 2012 12:32 PM
To: Stirling, Bryan; Godfrey, Rob
Cc: Patel, Swati
Subject: Utilities message - FINAL review

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Godfrey, Rob

From: Schimsa, Rebecca
Sent: Friday, November 02, 2012 2:20 PM
To: Godfrey, Rob
Subject: utilities

Governor Nikki Haley would like to thank the public and private utilities and the twenty electric cooperatives of South Carolina for including a message regarding identity theft protection in their customers' electric and gas bills.

Because of this great undertaking by the utilities of cooperatives of our state, over 3.1 million (3,166,000) customers will be reached. This number does not take into account the spouses and families of residential customers as well as the employees of business-customers.

The State of South Carolina has three privately-owned utilities, one publicly-owned utility, and twenty electric cooperatives. Each utility and cooperative has received the language included below and will decide whether to include the language in whole or in part on the bill or enclose the language as an insert to the bill.

Depending on the individual printing and billing cycle of each utility and cooperative, customers can expect to see the language included as early as next week on their November and/or December bills. The companies have also agreed to include the message in various places that touch their customers, including their websites and Facebook pages.

Cooperatives:

Electric Cooperatives of South Carolina:

- Mike Couick [requested not to include a title]
- 1.6 million customers
- ***"All twenty of the state's electric cooperatives have agreed to participate under the leadership of Mike Couick."**
- Press: Mark Quinn mark.quinn@ecsc.org

Privately-Owned Utilities:

South Carolina Electric & Gas (SCE&G), a SCANA company:

- Keller Kissam, President Retail Operations
- More than 750,000 customers
- Press: Eric Boomhower eboomhower@scana.com

Duke Energy:

- Clark Gillespy, Duke Energy state president – South Carolina
- More than 700,000 customers
- Press: Ryan Mosier ryan.mosier@duke-energy.com

Lockhart Power Company

- Bryan Stone

Publicly-Owned Utilities:

Santee Cooper:

- Lonnie Carter, President and Chief Executive Officer
- Approximately 116,000 customers
- Press: Laura Varn laura.varn@santeecooper.com

The message to be included, in part or in whole, by each utility:

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.

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Godfrey, Rob

From: Schimsa, Rebecca
Sent: Friday, November 02, 2012 4:17 PM
To: Godfrey, Rob; Taillon, Jeff
Subject: Fw: Facebook post

From: Mark Quinn [mailto:Mark.Quinn@ecsc.org]
Sent: Friday, November 02, 2012 04:15 PM
To: Schimsa, Rebecca
Subject: Facebook post

Rebecca

I'll be pushing this out shortly... and we'll do another 2 posts in the coming 5-6 days. Have a great weekend!



URGENT ALERT! Click on the link below and learn how to protect your personal information that may have been compromised by the criminal cyber-attack against the S.C. Dept. of Revenue.

[http://www.ecsc.org/newsroom/newsreleases/12-11-02/Governor thanks co-ops others for help in DOR breach.aspx](http://www.ecsc.org/newsroom/newsreleases/12-11-02/Governor_thanks_co-ops_others_for_help_in_DOR_breach.aspx)

South Carolina's electric cooperatives, in conjunction with Governor Haley's office, are working together to provide you with as many resources possible to help safeguard against identity theft.

:: Mark Quinn | The Electric Cooperatives of S.C. | Ph: 803-319-2549 | Fax: 803-739-3071 | www.scliving.coop | www.facebook.com/SouthCarolinaLiving

Godfrey, Rob

From: Maybank, Burnet R. III <BMaybank@nexsenpruet.com>
Sent: Friday, November 09, 2012 9:38 AM
To: Godfrey, Rob
Subject: Re: How is op-ed coming along?

I have not gotten anything from chernoff silver; the person writing it is Joan bradey's daughter and I think she worked full time for campaign; I will check

Sent from my iPhone

On Nov 9, 2012, at 9:17 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

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

*** CONFIDENTIAL COMMUNICATION *** The information contained in this message may contain legally privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this transmission is strictly prohibited. If you have received this communication in error, please notify us by telephone or email immediately and return the original message to us or destroy all printed and electronic copies. Nothing in this transmission is intended to be an electronic signature nor to constitute an agreement of any kind under applicable law unless otherwise expressly indicated. Intentional interception or dissemination of electronic mail not belonging to you may violate federal or state law.

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Godfrey, Rob

From: Schimsa, Rebecca
Sent: Friday, November 09, 2012 11:12 AM
To: pcobb@arp.org
Cc: Godfrey, Rob; LeMoine, Leigh; Veldran, Katherine; Stirling, Bryan
Subject: Governor's Office

Pat,

Great speaking with you this morning. As we discussed, the Governor would love to join the call on Thursday around 10:15 a.m. to thank AARP and encourage enrollment for identity theft protection. Below are the staff members who can help facilitate this for you, all of whom are copied here.

Rob Godfrey, Press Secretary – To help issue a media advisory.
803.429.5086

Leigh LeMoine, Scheduler – To help coordinate call-in information for the Governor.
803.315.2951

Katherine Veldran, Legislative Liaison – To serve as a representative from our office for the duration of the call.
803.767.7583

In addition, Becky Frost with Experien will be reaching out to you shortly regarding their participation on the call. If you have any questions, please let us know, and thank you again for your willingness to get the message out to your membership.

Thank you,

Rebecca

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

Godfrey, Rob

From: Jon Neiditz <Jon.Neiditz@nelsonmullins.com>
Sent: Friday, October 26, 2012 8:17 AM
To: Tim Kelly; Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; ofonseca@experianinteractive.com
Subject: RE:

But you tweet well, which puts you ahead of most, Tim. Excellent work, everyone! No changes from me. Having a working call center of well-trained professionals that can handle high volumes by 8:00 a.m. Pacific Time will make this go 10 times as well as it would have otherwise. Make sure you share expectations regarding escalation of calls; Experian's experience in the State should be helpful.

Regarding the press conference, I would anticipate that the law enforcement involvement will be a silent 800 pound gorilla in the room. Once you get through the press conference, please reconnect with me on the alternative notice, on which I am working.

Congratulations (knock on wood), thanks and best,

Jon

Nelson Mullins

Jon A. Neiditz

Partner

jon.neiditz@nelsonmullins.com

Nelson Mullins Riley & Scarborough LLP

Atlantic Station

201 17th Street NW, Suite 1700

Atlanta, GA 30363

Tel: 404.322.6139 Fax: 404.322.6033

www.nelsonmullins.com

[\(View Bio\)](#)

From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]
Sent: Friday, October 26, 2012 7:49 AM
To: Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; Jon Neiditz; ofonseca@experianinteractive.com
Subject:

Media package contents are attached, including the formatted press release. I'll need any changes to the release by 9:15 am in order to assemble the press kits. If there are no changes to the other documents, I'm going to print those at 8:30 come hell or high water.

Thanks to everyone for your patience and professionalism, two qualities I rarely display myself!

TK

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TK



Tim Kelly

Public Relations Strategist

Chernoff Newman

e: tim.kelly@chernoffnewman.com

w: www.chernoffnewman.com

me: <https://www.vizify.com/tim-kelly>

p: 803.233.2459

1411 Gervais Street

Columbia, SC 29201



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Godfrey, Rob

From: Harry Cooper <COOPERH@sctax.org>
Sent: Friday, October 26, 2012 10:21 AM
To: Jon Neiditz; Tim Kelly; Godfrey, Rob; Rick Silver; Jim Etter; Samantha Cheek; Liz Mason
Cc: Rush Smith; ofonseca@experianinteractive.com
Subject: RE:

...yes well done team! Thanks.

