

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, January 29, 2013 8:56 AM
To: [REDACTED]
Cc: Veldran, Katherine
Subject: RE: Email to Senator Tom Young

Ms. [REDACTED]

Thank you for your email. I have contacted Experian and asked for a representative to call you with a status update in the enrollment process of your mother.

If you do not hear from Experian, please contact me at 803.734.6299 or by email at, claughlin@oepp.sc.gov.

Sincerely,
Chrystal Laughlin

From: [REDACTED] [mailto:[REDACTED]@atlanticbb.net]
Sent: Saturday, January 26, 2013 1:53 PM
To: Laughlin, Chrystal
Subject: RE: Email to Senator Tom Young

Chrystal,

I did receive a phone call on January 11 from Jaselle (sp?) of Experian and did as she told me. I faxed the memo and POA papers on January 14. I have yet to receive a call about getting my mother signed up for ProtectMyID. When I contacted Experian today, I was told there was nothing she could do about my mom that I just have to wait for the phone call. My question is, how long do I have to wait for them to contact me? Thankfully, my husband and I got enrolled and will now wait on the paperwork for our daughter.

Cheryl [REDACTED]

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, January 09, 2013 8:58 AM
To: [REDACTED]@atlanticbb.net
Subject: Email to Senator Tom Young

Ms. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Senator Tom Young. I would like to help you through the situation you are having with Experian.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.734.6299

No virus found in this message.
Checked by AVG - www.avg.com

Version: 2013.0.2805 / Virus Database: 2637/5997 - Release Date: 12/30/12
Internal Virus Database is out of date.

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Wednesday, January 23, 2013 4:23 PM
To: Laughlin, Chrystal
Subject: FW: ID Theft TP Procedures

Importance: High

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Perry Mathis
Sent: Tuesday, January 22, 2013 2:52 PM
To: Perry Mathis; Ashley Gray; Cheri Held; Christine Soetan; Connie Jaco; Courtenay McCloud; Deborah Dawkins; Donna Garvin; Joann Nathan; Michael Grooms; Patrick Kane; Rene Johnson; Shirlene Frick; Tamika Evans; Willie Ann Smith
Cc: Denise C. Blackwell; Norman Campbell; Joe S. Dusenbury Jr.; Tina Lee; Richard Hall; Tony McElveen; Willis G. Fisher; Mark Skuhra; Buffie Copeland; Shirley S. Brown; Bruce Owens; Melissa Adcox
Subject: ID Theft TP Procedures
Importance: High

Only transfer taxpayers to 803-734-6299 if they are victims of identity theft. Do not transfer taxpayers to that number because they do not know why they received a Breach Letter or think they should not have gotten it because they have never electronically filed. If some form of electronic filing, ePay, or link to any business cannot be found then send their name, address, and last 4 of their SSN to me and I will have IRM research it.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

Laughlin, Chrystal

From: Darlene Bell [NetmgrDB@sctax.org]
Sent: Wednesday, January 23, 2013 1:40 PM
To: Laughlin, Chrystal
Subject: Call me...

Chrystal, please call me when you get a chance. I have questions about an auto forward request I have for your email...

Thanks.

Darlene S. Bell, Information Resources Management, SC Department of Revenue

Email: Darlene.Bell@sctax.org | Phone: 803.898.5517 | Fax: 803.898.5497

Laughlin, Chrystal

From: Mark and Laura [REDACTED] [REDACTED]@sc.rr.com]
Sent: Wednesday, January 23, 2013 12:27 PM
To: Laughlin, Chrystal
Subject: RE: Phone Call to the Governor's Office

Thank you Chrystal

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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 23, 2013 12:04 PM
To: [REDACTED]@sc.rr.com
Subject: Phone Call to the Governor's Office

Mr. [REDACTED]

Thank you for your phone call to the Governor's Office. Attached is the information we discussed. Should you have further questions, please contact me at 803.734.6299.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: David [REDACTED] [REDACTED]@gmail.com]
Sent: Wednesday, January 23, 2013 10:41 AM
To: Laughlin, Chrystal
Subject: Re: Email to Representative Bill Taylor

Chrystal,

Thank You for contacting me. I appreciate any assistance you can offer. My number is (864) [REDACTED] [REDACTED]. For your records I offer the following information.

David & K [REDACTED]
[REDACTED] [REDACTED]
Greenwood, SC 29649

On Wed, Jan 23, 2013 at 9:27 AM, Laughlin, Chrystal <CLaughlin@oepp.sc.gov> wrote:

Mr. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Representative Bill Taylor. I would like to answer the questions you have regarding security freezes.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,

Chrystal Laughlin

803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 23, 2013 9:27 AM
To: [REDACTED]@gmail.com
Cc: [REDACTED]@taylorschouse.com; Veldran, Katherine
Subject: Email to Representative Bill Taylor

Mr. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Representative Bill Taylor. I would like to answer the questions you have regarding security freezes.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, January 23, 2013 8:28 AM
To: Rep. Phyllis Henderson
Cc: Laughlin, Chrystal
Subject: RE: security breach question

Importance: High

We will follow up with them asap. We will follow up with you once complete.
I hope we can catch up soon.
Thank you,
Katherine

From: Rep. Phyllis Henderson [<mailto:phyllish21@gmail.com>]
Sent: Monday, January 21, 2013 4:08 PM
To: [REDACTED][@aol.com](mailto:[REDACTED]@aol.com)
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: security breach question

Paula:
I will check. Thanks for your email!! Phyllis

On Mon, Jan 21, 2013 at 3:57 PM, <[\[REDACTED\]@aol.com](mailto:[REDACTED]@aol.com)> wrote:
Hi Phyllis,

You have been wonderful keeping us posted on the security breach. I know the letters and emails have begun going on in batches. Do you know if they are still in the process of sending out notifications? We have not yet received any notifications and are unsure when to assume we were not breached.

Thank you for your assistance.

Paula [REDACTED]

--
Representative Phyllis Henderson
SC House District 21
864-423-3149

Sign up for my District 21 newsletter! Click here:

<http://oi.vresp.com?fid=58d852d7a6>

On Twitter: @phyllish21

View my vote record: <http://is.gd/phenderson>

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, January 23, 2013 8:26 AM
To: Laughlin, Chrystal
Subject: FW: Freezing Financial Info

Please follow up with the request below.
Thank you,
Katherine

From: Veldran, Katherine
Sent: Wednesday, January 23, 2013 8:25 AM
To: 'Bill Taylor'
Subject: RE: Freezing Financial Info

Yes. I will have them contacted today.
I will follow up with once completed.
Thank you,
Katherine

From: Bill Taylor [<mailto:bill@taylorschouse.com>]
Sent: Tuesday, January 22, 2013 12:48 PM
To: Veldran, Katherine
Subject: Freezing Financial Info

Katherine:

Can you help me answer this constituent's question? He's a [REDACTED] who was the longtime [REDACTED] and then [REDACTED] of [REDACTED] ([REDACTED] largest city). Good guy, just frustrated. Thanks!

Rep. Bill Taylor
S.C. House Dist. 86
Tel: 803-270-2012
www.TaylorSCHouse.com

(iTypos courtesy of my iPhone)

Begin forwarded message:

From: David [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>
Date: January 22, 2013, 12:37:32 PM EST
To: Bill Taylor <[\[REDACTED\]@taylorschouse.com](mailto:[REDACTED]@taylorschouse.com)>
Subject: Freezing Financial Info

Bill,

At the direction of the state of SC, I froze my financial info. It wasn't easy and the Transunion kept claiming I already did it and I really did not. I finally gave up.

Anyway, do you know if I have to go through the same exercise with all 3 Credit Bureaus now with my wife's SS#.

I suspect I do, but didn't want to try because of the problem I had with TRAnsUnion.

Dave

Laughlin, Chrystal

From: Sara Unrue [UnrueS@sctax.org]
Sent: Wednesday, January 23, 2013 7:18 AM
To: Laughlin, Chrystal; Harris, Juliana
Cc: Dinkins, Darlene; Samantha Cheek; Meredith Cleland; Sherry Blizzard
Subject: RE: Random Question from Consumer

Juliana,

We're working on an answer to that question. If you get a call from a taxpayer asking this, simply state that you'll contact the SCDOR for further information and will call them back once you get an answer.

