

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Wednesday, December 05, 2012 5:16 PM
To: Haley, Nikki
Subject: Experian

RECEIVED

DEC 06 2012

Reference: Laughlin
Answer: Laughlin

2 emails

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

Email: [REDACTED]@hotmail.com

Affiliation: Senior Citizen

Message:

I just wrote you a while ago concerning an unauthorized charge that Experian made on my credit card. When I called my credit card company concerning this charge, they said there is also another charge on 11/28 for \$31.95. I called Experian again and she said it was because I viewed all 3 credit scores so owed them that money. I told her I NEVER did that and she said I did. She refused to refund the money. I told her to cancel anything that had to do with Experian because I was fed up with the whole thing. I got an email back from them saying that I had been charged the first amount, \$17.95, because I had 7 days to cancel my trial membership with Experian and I hadn't done that. I am VERY upset about this whole thing and want you to be aware of what's happening. I'm sure it's happening to other people too.

228156

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Wednesday, December 05, 2012 4:33 PM
To: Haley, Nikki
Subject: Experian

RECEIVED

DEC 06 2012

Referred Laughlin
Answered Laughlin

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

Email: [REDACTED]@hotmail.com

Affiliation: Senior Citizen

Message:

Gov. Haley, I joined Experian because of the hacking. However, having received a charge from them on my recent credit card bill, I am unhappy. This is a copy of the email I sent them:
"I recently opened an Experian account because of the hacking to SC tax records.
When I received my Visa bill this month, it had a charge of \$17.95 on it from Experian. When I called (and FINALLY got to talk to a real person), I was told that was the monthly charge for my 2nd Experian account. I informed them that I had NEVER opened another account (why would I?) They said they will close that account and credit my Visa account with the \$17.95. That's all fine and good, but my question is this: What gave you the right to charge one of my accounts with \$17.95? I never authorized that. Just because you have my credit card information, doesn't give you the right to charge one. I am informing my credit card company about this.

I would appreciate knowing how this happened.

Lynn [REDACTED]

I thought you should know this happened so others could be aware of what happened to me.

22815W

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@sc.rr.com>
Sent: Thursday, December 06, 2012 8:32 AM
To: Haley, Nikki
Subject: SC DOR

RECEIVED

DEC 06 2012

Referred to Laughlin
Answered Laughlin

Title: [redacted]
First Name: cynthia
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: lexington
State: sc
Zip: 29072
Phone: 803 [redacted]

Email: [redacted]@sc.rr.com

Affiliation: South Carolina Resident

Message:

There is a loop hole in the protection the state is providing. On the Experian Site I couldn't register my daughter because she was under 18 and on the family site I couldn't register her because she has to be under 17 years 9 months. Any child who is between 17 years 9 months and 18 years has no protection!! She filed her own taxes last year and has a checking and savings account. She needs protection. If I could figure this out, I'm sure a "hacker" can figure out who is NOT protected.

Thanks, Cynthia

228157



COLUMBIA, NC 29031

12 DEC 2012 PM 2 1



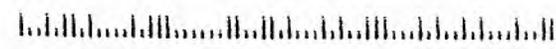
GOVERNOR NIKKI R HALEY
OFFICE OF THE GOVERNOR
1205 PENDLETON STREET
COLUMBIA, SC 29201

RECEIVED
DEC 04 2012
Referred
Answered
Kathleen
Laughlin

228158

228158

29201374099



November 26, 2012

WILLIAM [REDACTED]
[REDACTED]
CORNELIUS, NC 28031

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

Dear Governor

I wanted to commend you for how well you handled your States recent incident regarding its tax payer information. The calm and reassuring demeanor you possessed as you publically addressed the situation and called out for action, was truly exceptional. As you communicated the timeline of events, I appreciated how you poignantly acknowledged your ownership as you admitted the opportunity to fail wasn't because of what wasn't done, but what should be done. Those leadership traits in public office are inspirational, and are the reason why I'm reaching out to you. You have inspired me to seek out how, together, we can better serve those that entrust their information to you and keep it protected. To your point, having a guide to follow and adhering and measuring ourselves to that standard didn't, in this case, prevent an event.

I heard your message and want to seek out, with your leadership, a way in which your state can be the standard to which personal information needs to be ultimately protected. I would like to work with you and create an **Architectural Information Method** that delivers your holistic vision which will address these information needs. If I could gain your support and focus that passion I saw you demonstrate in public, I hope I could convince you that I possess that same passion which I have delivered in the private sector throughout my career.

I look forward to any advice or input you can give in seeking out my goal to serve the public as the future and information sharing become more accessible and potentially more devastating.

William [REDACTED]
704 [REDACTED] (home)
704 [REDACTED] (cell)
[REDACTED]@carolina.rr.com

228158

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Monday, December 03, 2012 11:55 PM
To: Haley, Nikki
Subject: Security Breach

RECEIVED

DEC 04 2012

Referred to Laughlin
Answered Laughlin

Title: [REDACTED]
First Name: Karen
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: sc
Zip: 29681
Phone: 8104 [REDACTED]
Email: [REDACTED]@charter.net

Affiliation: Constituent
Message:
Did the security breach affect taxpayers who filed paper returns?

228159

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@knology.net>
Sent: Tuesday, December 04, 2012 5:54 AM
To: Haley, Nikki
Subject: ID breach

RECEIVED

DEC 04 2012

Referred to Laughlin
Answered Laughlin

Title: [REDACTED]
First Name: Sandra
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mt. Pleasant
State: SC
Zip: 29464
Phone:

Email: [REDACTED]@knology.net

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I signed up with the Experian Protect MyID Alert System almost immediately after the cyber attack. Now, I'm concerned it's just another set up against us average citizens. Governor, are you aware that if citizens request a copy of their credit report through Experian they have to pay for it? Was that your intent when agreeing to 'protect' your citizens with this company?

{Email to Experian}:

I'm a little confused about my credit alert and subsequent request. After receiving a Credit Alert, I was told Citibank had requested a copy of my report (I had applied for a Sears card to save money during a recent purchase). But when I tried to click on "View my Credit Report" the answer came back that I had no credit report on file. If Experian had no credit report that I could view, how does Citibank get it? I got the same response when clicking to see my Archived Reports.

I did, however, get a response saying I had two options to PURCHASE my credit report. Is that what this so-called IDPROTECTION really is? Just a clever way to get me to buy what should be mine already? [END OF EMAIL]

I have not received a response yet, but wanted to let you know of this situation. I will advise further on their response.

Thank you for your time, Governor. I look forward to a meaningful response.

Sincerely,

Sandra [REDACTED]

228160

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, December 08, 2012 8:22 PM
To: Haley, Nikki
Subject: Hacking

Title:
First Name: Allene
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Piedmont
State: SC
Zip: 29673
Phone: 864-[REDACTED]

Email: [REDACTED]@aol.com

RECEIVED

DEC 10 2012
Re: Laughlin
Answered Laughlin

Affiliation: Other

Message:

I have been one of the unlucky people that has been, I would like to know if I am the only one.
I don't want to take this personal but I have heard of no one else. Please let me know if I am the only one.

Allene [REDACTED]

228162

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, December 04, 2012 9:21 AM
To: Haley, Nikki
Subject: Hacking

RECEIVED

DEC 04 2012

Received by Laughter
Answered Laughter

Title: [REDACTED]
First Name: Heidi
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Chesnee
State: SC
Zip: 29323
Phone: 864-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

This continues to get better....I originally contacted your office with outrage about the hacking situation and minor children affected. I signed me and the non-computer literate members of the family up and it worked well until I got to my child. My child was listed as a dependent on my returns of course, but when I went to protect her identity, the system wouldn't allow me to proceed since at 18 she had nothing in her name, no credit, so they do not recognize that she exists. So I contacted you and Experian and I was assured that I could sign her up under the family plan. Now that system will not allow me to do so since she is older than "17 years 9 months". This makes no sense at all. I called yesterday and the customer service rep was a foreigner I could hardly understand and he couldn't help me so I emailed back the rep who had told me I could do this once I had the information and they didn't even read my question completely and just responded with a standard text about registering children. I responded again and will see what happens but you need to know this is a problem and fix it! THANK YOU!