From: Jon Neiditz [mailto:Jon.Neiditz@nelsonmullins.com]
Sent: Friday, October 26, 2012 8:17 AM
To: Tim Kelly; Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; ofonseca@experianinteractive.com
Subject: RE:

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Partner

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Sent: Friday, October 26, 2012 7:49 AM
To: Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; Jon Neiditz; ofonseca@experianinteractive.com
Subject:

Godfrey, Rob

From: Thad Westbrook <thad.westbrook@nelsonmullins.com>
Sent: Monday, October 29, 2012 1:10 PM
To: Godfrey, Rob
Subject: RE: For review

We've reviewed it. Call me when you can.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, October 29, 2012 12:52 PM
To: Thad Westbrook
Subject: For review

Video: Gov. Nikki Haley, SLED Chief Mark Keel update reporters on DOR information security breach

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

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

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

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

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

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated,

U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.

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

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

Godfrey, Rob

From: Thad Westbrook <thad.westbrook@nelsonmullins.com>
Sent: Monday, October 29, 2012 2:24 PM
To: Godfrey, Rob; Stirling, Bryan
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

I'm contacting Experian about this. There should be no charge.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, October 29, 2012 1:58 PM
To: Stirling, Bryan; Thad Westbrook
Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

From: Klump, Allen [mailto:Allen.Klump@mail.house.gov]
Sent: Monday, October 29, 2012 1:55 PM
To: Godfrey, Rob
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

FYI, I just did this and it made me pay \$3 for my credit report

Allen G. Klump
Communications Director
The Office of Congressman Jeff Duncan SC-3
303 West Beltline Blvd.
Anderson, SC 29625
Cell: 864-915-4059



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

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

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~~###~~

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

Godfrey, Rob

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Sent: Monday, October 29, 2012 2:41 PM
To: Godfrey, Rob
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Thanks. I just spoke to Experian about this issue. They are investigating and addressing the issue right now.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, October 29, 2012 2:26 PM
To: Thad Westbrook
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

From Senator Graham's spokesman:

Bishop, Kevin (L. Graham)

Hey man, know you have million things going on right now. Just wanted to give you guys a heads up so you could let the credit people know about this issue with their website.

When you use Google Chrome browser it takes you to the page where you have to sign up to pay. I know people will get hacked getting that page after being told its free. I got that message.

When you use Internet Explorer it takes you to the correct page and allows you to use the Code you are providing.

Just FYI.

From: Thad Westbrook [mailto:thad.westbrook@nelsonmullins.com]
Sent: Monday, October 29, 2012 2:24 PM
To: Godfrey, Rob; Stirling, Bryan
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

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To: Stirling, Bryan; Thad Westbrook
Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

From: Klump, Allen [<mailto:Allen.Klump@mail.house.gov>]

Sent: Monday, October 29, 2012 1:55 PM

To: Godfrey, Rob

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

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Allen G. Klump

Communications Director

The Office of Congressman Jeff Duncan SC-3

303 West Beltline Blvd.

Anderson, SC 29625

Cell: 864-915-4059



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E-NEWSLETTER

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

Sent: Monday, October 29, 2012 1:22 PM

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

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

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

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

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

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

Plan” if they claim minors as dependents.

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

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

-###-

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

Godfrey, Rob

From: Patel, Swati
Sent: Tuesday, November 27, 2012 8:25 PM
To: 'ofonseca@experianinteractive.com'; 'Jon.Neiditz@nelsonmullins.com'; 'KimpsoM@sctax.org'; 'COOPERH@sctax.org'; Godfrey, Rob
Cc: 'thad.westbrook@nelsonmullins.com'; 'rush.smith@nelsonmullins.com'; Stirling, Bryan
Subject: Re: Family Secure FAQ's

All: There may be other questions we haven't thought of.

Can everyone think through foreseeable questions so we have a comprehensive FAQ sheet by Thurs?

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Tuesday, November 27, 2012 08:08 PM
To: Jon Neiditz <Jon.Neiditz@nelsonmullins.com>; Patel, Swati; KimpsoM@sctax.org <KimpsoM@sctax.org>; COOPERH@sctax.org <COOPERH@sctax.org>; Godfrey, Rob
Cc: Thad Westbrook <thad.westbrook@nelsonmullins.com>; Rush Smith <rush.smith@nelsonmullins.com>
Subject: RE: Family Secure FAQ's

Jon:

A couple of last minute edits before you provide feedback (in red).

Thanks

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



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

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From: Jon Neiditz [mailto:Jon.Neiditz@nelsonmullins.com]
Sent: Tuesday, November 27, 2012 5:07 PM
To: Ozzie Fonseca; swatipatel@gov.sc.gov; KimpsoM@sctax.org; COOPERH@sctax.org; RobGodfrey@gov.sc.gov
Cc: Thad Westbrook; Rush Smith
Subject: FW: Family Secure FAQ's

Thanks, Ozzie, Mike and Greg. We'll review and respond quickly.

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Tuesday, November 27, 2012 8:02 PM
To: Jon Neiditz; SwatiPatel@gov.sc.gov
Cc: Michael Bruemmer; Greg Young
Subject: Family Secure FAQ's

Jon/Swati:

Attached please find the Family Secure FAQ's.

Thanks

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



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Godfrey, Rob

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
Sent: Tuesday, November 27, 2012 8:09 PM
To: Jon Neiditz; Patel, Swati; KimpsoM@sctax.org; COOPERH@sctax.org; Godfrey, Rob
Cc: Thad Westbrook; Rush Smith
Subject: RE: Family Secure FAQ's
Attachments: SCDOR Family Secure FAQ's 11272012 cpGYdscp final.docx

Jon:

A couple of last minute edits before you provide feedback (in red).

Thanks

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



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Sent: Tuesday, November 27, 2012 5:07 PM
To: Ozzie Fonseca; swatipatel@gov.sc.gov; KimpsoM@sctax.org; COOPERH@sctax.org; RobGodfrey@gov.sc.gov
Cc: Thad Westbrook; Rush Smith
Subject: FW: Family Secure FAQ's

Thanks, Ozzie, Mike and Greg. We'll review and respond quickly.

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Tuesday, November 27, 2012 8:02 PM
To: Jon Neiditz; SwatiPatel@gov.sc.gov
Cc: Michael Bruemmer; Greg Young
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Jon/Swati:

Attached please find the Family Secure FAQ's.

Thanks

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



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Godfrey, Rob

From: Jon Neiditz <Jon.Neiditz@nelsonmullins.com>
Sent: Tuesday, November 27, 2012 8:07 PM
To: ofonseca@experianinteractive.com; Patel, Swati; KimpsoM@sctax.org; COOPERH@sctax.org; Godfrey, Rob
Cc: Thad Westbrook; Rush Smith
Subject: FW: Family Secure FAQ's
Attachments: SCDOR Family Secure FAQs 11272012 cpGYdscp final.docx

Thanks, Ozzie, Mike and Greg. We'll review and respond quickly.

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Tuesday, November 27, 2012 8:02 PM
To: Jon Neiditz; SwatiPatel@gov.sc.gov
Cc: Michael Bruemmer; Greg Young
Subject: Family Secure FAQ's

Jon/Swati:

Attached please find the Family Secure FAQ's.

Thanks

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



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Godfrey, Rob

From: Stirling, Bryan
Sent: Friday, October 26, 2012 8:59 PM
To: Greg Young
Cc: Godfrey, Rob
Subject: RE: Experian PR contact

Greg,
Please send us that statement so Rob can look at it and decide how to handle.
Thank you.

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

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Friday, October 26, 2012 7:38 PM
To: Stirling, Bryan
Subject: Re: Experian PR contact

Bryan,

Still on call. Have some message points but getting more. Apologies for delay.