Thanks,
Sara

From: Sara Unrue
Sent: Tuesday, January 22, 2013 9:28 PM
To: Laughlin, Chrystal; Harris, Juliana
Cc: Dinkins, Darlene; Samantha Cheek; Meredith Cleland
Subject: RE: Random Question from Consumer

Let me send this information to Sherry Blizzard to see how we should respond.

Thanks,
Sara

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Fri 1/18/2013 2:00 PM
To: Harris, Juliana; Sara Unrue
Cc: Dinkins, Darlene; Samantha Cheek; Meredith Cleland
Subject: RE: Random Question from Consumer

Juliana,

I have had two individuals ask the same question! I spoke to Samantha Cheek and Meredith Cleland at DOR and they are not aware of any program doing that. Did the person mention where she heard that information?

I tried very quickly to Google this and see if it is a scam or there is an article that is providing incorrect information, but did not see anything.

Thanks,
Chrystal Laughlin
803.734.6299

From: Harris, Juliana
Sent: Friday, January 18, 2013 1:29 PM
To: Laughlin, Chrystal; Sara Unrue (UnrueS@sctax.org)
Cc: Dinkins, Darlene
Subject: Random Question from Consumer

Hi Ladies,

I have a question:

A consumer called the office and said that she had heard that DOR would be holding tax refund checks for 180 days in order to verify the check goes to the intended recipient.

I'm inclined to believe that this is inaccurate information. However, I did want to follow up on it before I assumed.

Best,

Juliana Harris | *Communications Coordinator*

SC Department of Consumer Affairs

2221 Devine Street, Suite 200

PO Box 5757 | Columbia, SC | 29250-5757

800.922.1594 | 803.734.4296 | 803.734.4229 (f)

www.consumer.sc.gov



****Please note new web address****

Laughlin, Chrystal

From: Sara Unrue [UnrueS@sctax.org]
Sent: Tuesday, January 22, 2013 9:28 PM
To: Laughlin, Chrystal; Harris, Juliana
Cc: Dinkins, Darlene; Samantha Cheek; Meredith Cleland
Subject: RE: Random Question from Consumer

Let me send this information to Sherry Blizzard to see how we should respond.

Thanks,
Sara

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Fri 1/18/2013 2:00 PM
To: Harris, Juliana; Sara Unrue
Cc: Dinkins, Darlene; Samantha Cheek; Meredith Cleland
Subject: RE: Random Question from Consumer

Juliana,

I have had two individuals ask the same question! I spoke to Samantha Cheek and Meredith Cleland at DOR and they are not aware of any program doing that. Did the person mention where she heard that information?

I tried very quickly to Google this and see if it is a scam or there is an article that is providing incorrect information, but did not see anything.

Thanks,
Chrystal Laughlin
803.734.6299

From: Harris, Juliana
Sent: Friday, January 18, 2013 1:29 PM
To: Laughlin, Chrystal; Sara Unrue (UnrueS@sctax.org)
Cc: Dinkins, Darlene
Subject: Random Question from Consumer

Hi Ladies,

I have a question:

A consumer called the office and said that she had heard that DOR would be holding tax refund checks for 180 days in order to verify the check goes to the intended recipient.

I'm inclined to believe that this is inaccurate information. However, I did want to follow up on it before I assumed.

Best,
Juliana Harris | Communications Coordinator
SC Department of Consumer Affairs
2221 Devine Street, Suite 200
PO Box 5757 | Columbia, SC | 29250-5757
800.922.1594 | 803.734.4296 | 803.734.4229 (f)
www.consumer.sc.gov



****Please note new web address****

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Tuesday, January 22, 2013 5:13 PM
To: Laughlin, Chrystal
Subject: Your message

Each registration requires a different email address.

Thanks

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



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

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

CONFIDENTIALITY NOTICE:

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Laughlin, Chrystal

From: Dupree, Leanna
Sent: Tuesday, January 22, 2013 2:12 PM
To: Laughlin, Chrystal
Subject: re: constituent message

Forgot to say that I logged in the call I took under 301090, in case you are going to make a record when you speak w/ her.

Laughlin, Chrystal

From: Dupree, Leanna
Sent: Tuesday, January 22, 2013 2:11 PM
To: Laughlin, Chrystal
Subject: Please call constituent

No. 864-████████

I think she left you a voice message as well, but she is very upset about the letter she received (and everything about the breach overall). FYI – I listened to her for 20+ min. I gave her information from the press releases/FAQ's that we'd been given, but she had addtn'l questions I couldn't answer.

Thanks, Chrystal! Hope things are good in the statehouse 😊
Leanna

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Tuesday, January 22, 2013 1:01 PM
To: Laughlin, Chrystal
Subject: Breach TP

I spoke with Mr. [REDACTED] Here is the information I received from IRM.

Anthony [REDACTED]
[REDACTED]
Charleston, SC 29412

Analysis: Made an estimated payment via ePay in 2010

Thanks,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Tuesday, January 22, 2013 1:00 PM
To: Laughlin, Chrystal
Subject: FW: TP Breach Ltr ????

Chrystal,

I called and let him know.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Cathy Weeks
Sent: Tuesday, January 22, 2013 11:45 AM
To: Perry Mathis
Subject: FW: TP Breach Ltr ????

Thanks,

Cathy Weeks
IRM – Business Analyst Manager
(803) 898-5551

From: John Barron
Sent: Tuesday, January 22, 2013 8:15 AM
To: Cathy Weeks
Subject: RE: TP Breach Ltr ????

John [REDACTED] is a Sole Proprietor in [REDACTED] with a BPP account.

As you know, all businesses were downloaded to a compromised database to support SCBOS.

Therefore, this person's name, ssn, and business mailing address was compromised.

- John

From: Cathy Weeks
Sent: Friday, January 18, 2013 4:18 PM
To: John Barron
Subject: FW: TP Breach Ltr ????

Thanks,

Cathy Weeks
IRM - Business Analyst Manager
(803) 898-5551

From: John Lee
Sent: Friday, January 18, 2013 3:01 PM
To: Cathy Weeks
Subject: FW: TP Breach Ltr ????

Here is the next one.

John Lee

From: Perry Mathis
Sent: Friday, January 18, 2013 2:59 PM
To: John Lee
Cc: Perry Mathis
Subject: TP Breach Ltr ????

John,

Please research the fellow below to find out why he received a breach letter. I cannot find any IIT link or e-payments. I suspect DORBOS.

Let me know what you find.

John [REDACTED]
[REDACTED]
Little River, SC 29566

Thank you,

Perry Mathis
Collections Manager
Collections - Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

Laughlin, Chrystal

From: Milton Kimpson [KimpsoM@sctax.org]
Sent: Tuesday, January 22, 2013 10:24 AM
To: Laughlin, Chrystal
Cc: Cleland Meredith; Cheek Samantha
Subject: Email proxy box

Hi - hope all is well. I got a call from Jermane at the HelpDesk. He needs to speak to you to set up your access to the proxy box for the Experian emails. If you get a chance, can you call him @ 898-5728?

Milton

Sent from my iPhone

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Tuesday, January 22, 2013 8:35 AM
To: Laughlin, Chrystal
Subject: FW: security breach question

Please respond to Paula cc: me.

Thank you,
Katherine

From: Rep. Phyllis Henderson [mailto: [REDACTED]@gmail.com]
Sent: Monday, January 21, 2013 4:08 PM
To: [REDACTED]@aol.com
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: security breach question

Paula:
I will check. Thanks for your email!! Phyllis

On Mon, Jan 21, 2013 at 3:57 PM, <[REDACTED]@aol.com> wrote:
Hi Phyllis,

You have been wonderful keeping us posted on the security breach. I know the letters and emails have begun going on in batches. Do you know if they are still in the process of sending out notifications? We have not yet received any notifications and are unsure when to assume we were not breached.

Thank you for your assistance.