228161

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@awareity.com>
Sent: Wednesday, November 21, 2012 3:58 PM
To: Haley, Nikki
Subject: Eliminating Dangerous Gaps and Disconnects

RECEIVED

NOV 26 2012

Referenced Laughlin
Answered _____

Title: CEO
First Name: Rick
Middle Initial:
Last Name: Shaw
Suffix:
Street Address: PO Box 82061
Street Address 2:
City: Lincoln
State: NE
Zip: 68501
Phone: 4027300090

Email: [REDACTED]@awareity.com

Affiliation: Other

Message:

In response to the data breach and the report's findings at:

http://docs.ismgcorp.com/files/external/MANDIANT_Public_IR_Report_Dept_of_Revenue_11202012.pdf

I would like to make you aware of Awareity and our successes with the Commonwealth of Virginia and our state contract with the Commonwealth of Virginia.

<http://www.awareity.com/public/vacontract.asp>

I believe it is possible for other states to purchase Awareity's services off of the Virginia state contract and would like to assist Governor Haley to take immediate action with addressing weakest links in every organization -- their PEOPLE. As we learned in this breach (and hundreds of others), bad guys are targeting PEOPLE...and Awareity's services are focused at eliminating the dangerous gaps in situational awareness, risk awareness, accountability and measurability at the individual-level.

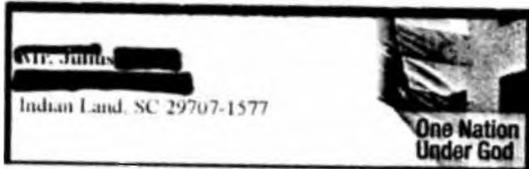
Awareity has been recognized with multiple awards from risk management and insurance experts around the world.

<http://www.awareity.com/public/awards.asp>

If you contact me I will be more than happy to share how Awareity is helping the Commonwealth of Virginia's state agencies, counties, colleges and many other organizations to address these critical gaps and more effectively connect all the right dots to prevent the preventable incidents rather than reacting to them.

Rick Shaw
CEO & Founder
Awareity
402.730.0090

2266824



CHARLOTTE NC 282

21 NOV 2012 PM 4 L



2011 #110749

226826

Her Excellency the Governor
P.O. Box 12267
Columbia S.C. 29211

NOV 26 2012
Returned to Sender
Answered

110749

29211226767



[REDACTED]
Indian Land SC 29707
20 November 2012

Honorable Excellency The Gov
Columbia SC 29211

may have
phone #
on 2011
record

Dear Governor Haley:

226826
2011#110749

I am deeply concerned about the massive data security breach at the state Department of Revenue in South Carolina. I feel that your offer of a year of free credit monitoring and identity theft protection is a good start, but surely not enough. We, victims should get free lifetime credit monitoring and my reasons are:
(1) We who followed the law by diligently filing our state taxes are innocent victims of this hacking and therefore should not be held responsible in anyway whatsoever. (2) The state of South Carolina failed in its responsibility to protect our vital statistics. The data base should have been encrypted. (3) Since cyber attacks are a great concern not only in South Carolina but across the country, updating and improving security should have been your primary goal, much before the hacking incident occurred.

Governor Haley, I urge you to use all
your legal powers to protect all of us
innocent victims of this hacking by
providing us with free lifetime credit
monitoring and identity theft protection.

Believe me,
Yours faithfully,

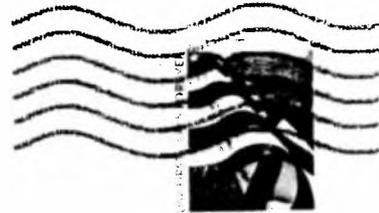

J

Henry [REDACTED]
[REDACTED]
[REDACTED]

Columbia, SC 29223

COLUMBIA SC 290

23 NOV 2012 PM 3 L



226825

The Honorable Nikki Haley
S.C. Governor
P.O. Box 12267
Columbia, SC 29211

Answered

Rate

NOV 26 2012

[Handwritten signature]

RECEIVED

226825

29211226767



11-20-2012

226825

The Editor
The State

Dear Editor:

Concerning the S.C. Department of Revenue "Computer Hacking," two questions.

Everyone who filed an S.C. Income Return since 1998 is compromised.

1. Why does not the state include them all in the Credit Monitoring contract and not require us to fight the complication of getting enrolled? Still have not found a live person on the telephone.

The Credit Monitoring only tells you when you have been robbed.

2. Why is the State of South Carolina not liable ~~to~~ ~~for~~ for losses to tax payers because of this Breach of security?

If my Bank account is emptied, a notice is not much help.

11-20-2012
The Editor
Pg. 2

Hope that the S.C. Legislature
is working on this and will
pass legislation that will
protect us all from financial
loss.

cc: Governor
NIKKI Haley

Yours Truly,

Henry [REDACTED]

Columbia, SC 29223

[REDACTED]
803 [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Sunday, November 18, 2012 11:11 AM
To: Haley, Nikki
Subject: Children's SSNs and DOR

RECEIVED
NOV 19 2012
Re: *Amgrin*
Answered _____

Title: [REDACTED]
First Name: James
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Six Mile
State: SC
Zip: 29682
Phone: 864 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

Sorry to have to write you but I have called DOR and have not gotten an answer or a resolution.

My kids are listed on my SC tax return. Their social security numbers are there as well. I have followed instructions and registered on the credit monitoring site but there is no way to include my kids.

I called DOR and they said I would receive a letter with instructions on how to address this situation. That was weeks ago. Apparently, my request fell on deaf ears.

Please help. As you are aware, none of this is our doing. I look forward to hearing from your office. I hope you don't ignore me or give me the runaround like DOR did.

James Espey

2260827

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@excite.com>
Sent: Sunday, November 25, 2012 8:14 PM
To: Haley, Nikki
Subject: Dept of Revenue Attack and Minors

RECEIVED

NOV 26 2012

Answered Laughlin

Title: [REDACTED]
First Name: Robert
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] Street Address 2:
City: Lutz
State: FL
Zip: 33559
Phone: 864-[REDACTED]

Email: [REDACTED]@excite.com

Affiliation: Other
Message:
Governor,

Tonight I attempted to use the Experian Product to protect my children from the failings of the Dept of Revenue. All three are minors and the product will not accept birthdates of minors. As I understand it 1.9 million children have been compromised. These are the group at the highest risk of identity theft for the very reason I am writing you. The credit agencies will not allow parents access to these records until the child ia a legal adult.

The purpose of my contacting you is to request you contact the agency and require them to open files on minors to parents since they too have been compromised and the damage for children ID's will not be found for years. In my case my son will not be able to access his record until September [REDACTED], plenty of time for an illegal to have assumed his identity. My daughters were born in [REDACTED] and [REDACTED] this is absolutely terrifying knowing I cannot defend them until another four and seven years. I feel impotent knowing I cannot do anything to protect them in the face of this breach. Please intervene with the agency to open the records.

I appreciate your time and assistance.