GY

Greg Young, APR
Experian Consumer Direct
Director, Public Relations /Consumer Engagement
949-294-5701

Sent by my iPhone

On Oct 26, 2012, at 3:48 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov<mailto:BryanStirling@gov.sc.gov>> wrote:

That works for me. Thank you.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Friday, October 26, 2012 6:47 PM
To: Stirling, Bryan
Cc: Ozzie Fonseca; Greg Young; Thad Westbrook
Subject: RE: Experian PR contact

Bryan:

As long as the call center is recording the message, I would suggest stating that people have until January 31st ,2013 to request an activation code. If that works for you I'll have them add that language immediately.

Thanks

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

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"Stirling, Bryan" <BryanStirling@gov.sc.gov<<mailto:BryanStirling@gov.sc.gov>>> wrote:

Thank you.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, October 26, 2012 6:35 PM
To: Stirling, Bryan
Cc: Greg Young; Thad Westbrook
Subject: RE: Experian PR contact

Bryan:

I spoke with our call center and they found a way to record the message in eastern terms. That will be done within the next 60 minutes.

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

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]

Sent: Friday, October 26, 2012 3:23 PM

To: Ozzie Fonseca

Cc: Greg Young; Thad Westbrook

Subject: RE: Experian PR contact

Thank you, call him now.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]

Sent: Friday, October 26, 2012 6:22 PM

To: Stirling, Bryan

Cc: Greg Young; Thad Westbrook

Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young

949 567-3791

Greg.Young@experianinteractive.com<<mailto:Greg.Young@experianinteractive.com>>

Ozzie Fonseca, CIPP/US

Senior Director, Data Breach Resolution

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ozzie.fonseca@experian.com<<mailto:ozzie.fonseca@experian.com>>

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Godfrey, Rob

From: Stirling, Bryan
Sent: Friday, October 26, 2012 10:54 PM
To: 'Greg.Young@experianinteractive.com'
Cc: Godfrey, Rob
Subject: Re: Experian PR contact

Thank you. I'll defer to Rob but think if anything sent out would be in the AM.

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

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Friday, October 26, 2012 10:48 PM
To: Stirling, Bryan
Cc: Godfrey, Rob
Subject: RE: Experian PR contact

Rob -

We'll be sending a statement out to you in the very near future; just wordsmithing a couple items. I understand the late night news is about to kick in, and we may miss that window, but again -- want to say this correctly and communicate that we are in control.

Greg

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]
Sent: Friday, October 26, 2012 5:59 PM
To: Greg Young
Cc: Godfrey, Rob

Subject: RE: Experian PR contact

Greg,
Please send us that statement so Rob can look at it and decide how to handle.
Thank you.

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

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Sent: Friday, October 26, 2012 7:38 PM
To: Stirling, Bryan
Subject: Re: Experian PR contact

Bryan,

Still on call. Have some message points but getting more. Apologies for delay.

GY

Greg Young, APR
Experian Consumer Direct
Director, Public Relations /Consumer Engagement
949-294-5701

Sent by my iPhone

On Oct 26, 2012, at 3:48 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov<mailto:BryanStirling@gov.sc.gov>> wrote:

That works for me. Thank you.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Friday, October 26, 2012 6:47 PM
To: Stirling, Bryan
Cc: Ozzie Fonseca; Greg Young; Thad Westbrook
Subject: RE: Experian PR contact

Bryan:

As long as the call center is recording the message, I would suggest stating that people have until January 31st ,2013 to request an activation code. If that works for you I'll have them add that language immediately.

Thanks

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

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"Stirling, Bryan" <BryanStirling@gov.sc.gov<<mailto:BryanStirling@gov.sc.gov>>> wrote:

Thank you.

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

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Sent: Friday, October 26, 2012 6:35 PM

To: Stirling, Bryan

Cc: Greg Young; Thad Westbrook

Subject: RE: Experian PR contact

Bryan:

I spoke with our call center and they found a way to record the message in eastern terms. That will be done within the next 60 minutes.

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Senior Director, Data Breach Resolution

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To: Ozzie Fonseca
Cc: Greg Young; Thad Westbrook
Subject: RE: Experian PR contact

Thank you, call him now.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Friday, October 26, 2012 6:22 PM
To: Stirling, Bryan
Cc: Greg Young; Thad Westbrook
Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young
949 567-3791
Greg.Young@experianinteractive.com<mailto:Greg.Young@experianinteractive.com>

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

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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.

Godfrey, Rob

From: Stirling, Bryan
Sent: Saturday, October 27, 2012 8:50 PM
To: 'Greg.Young@experianinteractive.com'; 'tcpearson@gmail.com'; Godfrey, Rob
Subject: Re: FINALS FOR POST AND COURIER

Also the out going after hours voice message should have the hours and the code on it.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 08:42 PM
To: tcpearson@gmail.com <tcpearson@gmail.com>; Godfrey, Rob; Stirling, Bryan
Subject: RE: FINALS FOR POST AND COURIER

Yes – but I didn't read that as the question. Why don't I submit to her and tell her she can contact me with additional questions related to these four. If that comes up, I can clarify?

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Tim Pearson [mailto:tcpearson@gmail.com]
Sent: Saturday, October 27, 2012 5:40 PM
To: Greg Young; Godfrey, Rob (RobGodfrey@gov.sc.gov); Stirling, Bryan (BryanStirling@gov.sc.gov)
Subject: Re: FINALS FOR POST AND COURIER

Sorry Greg - not trying to be difficult here, and the answer to 1 is perfect, but not sure 2 answers the question yet. Does entering the code the first time mean that they will never have to enter it again, and we will take care of contacting them if anything is necessary going forward?
Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>
Date: Sun, 28 Oct 2012 00:33:58 +0000
To: Godfrey, Rob (RobGodfrey@gov.sc.gov)<RobGodfrey@gov.sc.gov>; Stirling, Bryan (BryanStirling@gov.sc.gov)<BryanStirling@gov.sc.gov>; 'tcpearson@gmail.com' (tcpearson@gmail.com)<tcpearson@gmail.com>
Subject: FINALS FOR POST AND COURIER

Gents,

She is definitely ready for this, per her last email. Can I send?

GY

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS.**
3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
4. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Stirling, Bryan
Sent: Tuesday, October 30, 2012 7:06 AM
To: 'Greg.Young@experianinteractive.com'; Godfrey, Rob
Cc: 'Michael.Bruemmer@experianinteractive.com'; 'ofonseca@experianinteractive.com'
Subject: Re: From Greg Young, re: numbers for Call Center and ExtendCare info

Thank you, this is very helpful.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Tuesday, October 30, 2012 12:47 AM
To: Stirling, Bryan; Godfrey, Rob
Cc: Michael Bruemmer <Michael.Bruemmer@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>
Subject: From Greg Young, re: numbers for Call Center and ExtendCare info

Gentlemen,

Here is information related to the campaign and message points on ExtendCARE (as of 9 pm Pacific). Seeing images of the storms and hope all is well out there.

- Total calls made to the toll free number: 533,000
- Average wait for representative: 9.5 minutes
- Average time representative spends on phone getting information, explaining process and registering individuals: 9 minutes
- Total number of PMID registrations: 287,000

ExtendCARE

This benefit extends our Fraud Resolution Assistance to SC taxpayers after their memberships have expired. By acting quickly and drawing on proven experience in fraud protection Experian Fraud Resolution Experts help you minimize the loss of time and money associated with identity theft.

Experian Fraud Resolution Agents specialize in:

- Working directly with SC taxpayers from beginning to end to help resolve identity theft once their membership begins and long after it expires.
- Placing a temporary 90-day or extended seven-year fraud alert on consumers' Experian credit reports, as requested, to help stop fraudulent new accounts from opening.
- Sharing the fraud alert with the Equifax® and TransUnion® credit bureaus.
- Assisting with the dispute process for inaccurate information or fraudulent activity on Experian credit reports.
- Drafting and providing dispute letters for SC taxpayers to report credit fraud to Equifax and TransUnion.
- Assisting in scheduling conference calls with financial providers, creditors and service providers to dispute fraudulent charges and accounts.
- Interacting with law enforcement or government agencies to work toward a resolution and assist with filing a police report, if possible.