Paula [REDACTED]

--
Representative Phyllis Henderson
SC House District 21
864-423-3149

Sign up for my DIstrict 21 newsletter! Click here:

<http://oi.vresp.com?fid=58d852d7a6>

On Twitter: @phyllish21

View my vote record: <http://is.gd/phenderson>

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, January 21, 2013 2:49 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 61**

Chrystal,

Individual has called back and his questions have been addressed. Additionally, he has been connected with our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Anel Nevarez
Sent: Friday, January 18, 2013 4:23 PM
To: 'Laughlin, Chrystal'
Subject: RE: **SC Escalation 61**

Chrystal,

Multiple attempts were made to no avail. Agent states there was no voicemail available to leave message.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, January 08, 2013 11:19 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 61**

Please assist the following SC constituent. He does not have a credit history and needs instruction on how to register for the modified plan.

Name: Scott [REDACTED]
Phone: 706 [REDACTED]
Comments: Spoke to his father, B [REDACTED].

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: tom@tomyoungforsenate.com
Sent: Monday, January 21, 2013 1:38 PM
To: Laughlin, Chrystal
Subject: RE: Experian

thank you Chrystal! Tom

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

Subject: RE: Experian
From: "[REDACTED] Chrystal" <CLaughlin@oepp.sc.gov>
Date: Wed, January 16, 2013 9:12 am
To: "tom@tomyoungforsenate.com" <tom@tomyoungforsenate.com>
Cc: "Veldran, Katherine" <KatherineVeldran@gov.sc.gov>

Senator Young,

I have spoken to Ms. Cheryl [REDACTED] and e-mailed her contact information to Experian for assistance. An Experian agent contacted Ms. [REDACTED] explained the process of enrolling her mother, and provided a fax number where Power of Attorney documents can be sent. Experian is awaiting the fax, and will contact Ms. [REDACTED] for further assistance.

Thank you,
Chrystal Laughlin
803.734.6299

From: Veldran, Katherine
Sent: Tuesday, January 08, 2013 5:12 PM
To: Laughlin, Chrystal
Subject: FW: Experian
Importance: High

Can you please handle this for Senator Tom Young?

From: Tom Young For Senate [<mailto:tom@tomyoungforsenate.com>]
Sent: Tuesday, January 08, 2013 4:32 PM
To: Veldran, Katherine
Subject: Fwd: Experian

K - can u help? Tom Young

Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]" <[REDACTED]@atlanticbb.net>
Date: January 8, 2013, 9:55:42 AM EST

To: <tom@tomyoungforsenate.com>

Subject: Experian

Tom,

We have tried to register on-line with Experian multiple times and continuously get hung up in the process. While at home sick today, I decided to call and for me that was a bust too. They would not register K [REDACTED] because he was not at home. And what really irritated me the most was they don't have a fax # so I can fax Power of Attorney papers that I have for my mom and get her registered. I was told I needed to mail the papers to Texas. When I asked how would I know that they had the papers, she told me they would probably contact me. POA papers don't have my home or cell phone number on them. So, I guess I will mail them and play the wait and see game.

Cheryl [REDACTED] [REDACTED]

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, January 21, 2013 12:32 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 84**

Individual has returned our call and was provided with a FamilySecure code to enroll her children.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Anel Nevarez
Sent: Sunday, January 20, 2013 6:13 PM
To: 'Laughlin, Chrystal'
Subject: RE: **SC Escalation 84**

Chrystal,

A voicemail was left requesting to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 84**

Please assist the following SC constituent. She accidentally deleted the Family Secure email and needs the activation code to register her dependents.

Please confirm when she has been assisted.

Name: Beverly [REDACTED]
Phone: 803. [REDACTED]

Thank you,

Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, January 21, 2013 11:56 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 69**

Chrystal,

Our agent spoke with the individual wife and has connected them with our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 09, 2013 11:23 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 69**

Please provide some advice to the following SC constituent. She is calling on behalf of her neighbor, Albert [REDACTED] who is hearing impaired. Mr. [REDACTED] is having trouble registering for ProtectMyID. Ms. [REDACTED] would like to get advice as to the best way for Mr. [REDACTED] to register. Ms. [REDACTED] understands that she will not be able to register Mr. [REDACTED] or discuss his affairs, however, she would like some advice.

Please confirm when you have spoken to her.

Helpful Neighbor's Name: Charlene [REDACTED]
Phone: 864. [REDACTED]
Constituent Trying to Register: Albert [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:38 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalations 3**

Chrystal,

The agent will be calling the individual as requested, however please note that we have been trying for a while now.

- On 11.29.12 was connected with the special team for further assistance
- He then called back 3 other times (11.30.12, 12.20.12 & 1.15.13) and every single time he was connected with the special team for further assistance

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 18, 2013 12:13 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalations 3**

Please call the following constituent **Tuesday, January 22, 2013 between the hours of 1pm-3pm EST.** He needs instructions on how to register for the SC No Credit History Plan.

Mr. Ray [REDACTED]
Phone: 864 [REDACTED]

I have sent this constituent to you before. Please see the history behind this request:

The wife ([REDACTED]) of the constituent below received a phone call yesterday from Bryan at Experian's sister company. Ms. [REDACTED] was very hesitant to give the phone to her husband because Bryan would not give his last name or a phone number where she could call and verify his employment with Experian. Under the circumstances, I understand why Ms. [REDACTED] would be hesitant to give information to this person, even though I alerted her that someone would be contacting her husband to help him get registered. She is a senior citizen and very concerned about the security breach.

Do you have any suggestions as to how to make Mr. and Ms. [REDACTED] more comfortable, or at least a way they can verify the person that is calling?

Thank you,
Chrystal Laughlin

Mr. Ray [REDACTED]

Phone: 864 [REDACTED]

Comments: Experian told him he did not "pass" when he tried to register.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:28 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 94**

Agent called, but there was no answer nor prompt to leave a message.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 18, 2013 11:40 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 94**

Please assist the following SC constituent. He cannot register for ProtectMyID due to no credit history. He needs instructions and assistance in registering for the SC No Credit History Plan.

Please confirm when he has been assisted.

Name: Alvin [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:24 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 93**

Agent called and left a message for Mrs. [REDACTED] advising her to call back for assistance

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 18, 2013 11:37 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 93**

Please assist the following SC constituent. She registered for ProtectMyID long ago, but has not received an activation code for Family Secure. She also believes that her email address is filtering out Experian emails. Can you provide some advice?

Please confirm when she has been assisted.

Name: Leslie [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:24 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 92**

Individual was assisted with enrollment.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 18, 2013 8:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 92**

Please assist the following SC constituent. She is having trouble registering with Experian. She also has custody of her grandchildren and would like to enroll them in Family Secure after she is enrolled.

Please confirm when she has been assisted.

Name: Rhonda [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:23 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 91**

Agent called and left a message for Mrs. [REDACTED] advising her to call back for assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 18, 2013 8:11 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: **SC Escalation 91**

Please assist the following SC constituent. She is having trouble registering with Experian.

Please confirm when she has been assisted.

Name: Cheryl [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:20 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 90**

Chrystal,

A detailed voicemail was left for this individual. If further assistance needed, our agent left her direct line as well.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 1:11 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: **SC Escalation 90**

Please assist the following SC constituent. He is having trouble registering with Experian. He has mailed information to Experian, birth certificate, copy of driver's license, etc., but is unsure if he has completed the enrollment process.

Please confirm when he has been assisted.

Name: Thomas [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 89**

Our agent has answered all questions and concerns this individual had.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 12:50 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 89**

Please assist the following SC constituent. She is registered in ProtectMyID. She was unable to place a security freeze with Experian.

Please confirm when he has been assisted.

Name: Johnnie [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 34**

Individual was connected with special team for further assistance and agent provided her direct line in the event she needs to speak with someone again.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, January 16, 2013 12:40 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Anel,
Ms. [REDACTED] called again. She said she has not heard from anyone after speaking to Olga. Can you please have someone contact her ASAP?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 03, 2013 12:35 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Thank you for your email Chrystal – I will have someone else contact this individual.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, January 03, 2013 7:11 AM

To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Anel,
Ms. [REDACTED] called and said that she spoke with Olga at Experian. She had trouble understanding Olga. Is it possible that someone else could call Ms. [REDACTED] and assist her?