226828

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Sunday, November 25, 2012 6:27 PM
To: Haley, Nikki
Subject: Response to hacking

Title:
First Name: Michael
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29681
Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Governor- I'm just a curious constituent wondering if you and your family's information was also stolen by the hacker. If so, I wonder if you think that one year's worth of free credit monitoring is adequate compensation for the blunder of one incompetent beauracrat. After all, as a result of this snafu, my family and perhaps yours, will be looking over our shoulders for the rest of our lives. Personally, I think your response has been perilously close to ambivalent. Something to ponder as you and your collective braintrust continue to slog through this screwup. It's a great day in South Carolina indeed!

NOV 26 2012
Replied Laughlin
Answered _____

226829

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Friday, November 23, 2012 12:14 PM
To: Haley, Nikki
Subject: Stolen Financial Information

RECEIVED

NOV 26 2012

Re: Laughlin

Answered _____

Title: Cyber Attack

First Name: Ann

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Greenville

State: SC

Zip: 29607

Phone: 864 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

Gov. Haley, I am shocked & frightened by the stealing of so many individuals' personal info. Your offer of Experian checking our financial info for a year is fine, but what about after a year? There is still danger of hacking; isn't the state going to keep on protecting us? Are we on our own then, if we get in deep trouble due to the slack behavior of the state system? Is that what is meant by paying attention to the taxpayers' bottom line? There are a lot of people out here wondering what else we have to fear. What about further steps for us to take ourselves, and please don't answer me by telling me to check my accounts etc. If that were all it took to protect ourselves it would be nice. Why have you not told us loud and clear what the state is doing to tighten things up and repair the damage you have done us? I have not heard any speech directly about that subject. Your state government has seriously damaged the future of many people and it is your business now to help undo the damage. I know you are proud of being a conservative. I am wondering what a conservative will do about this situation. So far, you have acted conservatively, but I really think far more thinking and acting has got to take place, to relieve all our minds on this subject. [REDACTED] Ann [REDACTED]

226830

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ohvasecurity.com>
Sent: Friday, November 23, 2012 2:10 PM
To: Haley, Nikki
Subject: Stolen Password Led to South Carolina Tax Breach

Title: [REDACTED]
First Name: Mike
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sacramento
State: CA
Zip: 95128
Phone: 408 [REDACTED]

Email: [REDACTED]@ohvasecurity.com

Affiliation: Small Business Owner

Message:

According to the Mandiant report this Tax Breach started on August 13, 2012 when one employee, "user clicked on the embedded link, unwittingly executed malware and became compromised. The malware likely stole the user's username and password." So once again the Hacker used individual's online accounts to access internal systems. Had those user accounts been protected by SoundPass, this breach would have been stopped on August 13th. Why? Because SoundPass protects online accounts by automatically generating a dynamic virtual token credential that is not entered or known by the user but is required to access an account. Malware carrying Trojan exploits utilize a real-time Keylogger that waits for the user to enter their account and steal their credentials as they enter them. Since the user does not enter the virtual token credential, the Trojan exploit cannot steal it and therefore cannot access the online account.

We at OHVA, Inc. worked together with PM Systems of South Carolina to develop SoundPass, which was released in 2007 and immediately implemented by Anheuser-Busch Employees Credit Union across the nation and has never been breached.

"OHVA's SoundPass is a cutting edge solution. We feel it offers our members the highest level of security available."

- David Gray, Manager, Electronic Services, Anheuser-Busch Employees' Credit Union and Division

Please visit our website regarding more detailed information on SoundPass at: www.ohvainc.com

RECEIVED
NOV 26 2012
Laughlin
Answered

226831

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, November 23, 2012 6:17 PM
To: Haley, Nikki
Subject: Hacker account info

RECEIVED

NOV 26 2012

Refer. Laughlin

Answered _____

Title: [REDACTED]
First Name: Sandra
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: [REDACTED]
City: Wilkes Barre
State: PA
Zip: 18702
Phone: 570 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Other

Message:

I am a former South Carolina resident for 20+ years that filed all taxes electronically and may have had my information compromised in the recent tragedy of hacking. I would like to follow up with the changes. I have registered with the identity theft business noted online. I am sure you all do not have my current address for any follow up and forwarding information. Please note the address above. My former names were [REDACTED] as the maiden name and [REDACTED] was my former married last name. Thank for your time and patience.

226832

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Monday, November 19, 2012 10:39 AM
To: Haley, Nikki
Subject: Cyber attack

Title: [REDACTED]
First Name: Angie
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Six Mile
State: SC
Zip: 29682
Phone: 864 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: Other

Message:

Hello, I helped my son who is still in high school and has just turned [REDACTED] sign up for the id protect. This is where our problem lies. He has no credit and can not sign up for any protection monitoring. How will he be protected? Experian are the ones who told me if you have no credit it cannot be watched. How will he know if someone uses his id. Please help, he is just [REDACTED] and does not need any credit problems.

Thanks,

Angie [REDACTED]

RECEIVED

NOV 19 2012

Referred: Laughlin
Answered: _____

226833



[REDACTED] Radford

Aiken, SC 29801-2787

226830

S. C. Mover

Headqu

Crt

1-807-8

2920162757

AUGUSTA GA 309

08 NOV 2012 PM 2 L



7

no Nikki Haley
Partners

Columbia

S, C 2920

Delivered

Referred to LAUGHLIN

NOV 20 2012

RECEIVED

Nov. 4, 2012

Dear Governor Haley,

I am a [redacted] yr. old citizen of South Carolina for 60 years. I have filed and paid taxes due every year either jointly or since Bob's death in my own name. I have been told by the people at 866, 578-5422 that I am not eligible for Fraud Protection offer because I have no credit history. The bank pays my monthly bills electronically and my Cash Management Account at Merrill Lynch pays my Visa card charges the same way. As a result I am a "non person" and have no debts or no credit history hence I can not have protection.

Help!

[redacted]

Aiken, S.C. 29801

226834

nhcorrespondence,

From: Office of the Governor Site Support <jeannekelly@kgroupconsulting.com>
Sent: Tuesday, November 20, 2012 10:02 AM
To: Haley, Nikki
Subject: ID Theft Help

Title: Credit Expert
First Name: Jeanne
Middle Initial:
Last Name: Kelly
Suffix:
Street Address: 60 Newtown Rd Suite 12
Street Address 2:
City: Danbury
State: ct
Zip: 06810
Phone: 866 234 5977 ext 1

Email: jeannekelly@kgroupconsulting.com

Affiliation: Other

Message:

I saw the Today Show clip with the Identity Theft problem and I see how you are offering the free monitoring programs which is GREAT! But, the information they are providing is protection from today on when they sign up for such credit monitoring. That does not prevent what already might have happened and for people who might not sign up immediately.

I am a credit expert who has been helping people with credit issues since 2000. I have appeared on The Today Show, I blog for Credit.com, MYFICO and Huffington Post. I am the author of The 90 Day Credit Challenge. I know how to help people resolve accounts that might have been opened as FRAUD. Offering help to prevent is one step but the other step is the help they will need if they are victims. Many people do not understand how to work with the credit bureaus & creditors. I have helped thousands of clients with credit issues and feel I can help your South Carolina Victims if there are any. I can offer many services:

- Webinars
- Live speaking events
- Ecourse classes
- One on One over the phone consultations
- and more.....

I am the Credit Expert who can help you! Please reach out to me on my cell @ 845 206 8103 My website is www.JeanneKelly.net

PS: I have already been called by someone in SC for help this morning.

RECEIVED

NOV 20 2012

Refer: Laughlin
Answered: —

226836

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@aol.com>
Sent: Tuesday, November 20, 2012 9:45 AM
To: Haley, Nikki
Subject: protect my ID

Title: [redacted]
First Name: robert
Middle Initial: [redacted]
Last Name: [redacted]
Suffix: [redacted]
Street Address: [redacted] **Street Address 2:**
City: charleston
State: sc
Zip: 29407
Phone:

Email: [redacted]@aol.com

Affiliation: Constituent

Message:

the site for protect my id seems to never work when you put the scdor123 code in, is this site even up at all?