Godfrey, Rob

Subject: Fw: Experian call
Location: (855)-500-0023, Participant code 367567
Start: Sun 10/28/2012 9:15 PM
End: Sun 10/28/2012 10:15 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Ozzie Fonseca

Godfrey, Rob

From: CHURCH, LINDSAY <churchl@email.sc.edu>
Sent: Wednesday, October 31, 2012 11:25 AM
To: Taillon, Jeff; Godfrey, Rob
Subject: Nondaily clips

Nondaily Newspaper Clips - Wednesday, October 31, 2012

Governor Nikki Haley News

S.C. taxpayers have more time to respond to cyber attack

<http://www.blufftontoday.com/bluffton-news/2012-10-29/sc-taxpayers-have-through-next-year-respond-cyber-attack>

S.C. taxpayers jam phones after data breach

<http://www.thepeoplesentinel.com/news/sc-taxpayers-jam-phones-after-data-breach>

<http://www.blufftontoday.com/bluffton-news/2012-10-31/sc-taxpayers-jam-phones-after-data-breach>

<http://www.jaspercountysun.com/news/taxpayers-jam-phones-after-data-breach>

S.C. DOR hack shows frailty of online records

<http://www.chronicle-independent.com/section/49/article/18641/preview/>

State responds to cyber attack

<http://www.newsandpressonline.com/>

Response to stolen DOR data

http://www.gaffneylegger.com/news/2012-10-31/Front_Page/Response_to_stolen_DOR_data.html

S.C. Department of Revenue responds to cyber attack

<http://www.dillonheraldonline.com/2012/10/28/s-c-department-of-revenue-responds-to-cyber-attack/>

<http://www.edgefieldadvertiser.com/2012/10/sc-department-of-revenue-responds-to-cyber-attack/>

<http://www.ourgazette.com/news/SC-Department-of-Revenue-Responds-to-Cyber-Attack>

<http://www.journalscene.com/news/SC-Department-of-Revenue-Responds-to-Cyber-Attack>

SC Social Security numbers hacked; State paying for protection

<http://www.gtowntimes.com/local/SC-Social-Security-numbers-hacked2012-10-31T04-26-46>

(Video) Haley, Keel, Etter update reporters Tuesday on DOR information security breach

<http://www.moultrie.com/news/Video--Haley--Keel--Etter-update-reporters-Tuesday-on-DOR-information-security-breach>

Gov. Haley provides social security number hacking situation update

<http://www.gtowntimes.com/local/Gov--Haley-provides-social-security-number-hacking-situation>

Hacked!

http://www.gaffneylegger.com/news/2012-10-29/Front_Page/HACKED.html

State's cost for credit protection service capped at \$12 million

<http://www.charlestoncitypaper.com/TheBattery/archives/2012/10/30/states-cost-for-credit-protection-service-capped-at-12-million>

SC taxpayers' privacy violated; 3.6 million Social Security numbers hacked

<http://www.fortmilltimes.com/2012/10/26/2290591/sc-taxpayers-privacy-violated.html>

Financial information of 3.6 million South Carolinians stolen by international hacker

http://www.free-times.com/index.php?cat=1992912064017974&ShowArticle_ID=11013010124631999

Hacker steals 3.6 million Social Security numbers from S.C. Department of Revenue

<http://www.thepeoplesentinel.com/news/hacker-steals-36-million-social-security-numbers-sc-department-revenue>

Hacker gains access to 3 million SC tax returns

<http://www.enquirerherald.com/2012/10/26/2145414/sc-tax-returns-exposed-by-computer.html>

3.6 million Social Security numbers stolen after S.C. Department of Revenue hacked

<http://www.jaspercountysun.com/news/36-million-social-security-numbers-stolen-after-sc-department-revenue-hacked>

Millions of social security numbers stolen in SC

<http://www.gtowntimes.com/search/Millions-of-social-security-numbers-stolen-in-SC>

Cyber attack on S.C. Department of Revenue exposes 3.6 million

<http://www.blufftontoday.com/bluffton-news/2012-10-26/cyber-attack-sc-department-revenue-exposes-36-million>

SCDOR breach exposes Social Security, debit and credit info

<http://www.carolinagatewayonline.com/content/scdor-breach-exposes-social-security-debit-and-credit-card-info>

DOR breach exposes security, debit and credit card info

<http://www.onlinechester.com/content/dor-breach-exposes-security-debit-and-credit-card-info>

SCDOR computers exposed to cyber attack

<http://thewilliamstonjournal.com/2012/10/29/scdor-computers-exposed-to-cyber-attack/>

All S.C. taxpayers warned of cyber attack

<http://www.hamptoncountyguardian.com/news/all-sc-taxpayers-warned-cyber-attack>

Domtar announces \$30 million investment in Marlboro Mill

<http://www.heraldadvocate.com/Default.aspx>

Plant means 25 new jobs

<http://www.ourgazette.com/news/Plant-means-25-new-jobs>

AP vet Davenport receives Order of Palmetto

<http://www.enquirerherald.com/2012/10/26/2145274/ap-vet-davenport-receives-order.html>

Amazon to hire 3,000 for Holidays

<http://lexingtonchronicle.com/>

Ga. Officials hope harbor-deepening decision signals end to disputes

<http://www.blufftontoday.com/bluffton-news/2012-10-30/ga-officials-hope-harbor-deepening-decision-signals-end-disputes>

Newsome highlights harbor deepening, business growth during State-of-the-Port Address

<http://www.moultrie.com/news/Newsome-Highlights-Harbor-Deepening--Business-Growth--During-State-of-the-Port-Address>

Haley endorses Martin in Senate race

http://www.theeasleyprogress.com/view/full_story/20615478/article-Haley-endorses-Martin-in-Senate-race?instance=search_results

Supreme Court Justice Kaye Hearn joins state's most admired women

<http://www.myhorrynews.com/editionviewer/default.aspx?Edition=353c3cd4-04d5-47fc-a1e8-7c7bac59e4e1&Page=d07c64bf-88e6-4257-a2d1-747b04b6b024>

KCSD could maintain own bus system

<http://www.chronicle-independent.com/section/45/article/18563/preview/>

Sell state-owned planes if their use is a problem

http://www.gaffneyledger.com/news/2012-10-24/Columns/THEIR_VIEW.html

South Carolina news

Jobless rate down 2.5 percent in September

<http://www.heraldadvocate.com/Default.aspx>

County jobless rate declines

<http://www.thelancasternews.com/content/county-jobless-rate-declines>

NAACP warns voters about election hoax circulating the Internet

<http://www.thepeoplesentinel.com/node/54381>

NRA honors two state lawmakers

http://thecherawchronicle.com/view/full_story/20588178/article-NRA-honors-two-state-lawmakers?

Mulvaney shows 'talent for numbers' during first term in U.S. House

<http://www.lakewyliepilot.com/2012/10/21/1701553/mulvaney-shows-talent-for-numbers.html>

Average price of gas falls dramatically

<http://www.dillonheraldonline.com/2012/10/24/average-price-of-gas-falls-dramatically/>

Next week, the future will be in our hands

<http://www.blufftontoday.com/bluffton-opinion/2012-10-31/next-week-future-will-be-our-hands>

Election Guide 2012

http://www.free-times.com/index.php?cat=1992912064017974&ShowArticle_ID=11013010124217309

Truth vs. Myth- the 2012 General Election

<http://www.edgefieldadvertiser.com/2012/10/truth-vs-myth-2012-general-election/>

Brady and Bernstein Battle for House District 7

http://www.free-times.com/index.php?cat=1992912064017974&ShowArticle_ID=11013010124231362

City seeks AG's opinion on C-I FOIA

<http://www.chronicle-independent.com/section/39/article/18653/preview/>

Godfrey, Rob

From: Taillon, Jeff
Sent: Thursday, November 01, 2012 3:57 PM
To: 'corinneb@portal.sc.gov'; Godfrey, Rob; Hogue, Nathan
Cc: 'tanveer@portal.sc.gov'
Subject: Re: Notice of Data Breach Info on SC.gov

Great idea. Lookd good go ahead.