I appreciate all of your help.
Thank you,
Chrystal

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 5:44 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Chrystal,
Our agent has left a voicemail asking to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 11:33 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 34**

Please assist the following SC constituent in registering for ProtectMyID. She is an elderly citizen that is having trouble registering. She called the Experian automated line (800-397-3742) and ended up speaking to someone named Bob at 800-613-1332 (Fair Credit Bureau). Bob says she has to pay \$285 for coverage.

Please confirm when she has been registered.

Name: Kathleen [REDACTED]
Phone: 803 [REDACTED]
Comments: *Constituent is hard of hearing.*

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:16 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 88**

Individual was connected with our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 12:02 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 88**

Ozzie - This is the individual we discussed this afternoon on the phone...

Please assist the following SC constituent. He is trying to register his adult disabled daughter in the SC No Credit History Plan. He does not have Power of Attorney documents, but needs to be able to register his daughter.

Please confirm when he has been assisted.

Name: Richard [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:15 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 87**

Family secure code was provided for enrollment.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:50 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 87**

Please assist the following SC constituent. She has not received the Family Secure email with activation code to register her minor dependents.

Please confirm when she has been assisted.

Name: Julie [REDACTED]
Phone: 704. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:14 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 85**

Individual was assisted with enrollment.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:24 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 85**

Please assist the following SC constituent. She is having trouble registering for ProtectMyID. She received an error message when trying to register online. She has financed a truck and has a cell phone, so she believes she has credit.

Please confirm when she has been assisted.

Name: Maggie [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:13 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 84**

Chrystal,

A voicemail was left requesting to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 84**

Please assist the following SC constituent. She accidentally deleted the Family Secure email and needs the activation code to register her dependents.

Please confirm when she has been assisted.

Name: Beverly [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:09 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 83**

Chrystal,

Our agent has contacted Mr. [REDACTED], his 2 adult dependents do not have any credit, and they were connected to our special team for further assistance. As for the minor, a family secure code was provided for enrollment.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, January 14, 2013 12:43 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 83**

Please assist the following SC constituent. He is trying to register his 3 dependents.

One dependent is [REDACTED] years old with no credit history and is disabled. He has POA over his affairs, but is upset that he has to send in paper work to prove that. Can you explain to him why and help him register his son in the No Credit History Plan?

Second dependent is [REDACTED] years of age.

Third dependent is [REDACTED] years of age.

Please confirm when he has been assisted.

Name: Marco [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:07 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 81**

Agent has left a message asking to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, January 14, 2013 12:39 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 81**

Please assist the following SC constituent. He is trying to register his father for monitoring, however his father does not have a credit history. He needs assistance in registering him for the SC Credit No History Plan.

He also has questions about what to do about a deceased child (█ years old). Does he inform the credit agencies of the individual's passing the same way that you would an adult? Obviously, the █ year old did not have a credit history to be "closed."

Please confirm when he has been assisted.

Name: H.L. █
Father's Name: H █
Phone: 803 █ █

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:06 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 81**

Our agent has called and left a message for Ms. [REDACTED] advising her to call back for assistance

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 14, 2013 12:34 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 81**

Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the modified plan.

Please confirm when she has been assisted.

Name: Mary [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:05 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 80**

Chrystal,

Our agent has left a voicemail requesting a call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 14, 2013 12:28 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 80**

Please assist the following SC constituent. He is having trouble registering for ProtectMyID.

Please confirm when he has been assisted.

Name: Steven [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:04 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 79**

Our agent has contacted Mr. [REDACTED] and provided a family secure code and site, he was also advised to call back if needed.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, January 14, 2013 7:26 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 79**

Please assist the following SC constituent. He registered for ProtectMyID long ago, but still has not received an email with instructions and activation code to register his minor dependents in the Family Secure Plan.

Name: Will [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:03 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 78**

This individual has enrolled and was able to log into her account.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 11, 2013 1:47 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 78**

Please assist the following SC constituent. He is having problems registering for ProtectMyID. He also has other questions about receiving his credit report.

Please confirm when he has been assisted.

Name: Brian [REDACTED]
Phone: 525. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:02 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 54**

Chrystal,

Our agent has called this individual three times and all three times she had to leave a message. We will provide further information once we hear back from individual. Our agent has left her direct number for a call back.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 11, 2013 11:50 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 54**

Ms. [REDACTED] has called again. Can someone please contact her as soon as possible?

From: Laughlin, Chrystal
Sent: Monday, January 07, 2013 11:10 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 54**

Please assist the following SC constituent. She is unable to register her mother for protection due to no credit history. She handles her mother's affairs. She should be registered for the modified plan.

Daughter's Name: Susan [REDACTED]
Mother's Name: B [REDACTED]
Phone: 864. [REDACTED]
Comments: Please speak to Susan [REDACTED] the daughter.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 9:00 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 77**

Individual has been connect with our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 11, 2013 10:48 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 77**

Please assist the following SC constituent. He cannot register for ProtectMyID due to no credit history. He needs instructions and assistance in registering for the modified plan.

Please confirm when he has been assisted.

Name: Ross [REDACTED]
Phone: 843 [REDACTED]
Comments: Spoke to his mother, J [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 8:59 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 76**

Both individual have been assisted and are now enrolled.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 11, 2013 8:02 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 76**

Please assist the following SC constituent. He and his wife have some questions regarding the ProtectMyID plan and why Experian cannot monitor them through Equifax because they have no credit history with Equifax. They need some advice as to how to be protected if someone tries to open credit through Equifax.

Please confirm when he has been assisted.

Name: Willie [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 8:58 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 73**

Chrystal,

This individual has been connected with our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 10, 2013 12:27 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 73**

Please assist the following SC constituent. He does not have credit history, so he should be registered for the modified plan.

Please confirm when he has been assisted.

Name: Andrew [REDACTED]
Phone: 864 [REDACTED]
Comments: Spoke to father, T [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 8:58 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 72**

Chrystal,

Our agent has spoken with individual and a family secure code was provided.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 10, 2013 11:11 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 72**

Please assist the following SC constituent. She registered for ProtectMyID long ago, but still has not received an email with instructions and activation code to register her minor dependents in the Family Secure Plan.

Name: Melinda [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 8:56 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 70**

Chrystal,

Our agent has spoken with Ms. [REDACTED] and was connected with the special team. She was also requested to submit additional information.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 09, 2013 1:06 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 70**

Please assist the following SC constituent. She is trying to register her [REDACTED] year old cousin in the modified plan. She has sent information to Experian, however, Experian states that she did not provide enough information. She has Power of Attorney over her cousin's affairs. She has previously spoke to Rosemary, however, she would like to speak to someone else.

Please confirm when she has been assisted.

Name: Judith [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 8:52 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 68**

Chrystal,

A voicemail was left asking for a call back in order to assist further.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, January 09, 2013 11:15 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 68**

Please assist the following SC constituent. He and his wife registered for ProtectMyID long ago, but still have not received an email with instructions and activation code to register their minor dependents in the Family Secure Plan.

Name: Scott [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Sunday, January 20, 2013 8:51 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 67**

Chrystal,

Our agent has assisted individual and they will now receive everything via mail.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 09, 2013 8:17 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 67**

The following constituent would like to be alerted by letter instead of email. She registered online at her Representative's office, but does not have a computer at home. Can you cancel her registration and re-register her over phone so that she may receive letter alerts?

Please confirm when this is resolved.

Name: Christine [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
80.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 8:17 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 66** **TOP PRIORITY**

Chrystal,

Our agent has connected this individual with our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 09, 2013 7:12 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 66** **TOP PRIORITY**
Importance: High

TOP PRIORITY --- Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the modified plan.

Please confirm when she has been assisted.

Name: Kimberly [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke to her father, L [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 8:16 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 65**

Chrystal,

Our agent has left a voicemail asking to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 09, 2013 6:52 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 65**

Please assist the following SC constituent. She is trying to register for ProtectMyID online and says the activation code SCDOR123 is invalid.