RECEIVED

NOV 20 2012

Referr: Laughlin
Answer:

226837

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Tuesday, November 20, 2012 11:41 AM
To: Haley, Nikki
Subject: cyber attack

Title: [REDACTED]
First Name: robert
Middle Initial:
Last Name: [REDACTED]
Suffix: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: greenville
State: sc
Zip: 29601
Phone: 864 [REDACTED]

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident
Message:

the PROTECTION ?? company you made a deal with is inadequate and innate.the handling is unacceptable. The company must be giving someone a kick back!

[Handwritten stamp]
NOV 29 2012
Referred to Laughlin
Answered _____

226838
2011 # 103634

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, November 20, 2012 6:23 AM
To: Haley, Nikki
Subject: hacker

RECEIVED

NOV 20 2012

Referred: Laughlin

Answered _____

Title: [REDACTED]
First Name: Terrance
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: columbia
State: SC
Zip: 29203
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

This recent incident that exposed our Social security # and other financial and identity information is unacceptable and outrageous! why do businesses get lifetime access to Dun and Bradstreet and other sc residents only get a 1 year access to Experian?

THIS ISSUE WILL AFFECT US FOR THE REST OF OUR LIVES AND YOU CAN'T EVEN HAVE THE DECENCY TO GET US SOME KIND OF PERPETUAL CREDIT PROTECTION?!?

Even if experian alerts us to someone using our info. WE will still be the ones having to spend hours of our time fixing the problem, doing paperwork, calling institutions, closing accounts, reestablishing new accounts etc. If the SC's dept of motor vehicles and neighboring states encrypt our info. already, the Dept. of Revenue should have. In fact they should have been setting the standard for the state. So this error falls on your and the SC Dept of Revenue's shoulders squarely. Accept responsibility! Fix the problem.

226847

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Tuesday, November 20, 2012 2:39 PM
To: Haley, Nikki
Subject: Assistant

RECEIVED

NOV 20 2012

Referred: Laughlin
Answered: _____

Title: Question
First Name: larry
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: COLUMBIA
State: SC
Zip: 29205
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

I watched your Press Conference and no one asked the question of what will the State of South Carolina do to help people that have their bank accounts emptied? Is the State going to offer an assistance in getting the Bank to replace the money that is stolen by a hacker? Or does the State leave it up to the person how now has found their account drained to deal with this on their own.

I feel this is an important question that ON ONE Seems willing to ask.

226848

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@windstream.net>
Sent: Wednesday, November 21, 2012 10:06 AM
To: Haley, Nikki
Subject: hacking

Title:
First Name: steven
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: lexington
State: sc
Zip: 29072
Phone:

Email: [REDACTED]@windstream.net

Affiliation: South Carolina Resident

Message:

Dear Ms. Haley, Ultimately the buck stops on your desk, and you have created great anxiety for me and my family and most residents of South Carolina regarding the international hacker. I am very disappointed and angry in your allowing this to happen and also the way it has been handled in the aftermath. I trust that you do better from this point forward. Sincerely, Steven [REDACTED]

RECEIVED

NOV 21 2012

Referred Laughlin
Answered: _____

226849

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Wednesday, November 21, 2012 10:25 AM
To: Haley, Nikki
Subject: Press conference on Mandiant Report

RECEIVED

NOV 21 2012

Referred to Laughlin
Answered _____

Title: [REDACTED]
First Name: Guy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Beaufort
State: SC
Zip: 29907-1122
Phone: 843 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

The Governor stated in her press conference that only those returns filed electronically had been compromised.

The portion of the Mandiant Report which appears on the Governor's website (apparently the complete report was not posted) does not verify the governor's statement that taxpayers who filed only paper returns are not at risk.

Will the complete Mandiant report be released so that these statements can be verified?

226850

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, November 21, 2012 5:18 AM
To: Haley, Nikki
Subject: out of state taxpayers

Title: [REDACTED]
First Name: Joy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: Richmond
State: Va
Zip: 23238
Phone:

Email: [REDACTED]@gmail.com

Affiliation: Senior Citizen

Message:

When was the state of South Carolina going to notify people living out of state who file SC tax returns about the recent cyber attack? I saw it in a newspaper I picked up while visiting in Myrtle Beach a couple of weeks ago. Just because I don't live in SC now doesn't mean I can't be harmed by this. If I hadn't accidentally seen it I would have no way of knowing to try to protect myself. I expect a reply.

Joy [REDACTED]

NOV 21 2012
Referred to Laughlin
Answered _____

226851

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Tuesday, November 20, 2012 10:19 PM
To: Haley, Nikki
Subject: Experian contract

Title:
First Name: Phillip
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Fort Mill
State: SC
Zip: 29715
Phone:

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

Governor Haley: Thank you for your quick action on the DOR situation. My question has to do with the contract with Experian. They will get a large number of customers after the year of service provided by the state (thank you). Can the state work on getting a percentage of their continued service resulting from the State's effort in starting this coverage? Seems like it would be worth a shot. Again, thank you for the quick action and the concern for doing the right thing.
Phillip [REDACTED] Fort Mill

NOV 21 2012
Referred Laughlin
Answered _____

226852

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@hotmail.com>
Sent: Tuesday, November 20, 2012 10:09 PM
To: Haley, Nikki
Subject: about the hacker stuff

RECEIVED

NOV 21 2012

Referred to Laughlin

Answered _____

Title: [redacted]
First Name: Paul
Middle Initial: [redacted]
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Shelton
State: CT
Zip: 06484
Phone: 401 [redacted]

Email: [redacted]@hotmail.com

Affiliation: Veteran
Message:
Dear Governor Haley,

While I do not live in SC, I still own property and pay SC taxes so I hope your staff will not dismiss this email based on my current primary residency address. At some point I hope to return SC in re-establishing myself as one of your constituents' and/or an SC resident.

The matter of securing SSN information is not new to me. It is a subject of concern that I have tried to raise with the FBI and members of the United States Congress here in CT (namely Congresswoman DeLauro and her office) however, the attitude of "out of sight, out of mind" seems to be the approach by those who should make it a priority in addressing such concerns until it happens to them. Not a "proactive approach", Madame, but a continued "reactive" one that does not prevent such issues from occurring.

I applaud your efforts of coming forward in providing the residences of SC "proper notice" rather than waiting six or seven years when it comes to informing those whose information is at risk because by coming forward now, just a few months later, you ultimately provide the "victims" with the ability to watch out and protect themselves from being victims further – you empower them. At one point in my life, an employer I worked for gave a tape back up to a vendor for the company's stock holders meeting that contained my SSN and that tape backup was lost or stolen. It took the vendor 6 years before they notified me and for six years I was powerless to take any action in protecting myself. So when they did finally tell me, I wasn't too happy about the "delayed notification" because for six years that information was missing and I wasn't told and at risk. But today, I read of the event in SC that can impact me and I am more appreciative of your honesty than you would know otherwise, so thank you Governor Haley, for your courage and for your honesty in coming forward in several ways of making people informed because I became informed at a distance and I know so I am better prepared on what I can do to protect myself and my private information.

While the media reports you have addressed your own state concerns on behalf of all states (kudos for going above and beyond in your efforts), I once attempted to address my concerns with the Federal Government because several "agencies" publish warnings against identity theft and what an individual can do to protect themselves but no one else appears to adhere to, follow, or support such recommendations that are made by those Federal Agencies that publish such protections on their websites, especially in the Private Sector where a person's SSN (and other Private Information)

226853

Hacked

from IA

nesses affected has risen slightly to nearly 700,000. All of the stolen tax data dating back to 1998 was unencrypted.