Jeff

From: Corinne Blaschek [mailto:corinneb@portal.sc.gov]
Sent: Thursday, November 01, 2012 03:48 PM
To: Taillon, Jeff; Godfrey, Rob; Hogue, Nathan
Cc: tanveer@portal.sc.gov <tanveer@portal.sc.gov>
Subject: Notice of Data Breach Info on SC.gov

Jeff and Rob,

In an effort to help citizen awareness and provide assistance to information we'd like to place a notice on SC.gov with your approval. Our recommendation is to place it on the homepage and if you'd like we can place it on each of the secondary pages as well. I've attached screen shots for your review. We will link to <http://www.sctax.org/security.htm>

Please let me know if this is ok or if you have any suggested changes.

Thanks so much,

Corinne Blaschek
Director of Marketing
SC.gov
corinne@portal.sc.gov
Office: (803) 771-0131 x110
Cell: (803) 361-8581

Godfrey, Rob

From: Fouraker, Clark <cfouraker@WLTX.GANNETT.COM>
Sent: Monday, December 03, 2012 10:56 AM
To: Godfrey, Rob
Subject: RE: News 19 - Review Question
Attachments: scan0003.pdf

The email sent to Etter is attached.
Thanks,
Clark

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, December 03, 2012 10:44 AM
To: Fouraker, Clark
Subject: RE: News 19 - Review Question

Clark,

Please send over a copy of the correspondence you're referencing. I'm happy to take a look.

Rob

From: Fouraker, Clark [mailto:cfouraker@WLTX.GANNETT.COM]
Sent: Monday, December 03, 2012 10:26 AM
To: Pitts, Ted; Godfrey, Rob
Subject: News 19 - Review Question

Hi Ted & Rob –

I have received a copy of Jim Etters review sent Aug 29, 2012. I read in the correspondence that no director got 'all exceeds under the six criteria'. What are the rules on these reviews? Can a director receive 'all exceeds'?

Thanks,
Clark

Clark Fouraker

Reporter - News 19 WLTX
803.429.9757

Godfrey, Rob

From: Barr, Jody <jodybarr@wistv.com>
Sent: Monday, December 03, 2012 10:39 AM
To: Barr, Jody; Godfrey, Rob
Subject: RE: WIS inquiry re: SC Hack reporting

Rob,

Could you please let us know the current signup totals for the Experian service and the number of people who've contacted the call center?

Thanks for your help,

Jody

From: Barr, Jody
Sent: Monday, December 03, 2012 10:10 AM
To: Godfrey, Rob
Cc: Barr, Jody
Subject: WIS inquiry re: SC Hack reporting

Rob,

Do you all have any information on where taxpayers should turn to report instances on their bank accounts they suspect could be a result of the hack? I've interviewed two potential victims who have had 1,000s of dollars stolen who have tried reporting to SCDOR, but both tell me the agency is not logging incidents to pass along to law enforcement as part of the investigation. A third person tells me SCDOR has told them the same.

Is SLED keeping track? Is the governor's office keeping track? Is there anyone working with these potential victims on the government's end logging these instances to make part of this investigation?

Thanks,

Jody Barr
Investigative Reporter
WIS TV
803-608-5761

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Friday, November 30, 2012 6:01 PM
To: Godfrey, Rob
Subject: RE: weekender

“working with the appropriators”?? ugh Translation: Working with Leatherman and White?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 30, 2012 4:18 PM
To: Adcox, Seanna M.
Subject: RE: weekender
Importance: High

Quote from Rob Godfrey, Haley spokesman: “We're working with the appropriators in the legislature to determine how to best cover these expenses, and as soon as we come to a consensus, we'll make the public aware.”

<<<whether that's Dec. 12 or at a later meeting>>>

Background: That's something that's certainly being discussed, but the agenda is not yet set.

From: Adcox, Seanna M. [mailto:SAdcox@ap.org]
Sent: Friday, November 30, 2012 11:05 AM
To: Godfrey, Rob
Subject: weekender

Since I have not heard from anyone in your office, at this point, I need quotes on whether Haley thinks Revenue should ask for permission to go into a deficit – whether that's Dec. 12 or at a later meeting. If not, how does she recommend paying for the contracts?

Seanna

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Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Friday, November 30, 2012 2:42 PM
To: Godfrey, Rob
Cc: Greg Young (Greg.Young@experianinteractive.com)
Subject: RE: Experian sends Family Secure notifications to taxpayers with minor dependents

- Unlimited Experian credit reports and scores
- Experian credit score illustrator to show monthly score tending and analysis

Does that mean the parents who sign up for this are getting a better deal, or has Experian decided to provide the above for those signing up for ProtectMyID too?

Forgive me if this is in here, but I couldn't find it through my skimming: Is the resolution assistance in Family Secure for the minor's life (like ProtectMyID), or just during that initial year? Also, explain the \$2 million "product guarantee."

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 30, 2012 1:59 PM
Subject: Experian sends Family Secure notifications to taxpayers with minor dependents

Experian sends Family Secure notifications to taxpayers with minor dependents *Gov. Nikki Haley continues working with law enforcement and business leaders to protect S.C. taxpayers*

COLUMBIA, S.C. – Governor Nikki Haley today announced that taxpayers affected by the South Carolina Department of Revenue information security breach who claim minors as dependents have begun receiving notification from Experian by email or letter with instructions about how to sign up for Experian's Family Secure identity monitoring service free of charge for one year.

"We continue to work with law enforcement, legislators and great corporate citizens like Experian to ensure that South Carolina taxpayers have the very best protection available," said Gov. Haley. "If you claim minors as dependents, you should absolutely take the time to sign them up for identity and credit monitoring through Experian's Family Secure."

Experian began notifying individuals by email or letter yesterday, Thursday, November 29. Notifications will be staggered over the next few weeks so South Carolina taxpayers should not be concerned if they do not receive a notice right away. Once notified, individuals may register coverage for himself/herself and any number of minors (five minors can be enrolled via the website; for more than five minors, the adult must call Experian). Family Secure enrollment ends May 31, 2013. To enroll a minor dependent with "Family Secure," an individual must already be enrolled in Experian's ProtectMyID and have the minor dependent's Social Security number, name and date of birth, and must be the minor's legal parent or guardian.

Family Secure monitors children's personal information for the existence of a credit file and sends alerts if suspicious activity or signs of identity theft are detected. For minors who have a credit history, Experian will regularly monitor the minor's credit file to see if any credit, loan, or similar account is opened in the minor's name. For minors who do not have a credit history, Experian will regularly monitor the minor's personal information (name, address, date of birth and Social Security number) to see if any credit file is created in the minor's name.

As of Friday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 845,000 calls and approximately 900,000 signups for Experian's ProtectMyID. 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 the 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 access to a company's business credit report and score.

South Carolina businesses can sign up for Business Credit Advantage 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 Experian at 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.