Please confirm when she has been assisted.

Name: Mary [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 8:16 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 63**

Chrystal,

Mr. [REDACTED] only needed his username. He stated he will call back for further assistance if needed.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 09, 2013 6:11 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 63**

Please assist the following SC constituent. He is currently enrolled in ProtectMyID, but is having trouble logging on to his account. He has contacted different customer service numbers, but has not spoken to anyone.

Please confirm when he has been assisted.

Name: Charlie [REDACTED]
Phone: 410. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 8:13 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 63**

Agent contacted Mrs. [REDACTED] and they are working through updating his SSN in the system to then enroll.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, January 08, 2013 12:52 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 63**

Please assist the following SC constituent. He and his wife have spent hours on the phone with Experian trying to get him registered to no avail. They were told that when his SSN is entered, there is an error.

Please confirm when he has been assisted.

Name: Thomas [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

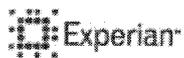
Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 8:11 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 62**

Chrystal,

Agent has called and left a message for Mrs. [REDACTED] advising to call me back for assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, January 08, 2013 12:27 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 62**

Please assist the following SC constituent. She registered for ProtectMyID long ago, but still has not received an email with instructions and activation code to register her minor dependents in the Family Secure Plan.

Name: Ivory [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:23 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 61**

Chrystal,

Multiple attempts were made to no avail. Agent states there was no voicemail available to leave message.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, January 08, 2013 11:19 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 61**

Please assist the following SC constituent. He does not have a credit history and needs instruction on how to register for the modified plan.

Name: Scott [REDACTED]
Phone: 706 [REDACTED]
Comments: Spoke to his father, B [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:22 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 60**

Chrystal,

Our agent has contacted Mrs. [REDACTED] her mother is already enrolled, and will faxing POA documents for future assistance regarding her mother's account. She has also been connected with the dispute team.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, January 08, 2013 8:30 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 60**

Please assist the following SC constituent, Barbara [REDACTED] Her mother, B [REDACTED] has been a victim of identity theft. Her mother is speech impaired and cannot speak on the telephone without a special device. Ms. [REDACTED] has power of attorney over her mother's affairs.

The constituent's sister was in the middle of an hour long call with Experian and Ms. [REDACTED] but got disconnected. Please contact Ms. [REDACTED] to coordinate assistance for her mother.

Constituent's Name: Barbara [REDACTED]
Mother (ID Theft Victim): B [REDACTED]
Ms. Beckham's Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:20 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 44**

Chrystal,

Our agent contacted Mr. [REDACTED] and transferred him once again to the special team for further assistance. Our agent advised Mr. [REDACTED] to call her directly if he gets disconnected again.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, January 08, 2013 8:01 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 44**

Anel and Ozzie,

I spoke to the constituent's wife and she stated that when Mr. [REDACTED] was transferred to the special team, the phone disconnected. Can you please try to contact him again?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 03, 2013 5:05 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 44**

Agent has contacted and connected individual to our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]

Sent: Monday, December 31, 2012 11:04 AM

To: Ozzie Fonseca; Anel Nevarez

Subject: **SC Escalation 44**

Please assist the following SC constituent in registering for protection. He was told he could not register due to no credit history, however, his wife states that he does in fact have a credit history.

Please confirm when he has been assisted.

Name: Harold [REDACTED]

Phone: 803. [REDACTED]

Comments: Spoke to his wife, K [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:17 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 41**

Chrystal,

Our agent has contacted Mrs. [REDACTED] and assisted her with enrollment for PMID and Family Secure.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, January 08, 2013 7:58 AM
To: Anel Nevarez
Subject: RE: **SC Escalation 41**

Anel,

I just spoke to Ms. [REDACTED] and she said that she will be available today for someone to contact her. Her number is 803. [REDACTED].

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 03, 2013 5:02 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 41**

Chrystal,

Do you have an alternate number of this individual? Our agent has called to no avail and there was no prompt to leave a message. Please advise.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 31, 2012 11:00 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 41**

Please assist the following SC constituent in registering for protection. She was told she could not register due to no credit history, however, her mother states that she does in fact have a credit history.

Please confirm when she has been assisted.

Name: Tonya [REDACTED]
Phone: 803. [REDACTED]
Comments: Spoke to her mother, [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:16 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 59**

Chrystal,

Our agent has called and left a message for Mrs. [REDACTED] advising her to call back for assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, January 08, 2013 7:26 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 59**

Please assist the following SC constituent. She does not have a credit history and needs instruction on how to register for the modified plan.

Name: Jennifer [REDACTED]
Phone: 864 [REDACTED]
Comments: Spoke to her mother.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:15 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 58**

Chrystal,

Our agent has contacted Mr. and Mrs. [REDACTED] and has enrolled Mr. [REDACTED]. Mrs. [REDACTED] was connected to our special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, January 07, 2013 1:50 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 58**

Please assist the following SC constituents in registering for ProtectMyID. I received a call from the constituent's brother stating he has tried to help, but of course Experian must talk to the actual individual. **Will you please contact them after 3:00pm EST tomorrow, January 8, 2013?** They have no voicemail, however they have confirmed that they will be at home during that time.

Names: Ronnie and L [REDACTED]
Phone: 864 [REDACTED]
Comments: I spoke to [REDACTED] constituent's brother.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:13 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 57**

Chrystal,

Our agent has left a message for Ms. [REDACTED] to call back for further assistance. We have also confirmed that information has been mailed to her twice.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 07, 2013 12:55 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 57**

Please assist the following SC constituent. She has never received her free credit report after enrolling in ProtectMyID.

Name: Ruth [REDACTED]
Phone Number: 843. [REDACTED]

Please confirm when she has been assisted.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:11 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 56**

Chrystal,

Our agent is in contact with Mr. [REDACTED] and is working together through his concerns.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 07, 2013 12:36 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 56**

Please assist the following SC constituent. He was alerted through the Family Secure Plan that someone has tried to open credit in his daughter's name. Experian has asked him to send copies of his driver's license, social security cards, etc. for assistance.

He would like to know why he needs to send all of this. Please have someone contact him and answer his questions.

Name: Jonathan [REDACTED]
Phone Number: 864 [REDACTED]

Please confirm when she has been assisted.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:09 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 55**

Chrystal,

Our agent has left a message for Ms. [REDACTED] to call back for further assistance

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 07, 2013 12:24 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 55**

Please assist the following SC constituent. She and her children are already protected from the HHS breach. She wants to ensure that her 1 year of monitoring for the DOR incident will begin at the end of her HHS enrollment period.

She also has had credit card fraud and has been in contact with Experian regarding this, however she is having trouble getting the fraudulent credit cards off of her credit report.

Name: Katie [REDACTED]
Phone Number: 803 [REDACTED]

Please confirm when she has been assisted.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:07 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 53**

Chrystal,

Our agent has contacted Mr. and Mrs. [REDACTED] for the 3rd time and this time they provided our agent with their daughter's number to call. Our agent contacted the daughter and answered all of her questions and concerns.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, January 07, 2013 7:30 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 53**

Please assist the following SC constituents. He and his wife have no credit history, so they need to be registered for the modified plan.

Name: Robert [REDACTED]
Name: Sara [REDACTED]
Phone: 864. [REDACTED] [REDACTED] (home)
864. [REDACTED] [REDACTED] (cell)
Comments: Spoke to Robert [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:04 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 86**

Chrystal,

Our agent has left a message to Ms. [REDACTED] to call back for assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:40 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 86**

Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the SC No Credit History Plan.

Please confirm when she has been assisted.

Name: Kaila [REDACTED]
Phone: 803 [REDACTED]

**Please contact her between the hours of 6:30-8:00pm EST. **

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:03 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 38**

Chrystal,

Please note that this individual has the same phone number as #86.