The theft at the S.C. Department of Revenue is the largest known hacking at a state agency nationwide, according to the San Diego-based Privacy Rights Clearing-

the state to investigate the incident. The link triggered a program to steal the employee's username and password. The crooks uploaded files on Sept. 13 and 14 after accessing the system seven times and stealing passwords of three other employees during the previous month, Mandiant said. The hackers used a virtual backdoor on Oct. 17, a week after the Secret Service alerted the state about the breach.

rules require encryption while transmitting data.

Haley sent a letter to the IRS asking the federal agency and all states to encrypt taxpayer data in servers. She called the IRS's cyber-security standards outdated, a departure from when she said encrypting data was not an industry standard soon after revealing the breach on Oct. 26.

Haley said she will ask lawmakers to develop an emergency cyber-attack plan like the one the state uses for hurricanes. The plan would include unannounced tests of computer systems at state agencies.

"The Legislature and I can no longer allow us to have archaic data, archaic equipment and archaic systems that don't protect the most

line for Mexican immigrants "We've been assuming that

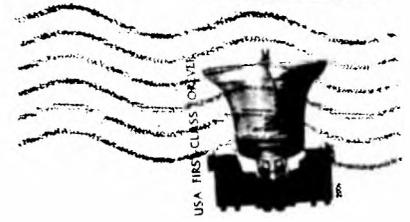
LionelTramSale.com or call 855-552-1960



www.gr...

JOHN [REDACTED]
CLOVER, S.C. 29710

CHARLOTTE NC 282
US DEC 2012 PM 4 L



Governor NIKKI HALLEY
THE STATE HOUSE
COLUMBIA, S.C.

Answered
DEC 06 2012
Haltiwanger
PFD

500LCE

227009

The Herald

Wednesday • November 21, 2012

OPINION

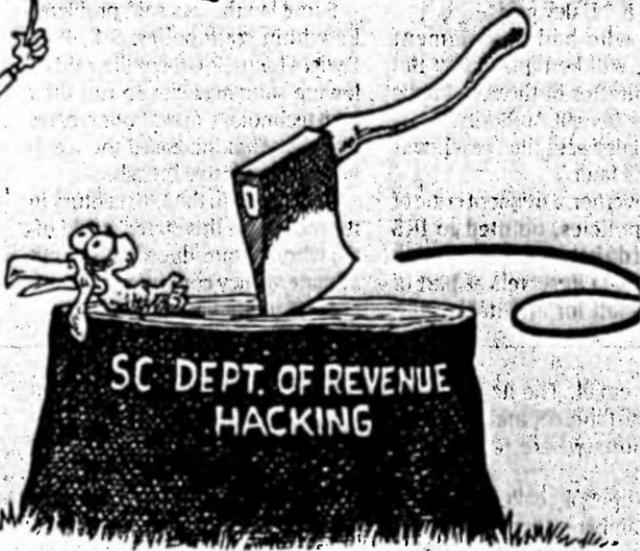
heraldonline.com

ARLAW

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ON THE BRIGHT SIDE,
WE'RE TAKING STEPS TO
MAKE SURE THIS DOESN'T
HAPPEN AGAIN.



5A

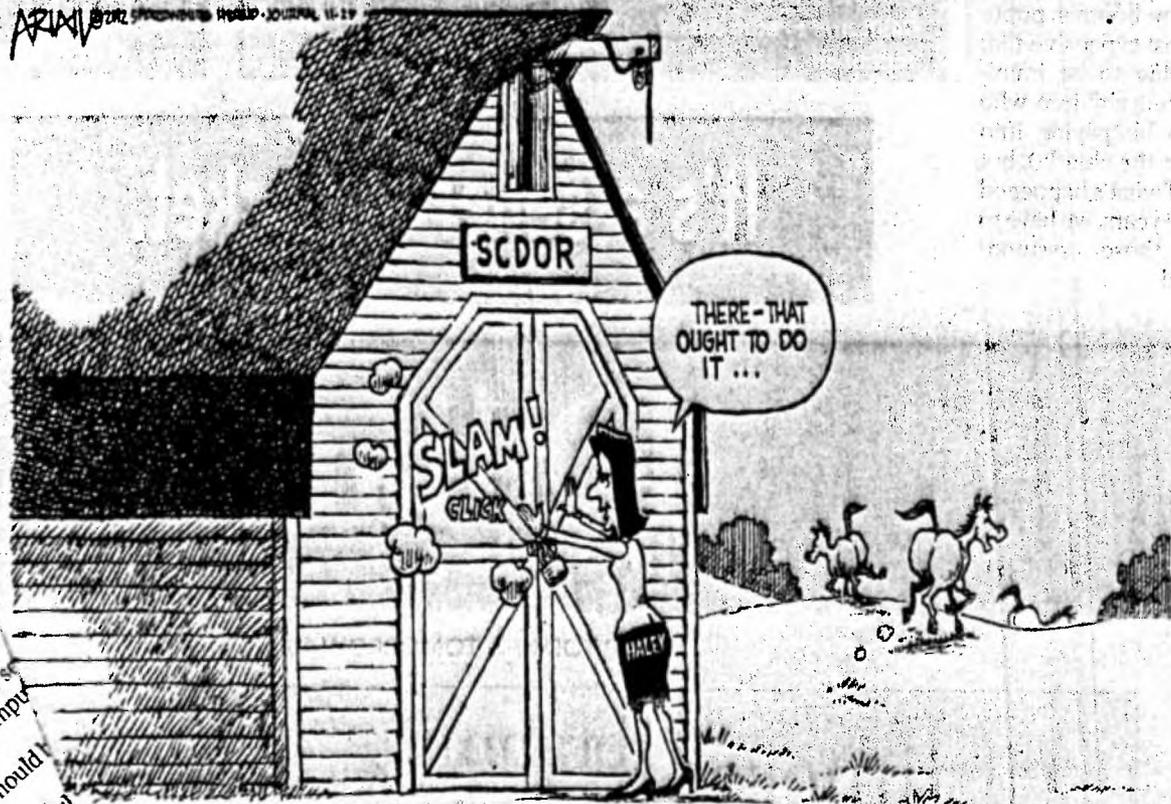
Letters must include name, phone number and home address. They become the property of The Herald and may be republished in any format. Letters should be 300 words or less in length, and The Herald reserves the right to edit them. Send letters to: opinion@heraldonline.com or Voice of the People, 132 W. Main St., Rock Hill, SC 29730



MY WIFE AND I VOTED
FOR YOU TWICE - NEVER
AGAIN -

OPINION

ARL



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66) 578-5422.

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from the compy

programs should
y, she said.
ensitive data, Far?
es encryption of th

HACKING

THIS IS A GOOD EXAMPLE
OF STATE GOVERNMENT

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@pbtcomm.net>
Sent: Wednesday, November 21, 2012 12:43 AM
To: Haley, Nikki
Subject: Hacking

RECEIVED

NOV 21 2012

Referred to Haltiwanger
Answered _____

Title: [REDACTED]
First Name: Margaret
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Pelion
State: SC
Zip: 29123
Phone:

Email: [REDACTED]@pbtcomm.net

227234

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I would like to comment on your comments regarding the hacking debacle at the Dept. of Revenue. In the article "Haley on Tuesday blamed the federal government for not requiring Social Security numbers to be encrypted. She released a letter to IRS Commissioner Steven Miller "to strongly encourage the Internal Revenue Service to require all states to have stronger security measures for handling federal tax information, particularly encryption of tax information that is stored or 'at rest.'"