Free one-year Family Secure plan includes:

- Regular monthly monitoring of Experian information for every child on the account
- Protection against material damages that may occur to a child due to misuse of their credit file
- If no credit file exists, Experian monitors children's personal information for the creation of one
- Alerts the parent/guardian to important activity such as credit inquiries, public records, delinquencies, negative information (e.g., liens, civil judgments, bankruptcies, and new accounts) to a minor's credit history
- Activity is detected based on the minor's SSN, date of birth, name or address or any combination of that data, utilizing Experian's proprietary credit file matching logic
- Once activity is detected, the parent/guardian can work with a dedicated Experian Fraud Resolution representative on the best course of action
- Monthly "No Hit" Alerts if no credit activity is detected in a month
- Comprehensive fraud resolution service – dedicated professionals to manage your case and help members recover from identify theft quickly and efficiently
- Daily monitoring of primary parent's credit report and early warning alerts if credit report changes are detected
- Unlimited Experian credit reports and scores
- Experian credit score illustrator to show monthly score tending and analysis
- \$2,000,000 product guarantee

A Frequently Asked Questions document regarding Experian's Family Secure plan is attached.

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

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msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Thursday, November 29, 2012 4:49 PM
To: Godfrey, Rob
Subject: RE: hacking

OK

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 29, 2012 4:45 PM
To: Smith, Glenn
Subject: RE: hacking

Will get you something as soon as I can.

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Thursday, November 29, 2012 4:37 PM
To: Godfrey, Rob
Subject: RE: hacking

Rob,
Spoke with John Hawkins and Leon Stavrinakis, and both say the state is not doing enough to track the number of victims of the breach. Hawkins said he believe the governor should have shown more leadership and issued an executive order designating an agency or number to call for victims of ID theft or fraud to report crimes suspected of being linked to the breach.
Comment?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 29, 2012 2:52 PM
To: Smith, Glenn
Subject: RE: hacking

Deadline?

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Thursday, November 29, 2012 2:12 PM
To: Godfrey, Rob
Subject: hacking

Hey Rob,
I am writing a story looking at whether the information stolen during the hack has actually been used by criminals. SLED says it has received about 50 calls, but mostly from folks looking for learn how to protect themselves. DOR says the same.
Both are referring possible fraud victims to local law enforcement if a crime is believed to have occurred. That sounds helpful, but is anyone actually tracking crimes resulting from the hack? If so, who is monitoring that and tabulating the stats? What have you heard about numbers and incidents?
Thanks.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

Godfrey, Rob

From: Barr, Jody <jodybarr@wistv.com>
Sent: Thursday, November 29, 2012 3:16 PM
To: Godfrey, Rob
Cc: Barr, Jody
Subject: RE: WIS statement request re: Sheheen/Smith presser

Rob,

Two questions:

1. Are you referring to the Mandiant contract as the independent audit the governor asked for?
2. When has the governor discussed "cyber security" before Oct. 26?

Thanks again,

Jody Barr
Investigative Reporter
WIS TV
803-608-5761

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 29, 2012 3:03 PM
To: Barr, Jody
Subject: RE: WIS statement request re: Sheheen/Smith presser

Quote from Rob Godfrey, Haley spokesman, on the news conference:

"While Sen. Vince Sheheen once again played the role of political opportunist this morning, the governor was in Cheraw announcing Schaeffler's \$40 million investment in our state and 190 more jobs for South Carolinians. Throughout Sen. Sheheen's long career as a political insider, he has never uttered the word 'cyber-security' until this hacking incident occurred. We're used to Sen. Sheheen's lame attempts at political grandstanding. As Sen. Sheheen grandstands Gov. Haley will continue her diligent daily efforts to make sure every South Carolinian is protected and to prevent further attacks. Any time Sen. Sheheen and Columbia Democrats have a constructive idea for how to help, she's ready to listen. Gov. Haley looks forward to working with the General Assembly on ways to further protect and compensate affected taxpayers. As for an independent audit, there has already been one, at the governor's request, but she has no objection to a second one."

From: Barr, Jody [mailto:jodybarr@wistv.com]
Sent: Thursday, November 29, 2012 2:58 PM
To: Godfrey, Rob
Cc: Barr, Jody
Subject: WIS statement request re: Sheheen/Smith presser

Rob,

We would like to request a statement or interview with Mrs. Haley concerning the press conference called by Rep. James Smith and Senator Vincent Sheheen this morning. They raised the following points:

*Asking the Legislative Audit Council for an independent audit of the SCDOR and its systems, policies, how the hack happened and who's responsible

*offering 5 years of tax credits for taxpayers to pay for credit monitoring services

*Both legislators raised concerns about their perception that Mrs. Haley and Mr. Etter aren't telling the complete truth about this hack. Their evidence, they say, is that every time leaders are pressed for answers they get new information or contradictory information.

A response to this would be appreciated.

Thanks,

Jody Barr
Investigative Reporter
WIS TV
803-608-5761

Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Thursday, November 29, 2012 2:12 PM
To: Godfrey, Rob
Subject: hacking

Hey Rob,

I am writing a story looking at whether the information stolen during the hack has actually been used by criminals. SLED says it has received about 50 calls, but mostly from folks looking for learn how to protect themselves. DOR says the same.

Both are referring possible fraud victims to local law enforcement if a crime is believed to have occurred.

That sounds helpful, but is anyone actually tracking crimes resulting from the hack? If so, who is monitoring that and tabulating the stats? What have you heard about numbers and incidents?

Thanks.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

Rob Godfrey
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Godfrey, Rob

From: Ruiz, Myra O <mruiz@hearst.com>
Sent: Tuesday, November 27, 2012 4:13 PM
To: Godfrey, Rob
Subject: FORBES

ANY COMMENT YET ON THE FORBES ARTICLE?



From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, November 27, 2012 1:45 PM
To: Ruiz, Myra O
Subject: Re: Forbes article

Shoot the article my way.

From: Ruiz, Myra O [mailto:mruiz@hearst.com]
Sent: Tuesday, November 27, 2012 01:43 PM
To: Godfrey, Rob
Subject: Forbes article

Thanks. I don't know why our reports said seven days.

Also, is there a comment from Gov. Haley on the Forbes article that designates South Carolina as a "death spiral" state?

Thanks,
Myra

Sent from my iPhone

On Nov 27, 2012, at 11:32 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

Quote from Rob Godfrey, Haley spokesman: "Just as we have done throughout this process, we are working to deliver South Carolina taxpayers the best possible service at the least cost - and we will begin mailing letters to affected taxpayers within 2 weeks or sooner if possible."

From: Ruiz, Myra O [mailto:mruiz@hearst.com]
Sent: Tuesday, November 27, 2012 11:05 AM
To: Godfrey, Rob
Subject: Notification

Hi, Rob!

Is there a specific date we can give viewers on when to expect notification from the state regarding the hacking incident?

The reporter who covered the story last week said "seven days." Assuming that means seven business days, does that mean people can expect to be notified that they were, indeed, affected by Friday, November 30?

Thanks,
Myra Ruiz

<image001.jpg>

Godfrey, Rob

From: Rosen, James <jrosen@mcclatchydc.com>
Sent: Tuesday, November 27, 2012 3:19 PM
To: Godfrey, Rob
Subject: Re: Gov. Nikki Haley's Weekly Schedule: November 26, 2012

Rob,

I've been assigned to cover the Governor's talk to the RGA tomorrow morning. Can you please ship me the address? Will you be with her?

Thanks.

Jim

On Mon, Nov 26, 2012 at 11:43 AM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Gov. Nikki Haley's Weekly Schedule: November 26, 2012

COLUMBIA, S.C. – Governor Nikki Haley's schedule for the week of November 26 includes:

Monday, November 26: 9:30 AM: Gov. Haley and South Carolina Manufactures Alliance (SCMA) President Lewis Gossett announce application guidelines for counties to participate in the South Carolina Work Ready Communities Initiative, Zeus Industrial Products, Inc., Research/Marketing Facilities, 3737 Industrial Boulevard, Orangeburg, S.C.