Our agent has contacted Ms. [REDACTED] her and her children are now enrolled.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 07, 2013 6:20 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 38**

Ozzie and Anel,
Ms. [REDACTED] called again this morning. She has not heard from Experian. **Please call her today.**

Thank you,
Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 04, 2013 9:09 AM
To: Laughlin, Chrystal; 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: RE: **SC Escalation 38**

Ozzie and Anel,

Ms. [REDACTED] called again today. She has not received a call from Experian. Can you have someone call her today, please?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 10:15 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 38**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependent in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Patricia [REDACTED]

Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 7:00 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 52**

Chrystal,

Our agent has contacted Mrs. [REDACTED] and has answered her questions. Mrs. [REDACTED] was enrolled.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 07, 2013 5:51 AM
To: Anel Nevarez
Subject: RE: **SC Escalation 52**

Anel,

I can provide a phone number. Feel free to call the constituent for more information if necessary.

Name: Judith [REDACTED]
Phone: 803 [REDACTED]

Thanks,
Chrystal

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, January 04, 2013 5:31 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 52**

Can you please provide with their code, phone number and email address?

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]

Sent: Friday, January 04, 2013 2:08 PM

To: Ozzie Fonseca; Anel Nevarez

Subject: **SC Escalation 52**

Please confirm if the following SC constituent is registered in the ProtectMyID program. She is unsure if she completed the process.

Name: Judith [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 18, 2013 6:59 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 50**

Chrystal,

Individual needs to be connected with our special team for assistance and Mrs. [REDACTED] said she would call back.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, January 07, 2013 5:42 AM
To: Anel Nevarez
Subject: RE: **SC Escalation 50**

Anel,

I can provide a phone number. If necessary, you can call the constituent to find out the email and code.

Name: Lauren [REDACTED]
Mother's Name: Susan [REDACTED]
Mother's Phone: 803 [REDACTED]

Thanks,
Chrystal

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 04, 2013 5:31 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 50**

Chrystal,

Can you please provide email, code & phone number associated with this individual to confirm enrollment.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 04, 2013 11:56 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 50**

Please confirm if the following SC constituent is registered in the ProtectMyID program. She is unsure if she completed the process.

Name: Lauren [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 18, 2013 2:40 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 94**

Please assist the following SC constituent. He cannot register for ProtectMyID due to no credit history. He needs instructions and assistance in registering for the SC No Credit History Plan.

Please confirm when he has been assisted.

Name: Alvin [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 18, 2013 2:37 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 93**

Please assist the following SC constituent. She registered for ProtectMyID long ago, but has not received an activation code for Family Secure. She also believes that her email address is filtering out Experian emails. Can you provide some advice?

Please confirm when she has been assisted.

Name: Leslie [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Chrystal Laughlin [claughlin@oepp.sc.gov]
Sent: Friday, January 18, 2013 2:25 PM
To: Laughlin, Chrystal
Subject: FWD Answer: Replacement for lost Security Freeze PIN

The following answer has been forwarded to you by Chrystal Laughlin - claughlin@oepp.sc.gov.
(The sender's email address has not been verified.)

Summary

Replacement for lost Security Freeze PIN

[You can view this answer here.](#)

Laughlin, Chrystal

From: Harris, Juliana
Sent: Friday, January 18, 2013 2:04 PM
To: Laughlin, Chrystal
Subject: RE: Random Question from Consumer

All I know is that the person was calling from the low country area code (843). Another staffer here reported it to me, so unfortunately I don't have a whole lot of details! 😊 I will certainly keep an ear out for any further inquiries of this nature and let you know what I hear.

Thanks!

From: Laughlin, Chrystal
Sent: Friday, January 18, 2013 2:00 PM
To: Harris, Juliana; Sara Unrue (UnrueS@sctax.org)
Cc: Dinkins, Darlene; Samantha Cheek; clelanm@sctax.org
Subject: RE: Random Question from Consumer

Juliana,

I have had two individuals ask the same question! I spoke to Samantha Cheek and Meredith Cleland at DOR and they are not aware of any program doing that. Did the person mention where she heard that information?

I tried very quickly to Google this and see if it is a scam or there is an article that is providing incorrect information, but did not see anything.

Thanks,
Chrystal Laughlin
803.734.6299

From: Harris, Juliana
Sent: Friday, January 18, 2013 1:29 PM
To: Laughlin, Chrystal; Sara Unrue (UnrueS@sctax.org)
Cc: Dinkins, Darlene
Subject: Random Question from Consumer

Hi Ladies,

I have a question:

A consumer called the office and said that she had heard that DOR would be holding tax refund checks for 180 days in order to verify the check goes to the intended recipient.

I'm inclined to believe that this is inaccurate information. However, I did want to follow up on it before I assumed.

Best,
Juliana Harris | Communications Coordinator
SC Department of Consumer Affairs
2221 Devine Street, Suite 200
PO Box 5757 | Columbia, SC | 29250-5757
800.922.1594 | 803.734.4296 | 803.734.4229 (f)
www.consumer.sc.gov



****Please note new web address****

Laughlin, Chrystal

From: Harris, Juliana
Sent: Friday, January 18, 2013 1:29 PM
To: Laughlin, Chrystal; Sara Unrue (UnrueS@sctax.org)
Cc: Dinkins, Darlene
Subject: Random Question from Consumer

Hi Ladies,

I have a question:

A consumer called the office and said that she had heard that DOR would be holding tax refund checks for 180 days in order to verify the check goes to the intended recipient.

I'm inclined to believe that this is inaccurate information. However, I did want to follow up on it before I assumed.

Best,

Juliana Harris | *Communications Coordinator*

SC Department of Consumer Affairs

2221 Devine Street, Suite 200

PO Box 5757 | Columbia, SC | 29250-5757

800.922.1594 | 803.734.4296 | 803.734.4229 (f)

www.consumer.sc.gov



****Please note new web address****

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 18, 2013 11:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 92**

Please assist the following SC constituent. She is having trouble registering with Experian. She also has custody of her grandchildren and would like to enroll them in Family Secure after she is enrolled.

Please confirm when she has been assisted.

Name: Rhonda [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 18, 2013 11:11 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: **SC Escalation 91**

Please assist the following SC constituent. She is having trouble registering with Experian.

Please confirm when she has been assisted.

Name: Cheryl [REDACTED]
Phone: 843 [REDACTED] [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Friday, January 18, 2013 8:37 AM
To: Laughlin, Chrystal
Subject: Re: TP Called???

No she still has concerns. That is great if you would call her.

Thanks

Perry

Sent from my iPhone

On Jan 18, 2013, at 8:33 AM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Perry,

Unless someone did not log the call, I don't see where she has called the Governor's Office. Did she end up getting her questions answered by someone? If not, I would be happy to call her.

Thanks,
Chrystal

From: Perry Mathis [mailto:MathisP@sctax.org]
Sent: Thursday, January 17, 2013 5:40 PM
To: Laughlin, Chrystal
Subject: TP Called???

Chrystal,

Have you or someone there happened to have spoken with a Cheryl [REDACTED] (843-[REDACTED]). She called the Contact Center very upset about many things related to the breach. She said she had called the Governor's office and DOR and no one gives her the answers she is looking for.

Curious,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Thursday, January 17, 2013 5:40 PM
To: Laughlin, Chrystal
Subject: TP Called???

Chrystal,

Have you or someone there happened to have spoken with a Cheryl [REDACTED] (843-[REDACTED]-[REDACTED]). She called the Contact Center very upset about many things related to the breach. She said she had called the Governor's office and DOR and no one gives her the answers she is looking for.

Curious,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 17, 2013 3:06 PM
To: Laughlin, Chrystal
Subject: RE: Confirm Fax Number for Experian

Chrystal,

The number given to this individual is correct. If they are having a problem faxing docs, I can provide you with a secondary number. Let me know.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 10:01 AM
To: Anel Nevarez
Subject: RE: Confirm Fax Number for Experian

Thank you. I appreciate that. If it helps, the constituent called the 1.866.578.5422 number and spoke to Tina and Kebra??