I think it rather interesting that as a Tea Party Republican, you want smaller government and no interference from the Federal Government, yet you want to ultimately put the blame on the Feds for not being more involved! You can't have it both ways.

This happened on your watch and you should be ashamed and embarrassed. Ultimately, it will be us taxpayers who will suffer and pay, with our taxes covering this huge blunder, and possibly paying with identity theft. Encryption of data is so basic, you can't blame this on the Federal Government. And the employee(s) who clicked on the e-mail should be fired. Everyone who has any sense knows you don't do that.

I am so glad I did not vote for you.

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@google.com>
Sent: Tuesday, November 20, 2012 8:33 PM
To: Haley, Nikki
Subject: Stolen SSN

RECEIVED

NOV 21 2012

RE: [redacted] Haltiwanger
Answered _____

Title: [redacted]
First Name: Bill
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Redwood City
State: Ca
Zip: 94062
Phone: 650 [redacted]

Email: [redacted]@google.com

Affiliation: Other
Message:
Dear Governor,

I don't understand, under your leadership hackers stole social security numbers etc and you say it is the federal government's fault for not requiring social security number encryption. Why does the federal government have to tell you to do this?

Aren't you the politician who rails against big government making rules.

Regards,

B [redacted]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@columbia-group.com>
Sent: Wednesday, November 21, 2012 8:41 AM
To: Haley, Nikki
Subject: Seriously...

RECEIVED

NOV 21 2012

Referred to Haltiwanger

Answered _____

Title: [REDACTED]
First Name: James
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: Bloomfield
State: NJ
Zip: 07003
Phone: 908 [REDACTED]
Email: [REDACTED]@columbia-group.com

22 1250

Affiliation: Other
Message:
Ms. Haley,

Because STATE tax returns were compromised the FEDERAL government should require tax return SSN's to be encrypted?

Seriously?

If SC had better controls of the system then this probably would not have happened. But alas, you don't. I was shocked at the statements you made regarding same. With family in SC I am disturbed that this data breach my have compromised their "credit safety."

Please think about your comments before making a statement like this.

Regards,

James [REDACTED]

PS- is the state now going to offer access to free credit reports and credit protection similar to corporations when this happens? Give the constituents a reduction in state income taxes to cover losses that undoubtedly will occur because the SC Dept of Revenue could not keep the "gang who could not shoot straight" from opening spam on their computers?

[REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, November 20, 2012 11:50 PM
To: Haley, Nikki
Subject: Phone Scammer/ Information Breach

RECEIVED

NOV 21 2012

Referred to CS

Answered _____

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

227247

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Since November 15,2012 a man with a foreign accent has been calling my job and cell phone threatening me stating I owe him money asking me to send him \$745.00. He repeatedly calls more than 50 times a day cursing and yelling and has like an accent from india.The company he is stating he is with is US Cash Advance and he is calling from 617-603-0228. I started doing some research on the number and the company and the BBB of Cincinnati has some information on their that they are a Phony Debt Scammer with people information. He has my SSN, DOB, Drivers License Number and an old bank account number just like they stated. It is scary because he is threatening me and I know I don't owe anyone. I really need some help with someone stoping these people. It is scary because I am pretty sure its not just happening to me because there is blogs everywhere with that telephone number. Plase let this information get out to All South Carolinians so they will be aware not to send any money to these people so they will not be a victim. May be if this information gets out they will stop there harrassing calls in the state of South Carolina. I have already filed complaints with the FTC, Econsumer.gov and the BBB. Please Help me.

Thanks

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Wednesday, December 05, 2012 3:08 PM
To: Haley, Nikki
Subject: Department of Revenue

Title: [REDACTED]
First Name: Jim
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Spartanburg
State: SC
Zip: 29305-8394
Phone: 864 [REDACTED]

Email: [REDACTED]@att.net

RECEIVED
DEC 05 2012
Not Answered
Laughlin
Laughlin

1017352

Affiliation: South Carolina Resident
Message:
The Honorable Nikki R. Haley
Governor of South Carolina
1205 Pendleton Street
Columbia, South Carolina 29201

Dear Governor Haley:

VIA Electronic Mail

I am seriously distressed about the Hacking and unauthorized release of my personal information by the Department of Revenue. I am a Retiree from the Department of Labor Licensing and Regulation and my monthly benefit check is Directly Deposited into a bank. I have signed up with Experian, but understand they will only cover me for one year. What about the Children and Grandchildren? This information will be in someone else's hands forever. How could this happen? This is devastating news in regards to my future reliability on the State of South Carolina to protect any past or future information that is collected

Your Administration must do more to protect the thousands of State Employees, Family members and Taxpayers for the foreseeable future. There have already been attempted hacks into one Retiree's bank account here in Spartanburg, but Experian never caught it, but thankfully the bank did. This is an unmitigated disaster.

How are we going to pay for this? Are we taking more money from the Taxpayer to rob Peter and pay Paul?

In order for the good citizens of South Carolina to regain trust in your Administration and State Governance at large, I believe we should have an Independent Commission appointed by your Administration and the Legislature and staffed with members who have relevant experience in this field to investigate and report to the Public on this tragedy. These are some of the questions that should be answered.

- 1 Why and How did this Breach occur?
2. Why did it take so long for the State to notify the at-risk parties?

3. Who chose the Tech firms to monitor and repair and Why did they not interview other qualified parties who could have performed this task with a more Broad and Long-term solution and a more cost efficient method?
4. Where is the Capital coming from that will pay for this horrendous Breach and what is the true cost for a long-term solution?
5. Why aren't Individuals and Children covered on a life-time basis?
6. What safeguards can be implemented to prevent a similar failure in the future?

I trust your Administration to forego politics as usual and act expediently to protect the Taxpayers of South Carolina.

I am awaiting your reply.

Sincerely,

James [REDACTED]
[REDACTED]
Spartanburg, SC 29305-8394

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@metlife.com>
Sent: Tuesday, November 20, 2012 6:26 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

NOV 21 2012

Referred to Laughlin

Answered _____

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

Email: [REDACTED]@metlife.com

Affiliation: South Carolina Resident

Message:

South Carolina should provide identity theft protection for my husband and me for life. We worked very hard to protect what we have and the errors in the state systems now put us at risk for the rest of our lives.

227471

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Tuesday, November 20, 2012 7:29 PM
To: Haley, Nikki
Subject: Hacked Info

RECEIVED

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenwood
State: sc
Zip: 29649
Phone: 864-[REDACTED]

NOV 21 2012
Referred to Laughlin
Answered _____

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

I read that you're "redoubling efforts" to correct this situation. You don't get a do over on something like this. The cat is out of the bag on your watch. I'm disappointed with your lack of attention guarding this information.

Regards,

Rufus [REDACTED]

227473

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Tuesday, November 20, 2012 5:48 PM
To: Haley, Nikki
Subject: tax papers

RECEIVED

NOV 21 2012

Referred to Laughlin
Answered

Title: [REDACTED]
First Name: dan
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: lenoir
State: nc
Zip: 28645
Phone: 828-[REDACTED]

Email: herringdan8888@aol.com

Affiliation: Other
Message:
MRS GOVERNOR,

ME AND MY WIFE [REDACTED] ARE NAME BEFOR MARRAGE [REDACTED] HAVE FILED TAXS IN THIS STATE FOR OVER 20 YEARS BEFOR MOVING UP HERE, WE ARE WORRIED ABOUT OUR NUMBERS BE TOOKEN IN THIS SCAM ON SOMEBODY GETTING INTO YOUR SITE, COULD YOU FIND OUT FOR US IF WE WAS SAFE ARE NOT THANK YOU

GOD BLESS YOU AND MAY YOU HAVE A BLESS THANKS GIVING

[REDACTED] DAN [REDACTED]

227474

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Thursday, November 22, 2012 2:03 PM
To: Haley, Nikki
Subject: Turned down by TransUnion for Credit Protection Monitoirng

Title: [REDACTED]
First Name: Robert
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Charlotte
State: NC
Zip: 28273
Phone: 704 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Other
Message:
Governor Haley:

We live in Charlotte. My wife [REDACTED] worked in South Carolina for a couple years. We are married and filed our taxes jointly so my social security number and other identifying personal information appears on the annual tax returns that we filed with South Carolina for 3 or 4 years; up until last year 2011.