Tuesday, November 27, 12:00 PM: Gov. Haley will be the keynote speaker at The Heritage Foundation's Annual Business Luncheon, The Ritz Carlton, 160 East Pearson Street, Chicago, IL.

Wednesday, November 28, 8:30 AM: Gov. Haley will be the guest speaker at the Republican Governors Association's Discussion Breakfast, Washington, D.C.

Wednesday, November 28, 11:30 AM: Gov. Haley will meet with members of South Carolina's congressional delegation, Capitol Hill, Washington, D.C.

Note: As additional public events are added to the schedule, you'll be notified.

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Gov. Nikki Haley's Schedule: November 13 and 19, 2012

COLUMBIA, S.C. – Gov. Nikki Haley's schedule for the weeks of November 13 and 19 included the following:

Tuesday, November 13

9:45 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

1:05 PM: Legislative call.

1:10 PM: Legislative call.

1:45 PM: Policy meeting.

2:00 PM: Gov. Haley held a press conference to make a cabinet announcement, Statehouse, first floor lobby, Columbia, S.C.

3:30 PM: Newspaper interview.

4:15 PM: Agency call.

5:15 PM: Agency call.

Wednesday, November 14

10:30 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

11:00 AM: Agency meeting.

11:45 AM: Agency meeting.

1:15 PM: Agency meeting.

2:15 PM: Gov. Haley held a press conference to update on the SCDOR data breach, Statehouse, first floor lobby, Columbia, S.C.

4:30 PM: Policy call.

6:30 PM: Legislative meeting.

Thursday, November 15

9:00 AM: Economic development meeting.

10:00 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

10:15 AM: Gov. Haley participated in the AARP's Teletownhall to discuss the S.C. DOR data breach.

10:45 AM: Legislative meeting.

1:00 PM: Economic development call.

1:50 PM: Economic development call.

2:15 PM: Gov. Haley visited with students from Thomas Hart Academy, Statehouse, Columbia, S.C.

Friday, November 16

10:30 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

10:45 AM: Agency meeting.

12:30 PM: Gov. Haley participated in a conference call with editorial board writers.

3:20 PM: Newspaper interview.

Monday, November 19

11:30 AM: Agency meeting.

12:30 PM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

1:15 PM: Television news interview.

2:00 PM: Gov. Haley, Department of Health and Human Services (DHHS) Director Tony Keck, Department of Health and Environmental Control (DHEC) Director Catherine Templeton, and March of Dimes representative Dr. Amy Picklesimer held a press conference to discuss the work by state and private groups to improve the Infant Mortality Rate, Statehouse, first floor lobby, Columbia, S.C.

2:40 PM: Agency call.

3:00 PM: Policy call.

Tuesday, November 20

9:15 AM: Agency meeting.

10:00 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

11:00 AM: Economic development meeting.

11:30 AM: Agency meeting.

2:00 PM: Gov. Haley held a press conference to discuss the SCDOR information breach, Statehouse, first floor lobby, Columbia, S.C.

3:00 PM: Constituent meeting.

Wednesday, November 21

10:00 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

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Rob Godfrey
Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

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James Rosen
Washington Correspondent
McClatchy Newspapers
w 202-383-0014
cell 703-963-7952

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Friday, November 23, 2012 5:46 PM
To: Adcox, Seanna M.
Cc: Godfrey, Rob
Subject: Re: Breakdown

Hi Seanna,

At this time we don't have a specific breakdown as we are working with the Department of Defense to locate and contact those individuals.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Nov 23, 2012, at 3:29 PM, "Adcox, Seanna M." <SAdcox@ap.org> wrote:

Samantha,

I know you said Revenue's still working on determining how many of the 1.3 million are military personnel. Do you have a state-by-state breakdown of where the individuals live?

Seanna

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Shivers, Adam <Adam.Shivers@turner.com>
Sent: Wednesday, November 21, 2012 8:58 AM
To: Godfrey, Rob
Subject: Mandiant ID Theft Investigation

Hey Rob-

I was just listening through Gov. Haley talking about the ID theft investigation and she mentioned that the Mandiant investigation about the ID theft is complete. Can I get a copy of the Mandiant investigation report that Gov. Haley said she would give to the media?

Thanks,

Adam Shivers
Assignment Editor – CNN Southeast Desk
Affiliate Content Center
(w) 404-827-1505
(e) Adam.Shivers@CNN.com
@CNNAdamShivers

Godfrey, Rob

From: Hoover, Ben <bhoover@wistv.com>
Sent: Tuesday, November 20, 2012 5:18 PM
To: Godfrey, Rob
Subject: Can you clarify for me?

When reporting the # of people impacted by the DOR breach, is the grand total 5.7 South Carolinians?
3.8m taxpayers + 1.9m dependents = 5.7m.

That's the way I interpreted it while logging the Gov.'s soundbites (and The State's article) but some here interpret it as the 1.9m is part of that 3.8m number.

Help me get this right.

Thanks.

Ben Hoover

News Anchor

WIS-HD

(803) 608-5736

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bhoover@wistv.com

Facebook: @BenHoover

Twitter: @Ben Hoover

Godfrey, Rob

From: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Tuesday, November 20, 2012 4:17 PM
To: Godfrey, Rob
Subject: A couple quick questions

Hey, Rob.

1. The governor said Mandiant determined that the breach only impacted folks who filed their tax returns electronically with the state. "Anyone who filed by paper does not have to worry about the breach," she said. Does this mean the paper tax returns aren't entered into the computer system, or are they entered into a separate (part of the) computer system?

2. The governor had mentioned something about bringing in a consulting company to go and look over the inspector general. Any update on that? And what's the ETA on the existing state contracts with regard to the hack response (Mandiant, Nelson Mullins, etc.)?

And, as usual, please let me/us know when the video from today is up on Youtube.

Thanks,

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

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Tuesday, November 20, 2012 3:35 PM
To: Godfrey, Rob
Subject: RE: digital version of Mandiant packet

With regard to the first line about three individuals having personal information stolen: Any idea who they are, how feds found out etc.?

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

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Tuesday, November 20, 2012 3:30 PM
To: Largen, Stephen
Subject: RE: digital version of Mandiant packet

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

From: Largen, Stephen [mailto:slargen@postandcourier.com]
Sent: Tuesday, November 20, 2012 3:25 PM
To: Godfrey, Rob
Subject: digital version of Mandiant packet

Do you have one?

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

Godfrey, Rob

From: ROwens@wcbd.com
Sent: Tuesday, November 20, 2012 3:03 PM
To: Godfrey, Rob
Subject: Another ID Theft question...

Rob,

I am certain you are tired of answering ID Theft questions, but I have one more for you. A viewer just emailed us and said that she was only able to get her and her husband on the ID Theft protection, however, the SS numbers for her minor children were also on the tax paperwork. Do you know if/when minor children will be able to get the protection? She said she was told it may happen in the future, but it is not available now. Is that true? Thanks Rob!

Raymond Owens
WCBD TV
rowens@wcbd.com
(843) 200-4392

Godfrey, Rob

From: Bauerlein, Valerie <Valerie.Bauerlein@wsj.com>
Sent: Friday, November 16, 2012 9:34 AM
To: Godfrey, Rob
Subject: RE: data breach

Great. Thanks, and I'll stand by.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 16, 2012 9:24 AM
To: Bauerlein, Valerie
Subject: RE: data breach

Will get you some time with the governor today.

From: Bauerlein, Valerie [mailto:Valerie.Bauerlein@wsj.com]
Sent: Thursday, November 15, 2012 8:05 PM
To: Godfrey, Rob
Subject: data breach

Hi Rob—I hope you're doing well. Do things ever slow down in your shop?