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, January 17, 2013 12:49 PM
To: Laughlin, Chrystal
Subject: RE: Confirm Fax Number for Experian

Chrystal,

As you can imagine we have several ones and I'm looking into getting the below number confirmed. I will notify you as soon as I'm able to.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 7:37 AM

To: Anel Nevarez; Ozzie Fonseca
Subject: Confirm Fax Number for Experian

Anel and Ozzie,

I just spoke to Ms. Roselyn [REDACTED]. She called Experian trying to register her disabled daughter. They asked her to fax information.

She is concerned that she sent this information to the wrong hands. Can you please verify that 972.390.4973 is a legitimate Experian fax number?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Milton Kimpson [KimpsoM@sctax.org]
Sent: Thursday, January 17, 2013 1:24 PM
To: Laughlin, Chrystal
Subject: RE: Call from Dedicated Community Bank
Attachments: 2012-12-05 Order of Judge Barber.pdf

Hi – I just got off the telephone with her and we'll take care of it once we receive the proper information. If this comes up again, a bank must provide us with a written request in strict compliance with the terms of the attached court order. Its public so the order can be shared. Hope all is well and take care

Milton

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 1:13 PM
To: Milton Kimpson
Subject: Call from Dedicated Community Bank

Hi Milton! I just spoke with Ellen [REDACTED] from Dedicated Community Bank. She asked if they could receive a list of their bank accounts that were compromised.

Can you give her a call? Her number is 843 [REDACTED].

If you are unable to reach her, she asked that you call Ginger [REDACTED] at 843 [REDACTED] ext. [REDACTED].

Thank you,
Chrystal Laughlin

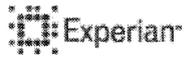
Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 17, 2013 1:06 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 51**

Chrystal,

Our agent has left a voicemail asking individual for a call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 04, 2013 1:52 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 51**

Please assist the following SC constituent. He has been told that he could not register due to no credit history. He should be registered for the modified plan.

Name: Robert [REDACTED]
Phone: 864 [REDACTED]
Comments: Spoke to father, [REDACTED].

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 17, 2013 1:05 PM
To: Laughlin, Chrystal
Subject: RE: Confirm Fax Number for Experian

It sure does. I appreciate it.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 10:01 AM
To: Anel Nevarez
Subject: RE: Confirm Fax Number for Experian

Thank you. I appreciate that. If it helps, the constituent called the 1.866.578.5422 number and spoke to Tina and Kebra??

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, January 17, 2013 12:49 PM
To: Laughlin, Chrystal
Subject: RE: Confirm Fax Number for Experian

Chrystal,

As you can imagine we have several ones and I'm looking into getting the below number confirmed. I will notify you as soon as I'm able to.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 7:37 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: Confirm Fax Number for Experian

Anel and Ozzie,

I just spoke to Ms. Roselyn [REDACTED]. She called Experian trying to register her disabled daughter. They asked her to fax information.

She is concerned that she sent this information to the wrong hands. Can you please verify that 972.390.4973 is a legitimate Experian fax number?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 17, 2013 1:03 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 49**

Chrystal,

Our agent has contacted Ms. [REDACTED] and I assisted her with the enrollment. Ms. [REDACTED] and her children are now enrolled in the monitoring membership.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 04, 2013 8:38 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 49**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependents in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Serena [REDACTED]
Phone: 803. [REDACTED] (cell)
803. [REDACTED] (home)

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Hancock, Jeremy [Jeremy.Hancock@experian.com]
Sent: Thursday, January 17, 2013 12:54 PM
To: Laughlin, Chrystal; Veldran, Katherine
Cc: Ozzie Fonseca
Subject: RE: Question about "No credit" process

Chrystal and Katherine - below are answers to your questions pertaining to the "no credit" process. Please let us know if you have any further questions.

Jeremy

Q. Instead of calling this the "modified plan" or "alternate process," can we call it the SC No Credit History Plan?

Yes

Q: What plan is available for SC taxpayers who are over the age of 18, and have no credit history?

The SC No Credit History Plan

Q: How do I enroll in the SC No Credit History Plan?

Call 866-578-5422 and ask to be enrolled in the SC No Credit History Plan. The caller will then be transferred to a specialized team.

Q: What benefits will I receive after enrolling in the SC No Credit History Plan?

1. An Experian representative will request verification of the taxpayer's identity or proper legal documentation to attempt to locate a credit file
2. The individual taxpayer will fax or mail the requested documents as instructed
3. Once the taxpayer's identity is verified, Experian will monitor for the existence of a credit report on a monthly basis
 - a. If a credit report is found, a copy will be sent to the individual taxpayer which includes contact information for disputes purposes
 - b. If a credit report is not found, a letter will be sent to the individual taxpayer stating no credit report exists as of that particular date
4. After 12 months from the date the individual starts to be monitored the process will stop

Laughlin, Chrystal

From: Meredith Cleland [CLELANM@sctax.org]
Sent: Thursday, January 17, 2013 12:51 PM
To: Laughlin, Chrystal
Subject: RE: Letters addressed to Incorrect Addresses

Thanks

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, January 17, 2013 10:32 AM
To: Samantha Cheek; Meredith Cleland
Subject: Letters addressed to Incorrect Addresses

Samantha and Meredith,

The following individuals called the Governor's Office because they received a hacking letter to their address, with an incorrect name.

Thanks,
Chrystal

Name Addressed in Letter: Christopher [REDACTED]
Address on Letter: [REDACTED] Spartanburg, SC 29301
Correct Name of Individual Living at Address: Glenda [REDACTED]

Name Addressed in Letter: John [REDACTED]
Address on Letter: [REDACTED], East Meadow, NY 11554-4963
Correct Name of Individual Living at Address: Mary [REDACTED]

Name Addressed in Letter: Deborah [REDACTED]
Address on Letter: [REDACTED], Spartanburg, SC 29306
Correct Name of Individual Living at Address: Renee [REDACTED]

Name Addressed in Letter: Harold [REDACTED]
Address on Letter: [REDACTED], Columbia, SC 29212
Correct Name of Individual Living at Address: Courtney [REDACTED]

Name Addressed in Letter: Tammy [REDACTED]
Address on Letter: [REDACTED], Charleston, SC 29410 (Correct Postal Address is Hanahan)
Correct Name of Individual Living at Address: Anthony [REDACTED]

Name Addressed in Letter: Kevin [REDACTED]
Address on Letter: [REDACTED], Charleston, SC 29410 (Correct Postal Address is Hanahan)
Correct Name of Individual Living at Address: Anthony [REDACTED]

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 17, 2013 12:49 PM
To: Laughlin, Chrystal
Subject: RE: Confirm Fax Number for Experian

Chrystal,

As you can imagine we have several ones and I'm looking into getting the below number confirmed. I will notify you as soon as I'm able to.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 7:37 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: Confirm Fax Number for Experian

Anel and Ozzie,

I just spoke to Ms. Roselyn [REDACTED]. She called Experian trying to register her disabled daughter. They asked her to fax information.

She is concerned that she sent this information to the wrong hands. Can you please verify that 972.390.4973 is a legitimate Experian fax number?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 17, 2013 12:36 PM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca
Subject: RE: Updates on Escalations

Will start sending them shortly

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 17, 2013 7:15 AM
To: Anel Nevarez
Cc: Ozzie Fonseca
Subject: Updates on Escalations

Anel,

When you have a chance, will you provide updates on SC escalations? I have about 30+ that I need confirmation that someone has contacted the constituent. (Starting with Escalation 49)

Thank you for assisting SC citizens in the registration process.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Rena Grant [RenaGrant@schouse.gov]
Sent: Thursday, January 17, 2013 12:19 PM
To: Laughlin, Chrystal
Cc: Veldran, Katherine
Subject: Re: Situation Regarding Experian's Family Secure Plan

Thank you very much.

I will forward all future constituent issues to your office.

Kindest Regards,
Rena N. Grant

Sent from my iPhone

On Jan 17, 2013, at 11:55 AM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Rena,

We are working with individuals in this situation on a case-by-case basis. Please feel free to send me any constituent in this situation so I may assist them.