Experian and Equifax have agreed to extend credit protection but TransUnion has declined to cover me.

Here's a copy of the notification I received yesterday:

"Dear Robert [REDACTED]
Customer Number: [REDACTED]

Welcome! As a new member of ProtectMyID(TM), you can enjoy the peace of mind that comes from knowing we're here to help you combat identity theft. Every single day, ProtectMyID will be working vigilantly to detect suspicious uses of your information and to assist you if issues arise."

Today I received this message:

Unfortunately, based on the information you provided, we were unable to process your request to monitor your TransUnion credit report(s)

Could I ask your office to find out why TransUnion has refused to cooperate?

Thank you.

Robert [REDACTED]
[REDACTED]
Charlotte, NC 28273

RECEIVED
NOV 26 2012
Referred to Laughlin
Answered _____

227475

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Thursday, November 22, 2012 9:00 AM
To: Haley, Nikki
Subject: Cyber Attack

Title: [REDACTED]
First Name: Kathleen
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Anderson
State: SC
Zip: 29621
Phone: 864-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Thanks for working quickly on the cyber attack. I have signed up for the one year protection. My credit card company just notified me today that our credit card had been used by third party(?) by "LATAP" which is the Louisiana Department of Revenue Taxpayer Access Point. Does this tie in with other uses of SC residents of the information gained through this cyber attack? Just thought you might be able to connect and use this information to identify the hackers.

Thanks for responding to this e-mail.

RECORDED

NOV 26 2012

Referred to Laughlin
Answered _____

227476

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@rocketmail.com>
Sent: Monday, November 26, 2012 10:53 AM
To: Haley, Nikki
Subject: SC DOR Data Breach - Additional Monitoring Steps

RECEIVED

NOV 26 2012

Referred Laughlin
Answer

Title: [REDACTED]
First Name: David
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Fort Mill
State: SC
Zip: 29707
Phone:

Email: [REDACTED]@rocketmail.com

Affiliation: South Carolina Resident
Message:
Governor Haley,

As a resident of South Carolina I am very concerned with the recent data breach at the SC Dept of Revenue. I believe the that the government agencies have taken appropriate preliminary steps to offer protection for SC taxpayers who's data has been compromised. However, I am disappointed that protective actions are limited to one year and that at the current time SC residents would individually bear the expense of extended monitoring. That said, there is at least one additional option available to concerned SC residents. All three credit bureaus offer products, free by law, for extended fraud alerts. Once one of the alerts is placed with a single bureau the information is forwarded to the other bureaus by default. Once an extended fraud alert is place, creditors must contact the consumer before opening new lines of credits. Yes, this complicates the experience for the consumer as well as potential fraudsters, but isn't that the point? The one problem with this solution is that the credit bureaus will not file an extended fraud alert without a written police report proving that your data has been stolen. I urge you to work with the credit bureaus and state law enforcement officials to develop an approach to extended protection that does not put onerous requirements on the victims of this data breach.

Respectfully,

David [REDACTED]

227477

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Monday, November 05, 2012 5:18 PM
To: Haley, Nikki
Subject: DOR hacking

Title: [REDACTED]
First Name: Jacqueline
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sumter
State: SC
Zip: 29154
Phone:

Email: [REDACTED]@aol.com

Affiliation: Senior Citizen

Message:

I feel that every taxpayer should be notified by mail to let them know whether or not their SSN was compromised. I am very uncomfortable with supplying my or my husband's SSN over the internet or by phone to a stranger no how reputable the company. Once we know, we would be able to take the appropriate action to protect ourselves. We have already put some measures in place with our bank. I realize this is a big undertaking to notify everyone, but under the circumstances, whom should we trust. Thank you for your time.
Sincerely

RECORDED
NOV 06 2012
Refer: [Handwritten Signature]
Answered

227478

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@embarqmail.com>
Sent: Monday, November 05, 2012 5:35 PM
To: Haley, Nikki
Subject: Identity Theft Protection

Title:
First Name: Susan
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenwood
State: SC
Zip: 29649
Phone:

Email: [REDACTED]@embarqmail.com

Affiliation: South Carolina Resident

Message:

I have signed up for the Experian ID theft protection, and am having problems logging in. When I called for help, all of their people have heavy foreign accents, which I cannot understand. I'm not too happy with their service right now, and am sorry I signed up, as now my tax dollars are paying for this service from people I can't understand.

REC'D
NOV 06 2012
Refer: [REDACTED] *W. Laughlin*
Answered _____

227479

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Wednesday, November 07, 2012 2:14 PM
To: Haley, Nikki
Subject: Dept of Revenue Hacking

Title: [REDACTED]
First Name: Laura
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: Apt. 509
City: Lexington
State: SC
Zip: 292072
Phone:

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:
Good afternoon-

Are the AFFECTED residents/tax payers of the SC D.O.R. hacking going to receive some type of official letter or notification stating that their information has been compromised?

Please reply back via email.

Thank you!

-Laura [REDACTED]

RECEIVED
NOV 07 2012
Referred to AS Laughlin
Answered _____

227480

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Tuesday, November 06, 2012 3:15 PM
To: Haley, Nikki
Subject: Experian sign up page

Title: [REDACTED]
First Name: Denise
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Woodruff
State: SC
Zip: 29388
Phone:

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

Since the news broke up signing up for the free protection coverage I have been trying to get into the page where I type in the "SCDOR123". When I type in the "protectmyid/scdor" in my search box the 1st page that comes up asks me to to pay \$15.99 to sign up. I have no where to put the scdor123 code in so I don't know where to go to sign up online for this service. Can you help with the online sign up with Experian for SC residents???

Denise

RECEIVED

NOV 06 2012

Referred to

AS Laughlin

Answered

227481

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Tuesday, November 06, 2012 12:25 PM
To: Haley, Nikki
Subject: Computer breach

RECEIVED

Title: [REDACTED]
First Name: Robin
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: SUMMERVILLE
State: SC
Zip: 29483
Phone: 843 [REDACTED]

NOV 06 2012
Return: [Signature]
Answered: _____

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

the credit reports are NOT free. they want you to order them for \$32

227482

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@att.net>
Sent: Tuesday, November 06, 2012 10:31 AM
To: Haley, Nikki
Subject: revenue dept mess

Title: [redacted]
First Name: george
Middle Initial: [redacted]
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: union
State: sc
Zip: 29379
Phone:

Email: [redacted]@att.net

Affiliation: South Carolina Resident

Message:

i can not get to the web site www.protectmyid.com/scdor. you get a recording when you call 866-878-5422. i don't understand why i have to clean up this mess and i don't understand why the info is not easy to access and why i don't have access to get info from a person not a recording.