I wanted to let you know that I'm interested in the DOR data breach and how the governor has responded. My impression is that it's a closely-watched test of her leadership and it sounds like she feels the same, based on her remarks. Would she have a few minutes to talk with me tomorrow? I am available pretty much anytime except 1-2 pm.

Best regards,

Valerie
404 433 2293

Godfrey, Rob

From: Cobb, Patrick <PCobb@aar.org>
Sent: Thursday, November 15, 2012 12:28 PM
To: Schimsa, Rebecca; Godfrey, Rob; LeMoine, Leigh; Veldran, Katherine; Stirling, Bryan
Cc: SC-STATE
Subject: Thanks!!!

The teletown was successful beyond words. We appreciate the Governor taking time to be on the call and also the Lt. Gov. From our initial numbers we had right at 20k folks on the line at some point. We will get a more detailed report as to how long they were on the call and follow-up questions. Thanks again,

Patrick

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

From: Cobb, Patrick
Sent: Wednesday, November 14, 2012 11:30 AM
To: Schimsa, Rebecca
Cc: Godfrey, Rob; LeMoine, Leigh; Veldran, Katherine; Stirling, Bryan
Subject: AARP Thursday Teletown call

All -

I wanted to provide an update for tomorrow's teletown hall phone call that AARP will push out to 80k 65+ AARP SC members on the the identity breach.

I have provided Leigh the call in number for the Governor (1-877-229-8523 PIN 34902) Leigh indicated that she was available after a 10 am meeting and we were able to push the launch of the call back to 10:15. Since I am the host of the call I will not begin the official welcome and purpose until the Governor has dialed into the call. The plan, from what I understand is that Governor Haley will speak for 3-5 minutes encouraging signups and thanking folks for joining the call etc. At the appropriate time, I will do a quick line "today we would like to welcome South Carolina Governor Nikki Haley who has joined our call this morning, Gov. Haley, good morning. Gov. Haley begins When she concludes all she needs to do is pitch it back to me (Patrick Cobb) as the host and she is done.

There is a line available for folks to listen to the call which I have given to Becky Frost at Experian and Sherry Blizzard at DOR - that number is 1-877-229-8493 PIN 14902. Please feel free to listen in if you can

I have not done a media advisory and would defer that to Rob. Media could listen in via the same number 1-877-229-8493 PIN 14902. There is really not a visual for TV except a team sitting and talking into a phone

Rebecca mentioned that Katherine may join us in our office as well which is perfectly fine. Several folks from DOR are coming over to watch and listen as well. We are located at 1201 Main Street Suite 1280

I also have the latest FAQ's from DOR which they posted yesterday for our screeners. We will also do a touch tone poll question during the call to help gauge the number of people who have signed up already. It's not scientific but a good quick view of the landscape. Our objective is provide the information and help folks understand the importance of how and why to sign up for the Experian service.

Lastly, I am at home today with a 12 yo who know has the flu hoping we caught it earlier enough, but non the less timing is everything. If you have questions, concerns, please don't hesitate to reach out to me cell is 803-261=-0304 home is 803-407-5327

pc

Patrick Cobb
AARP Communications
pcobb@aarp.org

From: Schimsa, Rebecca [RebeccaSchimsa@gov.sc.gov]
Sent: Friday, November 09, 2012 11:12 AM
To: Cobb, Patrick
Cc: Godfrey, Rob; LeMoine, Leigh; Veldran, Katherine; Stirling, Bryan
Subject: Governor's Office

Pat,

Great speaking with you this morning . As we discussed, the Governor would love to join the call on Thursday around 10:15 a.m. to thank AARP and encourage enrollment for identity theft protection. Below are the staff members who can help facilitate this for you, all of whom are copied here.

Rob Godfrey, Press Secretary - To help issue a media advisory.
803.429.5086

Leigh LeMoine, Scheduler - To help coordinate call-in information for the Governor.
803.315.2951

Katherine Veldran, Legislative Liaison - To serve as a representative from our office for the duration of the call.
803.767.7583

In addition, Becky Frost with Experien will be reaching out to you shortly regarding their participation on the call. If you have any questions, please let us know, and thank you again for your willingness to get the message out to your membership.

Thank you,

Rebecca

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

Godfrey, Rob

From: Tony Clyburn <tony.clyburn@cumulus.com>
Sent: Wednesday, November 14, 2012 3:19 PM
To: Godfrey, Rob
Subject: Message from Tony Clyburn WTCB-FM Columbia SC b106.7 today's hits & yesterday's favorites

Rob,

Just talked to Jeff... Like to get the Governor for 3-5 minutes this afternoon for exclusive on the cyber attack, update, etc. on this 100,000 watt powerhouse in Columbia. The press meeting the past hour was too vague, too much inside baseball, acronymns, etc. Tell me where my money is, is it safe and how the state is working to prevent a recurrence. Is the gov open to the invitation. Give me a call on the Hotline (803) 739-3016 or (803) 794-2237.

Cheers,

Tony Clyburn
Afternoon Personality 2 p.m. to 7 p.m.
wtcb 106.7 columbia, sc
tony.clyburn@cumulus.com<mailto:tony.clyburn@cumulus.com>

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Godfrey, Rob

From: Johnson, Randy <randyjohnson@wistv.com>
Sent: Wednesday, November 14, 2012 9:50 AM
To: Godfrey, Rob
Subject: Newser today

Are you planning on a news conference today? At 2:00, in regards to DOR/Hacking?

Thanks!

Randy Johnson
Assignments Manager
WIS TV
Columbia, SC
803-758-1261
803-758-1217
rjohnson@wistv.com

Godfrey, Rob

From: Stewart, Nathan <njstewart@WLTX.GANNETT.COM>
Sent: Monday, November 12, 2012 9:30 AM
To: Godfrey, Rob
Subject: RE: News 19 WLTX

Did you receive my FOIA request last week?

"Under the Freedom of Information Act News 19 WLTX would like to request copies of all email correspondence between Inspector General Pat Maley, the 70+ Chief information Officers of state agencies, and Governor Nikki Haley regarding the South Carolina Department of Revenue security breach during the dates 10/01/2012 through 11/5/2012."

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, November 12, 2012 9:29 AM
To: Stewart, Nathan
Subject: Re: News 19 WLTX

No.

From: Stewart, Nathan [mailto:njstewart@WLTX.GANNETT.COM]
Sent: Monday, November 12, 2012 09:28 AM
To: Godfrey, Rob
Subject: News 19 WLTX

Rob,

Any word on when Haley plans to announce the results of the hacking probe this week?

Nate Stewart
Reporter
Cell: (803) 309-9480
Work: (803) 776-9508 EXT: 274
Twitter: [@WLTXNATESTEWART](https://twitter.com/WLTXNATESTEWART)
Facebook: [Nate Stewart WLTX](https://www.facebook.com/NateStewartWLTX)
Email: NJStewart@WLTX.GANNETT.COM



Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Friday, November 09, 2012 3:46 PM
To: Godfrey, Rob
Subject: Experian questions

When was the initial agreement signed, and then when was the final agreement signed? Did the state look at any other providers, or immediately look at Experian based on experience at HHS?

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

Godfrey, Rob

From: Isikoff, Michael (NBCUniversal) <Michael.Isikoff@nbcuni.com>
Sent: Friday, November 09, 2012 2:19 PM
To: Godfrey, Rob
Subject: NBC News story on SC tax breach

Rob—Thanks for all the background. I understand that the gov. has said she plans to give a press update next week. We may peg our story to do that night. Do you know when that will be?

Mike Isikoff

NBC News

O 202-885-4993

C 202-258-2535

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 08, 2012 4:16 PM
To: Isikoff, Michael (NBCUniversal)
Subject: More background

FAQ on breach.