Thank you,
Chrystal Laughlin
803.734.6299

From: Rena Grant [<mailto:RenaGrant@schouse.gov>]
Sent: Wednesday, January 16, 2013 9:38 AM
To: Laughlin, Chrystal
Cc: Veldran, Katherine
Subject: RE: Situation Regarding Experian's Family Secure Plan

Chrystal:

Thank you very much for your assistance. I've had a few others with the same issue. Do you all have an official protocol for such instances or will each individual constituent have to contact Experian regarding the issue.

Kindest Regards,

Rena N. Grant
Director of Legislation
Ways & Means Committee
SC House of Representatives
Tel: 803.734.3091
Mobile: 803.319.6579
renagrants@schouse.gov
www.scstatehouse.gov

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:56 AM
To: Rena Grant

Cc: Veldran, Katherine
Subject: RE: Situation Regarding Experian's Family Secure Plan

Ms. Grant,

I have spoken with Mr. Clay [REDACTED] and e-mailed his contact information to Experian for assistance. I have received confirmation from Experian that Mr. [REDACTED] has been assisted.

Please let me know if I can be of further assistance.

Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, January 10, 2013 9:38 AM
To: '[REDACTED]@aicconverge.com'
Cc: 'renagrants@schouse.gov'
Subject: Situation Regarding Experian's Family Secure Plan

Mr. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail address from Rena Grant with the House Ways and Means Committee. I would like to help you through the situation you are having with Experian regarding the Family Secure Plan.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 4:11 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: **SC Escalation 90**

Please assist the following SC constituent. He is having trouble registering with Experian. He has mailed information to Experian, birth certificate, copy of driver's license, etc., but is unsure if he has completed the enrollment process.

Please confirm when he has been assisted.

Name: Thomas [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

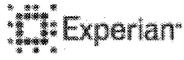
Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, January 16, 2013 3:58 PM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Chrystal,

I have followed up with management and will have someone else call this individual.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, January 16, 2013 12:40 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Anel,
Ms. [REDACTED] called again. She said she has not heard from anyone after speaking to Olga. Can you please have someone contact her ASAP?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 03, 2013 12:35 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Thank you for your email Chrystal – I will have someone else contact this individual.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, January 03, 2013 7:11 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Anel,
Ms. [REDACTED] called and said that she spoke with Olga at Experian. She had trouble understanding Olga. Is it possible that someone else could call Ms. [REDACTED] and assist her?

I appreciate all of your help.
Thank you,
Chrystal

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 5:44 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Chrystal,
Our agent has left a voicemail asking to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services


T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 11:33 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 34**

Please assist the following SC constituent in registering for ProtectMyID. She is an elderly citizen that is having trouble registering. She called the Experian automated line (800-397-3742) and ended up speaking to someone named Bob at 800-613-1332 (Fair Credit Bureau). Bob says she has to pay \$285 for coverage.

Please confirm when she has been registered.

Name: Kathleen [REDACTED]
Phone: 803 [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 3:50 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 89**

Please assist the following SC constituent. She is registered in ProtectMyID. She was unable to place a security freeze with Experian.

Please confirm when he has been assisted.

Name: Johnnie [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 3:40 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Anel,
Ms. [REDACTED] called again. She said she has not heard from anyone after speaking to Olga. Can you please have someone contact her ASAP?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, January 03, 2013 12:35 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Thank you for your email Chrystal – I will have someone else contact this individual.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, January 03, 2013 7:11 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Anel,
Ms. [REDACTED] called and said that she spoke with Olga at Experian. She had trouble understanding Olga. Is it possible that someone else could call Ms. [REDACTED] and assist her?

I appreciate all of your help.
Thank you,
Chrystal

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 28, 2012 5:44 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Chrystal,

Our agent has left a voicemail asking to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 27, 2012 11:33 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 34**

Please assist the following SC constituent in registering for ProtectMyID. She is an elderly citizen that is having trouble registering. She called the Experian automated line (800-397-3742) and ended up speaking to someone named Bob at 800-613-1332 (Fair Credit Bureau). Bob says she has to pay \$285 for coverage.

Please confirm when she has been registered.

Name: Kathleen [REDACTED]
Phone: 803. [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 3:02 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 88**

Ozzie - This is the individual we discussed this afternoon on the phone...

Please assist the following SC constituent. He is trying to register his adult disabled daughter in the SC No Credit History Plan. He does not have Power of Attorney documents, but needs to be able to register his daughter.

Please confirm when he has been assisted.

Name: Richard [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Samantha Cheek [CheekS@sctax.org]
Sent: Wednesday, January 16, 2013 2:22 PM
To: Laughlin, Chrystal
Subject: RE: Taxpayer Request

Done.

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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 12:57 PM
To: Samantha Cheek; Meredith Cleland
Subject: Taxpayer Request

Samantha and Meredith,

Ms. Brenda [REDACTED] received the hacking letter, but lost it. She would like another copy mailed to her. Can you help her?

Address:

[REDACTED]
[REDACTED]
Charleston, SC 29407

Phone: 843 [REDACTED]

Let me know if this cannot be done.

Thanks,
Chrystal
734.6299

Laughlin, Chrystal

From: Samantha Cheek [CheekS@sctax.org]
Sent: Wednesday, January 16, 2013 1:13 PM
To: Laughlin, Chrystal
Subject: RE: Taxpayers with Same First and Last Name--Please Assist

If you're keeping track, the letter was intended for [REDACTED] - I've called and let her know.

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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 11, 2013 1:17 PM
To: Meredith Cleland; Samantha Cheek
Subject: Taxpayers with Same First and Last Name--Please Assist

Meredith and Samantha,

Hi! I spoke to Millie [REDACTED] today. She received a hacking letter addressed to [REDACTED]. Millie [REDACTED] said that her sister's name is [REDACTED]. She does not know who the letter is intended for. The sisters live together, so they have the same address.

Can you please determine who the letter was intended for and contact Ms. Millie [REDACTED]?

Millie [REDACTED] numbers:
803. [REDACTED] (cell)
803. [REDACTED] (home)

Please let me know when you have contacted Ms. Millie [REDACTED]. Have a good weekend!

Thank you,
Chrystal
734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 11:50 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 87**

Please assist the following SC constituent. She has not received the Family Secure email with activation code to register her minor dependents.

Please confirm when she has been assisted.

Name: Julie [REDACTED]
Phone: 704 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 11:40 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 86**

Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the SC No Credit History Plan.

Please confirm when she has been assisted.

Name: Kaila [REDACTED]

Phone: 803 [REDACTED]

**Please contact her between the hours of 6:30-8:00pm EST. **

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 11:24 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 85**

Please assist the following SC constituent. She is having trouble registering for ProtectMyID. She received an error message when trying to register online. She has financed a truck and has a cell phone, so she believes she has credit.

Please confirm when she has been assisted.

Name: Maggie [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 16, 2013 11:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 84**

Please assist the following SC constituent. She accidentally deleted the Family Secure email and needs the activation code to register her dependents.

Please confirm when she has been assisted.

Name: Beverly [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Samantha Cheek [CheekS@sctax.org]
Sent: Wednesday, January 16, 2013 10:46 AM
To: Laughlin, Chrystal
Subject: RE: Taxpayers with Same First and Last Name--Please Assist

I called the ladies this morning to get the last four digits of their SSNs so we can look into this further – I assume it should be sorted out by this afternoon. Sorry for the delay on this one. Thanks.

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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 11, 2013 1:17 PM
To: Meredith Cleland; Samantha Cheek
Subject: Taxpayers with Same First and Last Name--Please Assist

Meredith and Samantha,

Hi! I spoke to Millie [REDACTED] today. She received a hacking letter addressed to [REDACTED]. Millie [REDACTED] said that her sister's name is [REDACTED]. She does not know who the letter is intended for. The sisters live together, so they have the same address.

Can you please determine who the letter was intended for and contact Ms. Millie Mae Robinson?

Millie [REDACTED] numbers:
803. [REDACTED] [REDACTED] (cell)
803. [REDACTED] [REDACTED] (home)

Please let me know when you have contacted Ms. Millie [REDACTED]. Have a good weekend!

Thank you,
Chrystal
734.6299