REC
NOV 06 2012
Referred
Answered
B. Laughlin

227483

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Tuesday, November 06, 2012 10:01 AM
To: Haley, Nikki
Subject: Social Security numbers

REC

NOV 06 2012

Rate:

Answered

CS Houghlen

Title: [REDACTED]
First Name: Alexandra
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650
Phone:

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident

Message:

Governor Haley-

According your instructions, we went to the Experian website and signed up for the one year of credit monitoring offered by the state due to the hacking. We were only able to sign up 3 out of 4 members of our family (myself, my husband and our [REDACTED] year old son that has filed taxes for two years). Our daughter is [REDACTED] years old and she has not filed any tax returns yet, although her social security number would have been listed on our return as a dependent. Do we need to be concerned that her social security number was also exposed? What steps can we take to protect her identity?

Thank you-

Alexandra [REDACTED]

227484

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Monday, November 05, 2012 5:05 PM
To: Haley, Nikki
Subject: I D Theft sign up

RECEIVED

NOV 06 2012

Referred to *[Signature]*
Answered

Title: [REDACTED]
First Name: William
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: FLORENCE
State: SC
Zip: 29501
Phone: (843) [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

I have tried the telephone number which referred me to a website www.protectmyid.com/scdor123 which will not open. The number is also listed incorrectly in the Morning News in Florence. I do want to sign up for the service but am unable to. How else can I receive this protection. W [REDACTED] 843 [REDACTED] or 843 [REDACTED]

227485

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Monday, November 05, 2012 7:47 PM
To: Haley, Nikki
Subject: Cyber Attack

Title: [REDACTED]
First Name: Robert
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: sc
Zip: 29210
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: Constituent
Message:
Dear Governor Haley,
Greetings.

My wife and I have already registered for the Cyber Attack incident. In our opinion we should not have to to that . The State should protect us and do the registering.
In my opinion also this cyber attack should have been prevented in the first place. Some years ago a company in Maine obtained our divers license information from the State. The governments responsibility is to protect the citizens .

With kind regards,
Robert [REDACTED]

RECEIVED
NOV 06 2012
Referred to St Laughlin
Answered

227486

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Tuesday, November 06, 2012 6:22 AM
To: Haley, Nikki
Subject: Freeze Credit Info

Title: [REDACTED]
First Name: ELTON
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: SIMPSONVILLE
State: SC
Zip: 29681
Phone:

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

Can you tell me how to Freeze my credit account from being hacked

Browsing my credit w an alert is being reactive not Pro Active.

thank you

NOV 06 2012
Refer. *W.S. Laughlin*
Answered

2011 # 115063
227487

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@BellSoyth.Net>
Sent: Monday, November 05, 2012 10:55 PM
To: Haley, Nikki
Subject: Hacking

Title: [REDACTED]
First Name: Phillip
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: SC
Zip: 29615
Phone: (864) [REDACTED]

Email: [REDACTED]@BellSoyth.Net

Affiliation: Senior Citizen

Message:

1. I am confused by the statement that all citizens who have filed state taxes since 1998 are subject to the hacking of the DOR. All citizens are to be covered for ID theft by Experian for one year. When does the year start or better yet: when does coverage expire.? Since the deadline for signing for ID theft is Jan.31, is that the date when ID theft coverage ends with Experian or is the date one signs up for the coverage the anniversary date? In reading the Q & A section I have just learned that my wife is also at risk and should be signed up with Experian. We have filed joint tax returns so her ID is also at risk. I will sign her up ASAP but I need to know the expiration date as previously noted. 2. What happens after one year? Is it my responsibility to renew ID theft protection for my wife and me with Experian? Hacking has really caused a mess and there are no definitive answers to my questions. Do the best you can and I look forward to hearing from you. Please respond as quickly as possible.

NOV 06 2012
[Handwritten signature]
[Handwritten text]

227488

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@live.com>
Sent: Tuesday, November 06, 2012 11:13 AM
To: Haley, Nikki
Subject: Sending letters to the hacked residents of SC

Title: [REDACTED]
First Name: Janet
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Anderson
State: SC
Zip: 29625
Phone: (616) [REDACTED]

Email: [REDACTED]@live.com

Affiliation: South Carolina Resident

Message:

Dear Ms. Haley, I wanted to let you know that I really feel that it would be the right thing for the State of South Carolina to send letters to the 3.8 million people who were affected by the hacking of their personal information. We got on line to sign up for the free identity account and were asked for our ss#. We feel that was what got us in trouble in the first place and would really like to know if it is totally necessary, because yes we were one of the affected residents. Please take care of us even further by sending letters to the affected people so that we know to be even more diligent to watch out for identity fraud and make sure we sign up for the free identity account. Thank you for all that you have done for our state. Please keep up the good work. And God Bless you and your family, Jan [REDACTED]

RFC

NOV 06 2012

Referred: [REDACTED] & [REDACTED]
Answered: [REDACTED]

227489

From: Office of the Governor Site Support <[redacted]@gmail.com>
Sent: Wednesday, November 21, 2012 9:43 PM
To: Haley, Nikki
Subject: Financial/ Suggestion

RECEIVED

NOV 26 2012

Referred to Laughlin
Answered _____

Title: [redacted]
First Name: Mary
Middle Initial: [redacted]
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Columbia
State: SC
Zip: 29206
Phone: 803 [redacted]

Email: [redacted]@gmail.com

Affiliation: Constituent

Message:

Dear Governor Haley,

I am writing you as Governor, my opinion and grave concerns about the current status of our State Security Breach. I deeply regret the state of affairs with the tax breach and the implications to follow. Certainly people will blame you as the leader of our State. I only wish to tell you as a citizen, single Mother with two collage age kids, I simply cannot afford to pay for credit monitoring after a year. I am sorry but this is not my responsibility as I see this as the direct result as the Director who failed to insure our most private and trusted records. A leader is not perfect, nor is anyone, however I believe this is unconstitutional to ask citizens to pay for the mistakes of those whom we elected who also choose the leaders who oversee our privacy. It is simply not a fair or acceptable compromise. In fact we should not be asked to compromise, or pay at all, however we will in one way or another.

I am sorry the burdens are so great, especially during the holidays. I would like to suggest you set up some forums as soon as possible for people to attend in mass numbers and actually come together with you to understand what needs to be done. This is critical for the crisis, and I suggest you defer to critical incidense debriefing protocol and contact the best experts in our country. These meetings can be coordinated statewide with representatives to debrief and respond to all citizens.

Sincerely,

Mary [redacted]
[redacted]
803 [redacted]

226821

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Tuesday, November 27, 2012 8:06 AM
To: Haley, Nikki
Subject: Information posted publically

RECEIVED

NOV 27 2012

Referred to Laughlin

Answered _____

Title: [REDACTED]
First Name: Susanna
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Saratoga Springs
State: NY
Zip: 12866
Phone:

Email: [REDACTED]@aol.com

Affiliation: Other

Message:

You may want to have your staff review some of the information that is posted on line regarding the breach. The information posted regarding the mitigation activities gives those with malicious intent a significant amount of information to use against your state agencies. Specifically Cabinet Agency Information Security Policy Highlights: October 26, 2012 and Mandiant Report of what was done to mitigate the causes of the breach. As a CISSP, CISA, CISM, CITCP and CITRP, I would have concerns if this information was posted by my state government.

Best Wishes.

Susanna [REDACTED]

226822

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Monday, November 26, 2012 7:47 PM
To: Haley, Nikki
Subject: Protect my ID

RECEIVED

NOV 27 2012

Referred to Nuglia

Answered _____

Title: [REDACTED]
First Name: Darlene
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Aiken
State: SC
Zip: 29803
Phone: 803 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

I am having trouble getting to the website to protect my husband and my ID. Please tell me what I can do.

226823



OFFICE ADDRESS:
407 Blatt Building
Columbia SC 29211
(803) 734-3015
email: BillSandifer@schouse.gov

HOME ADDRESS:
112 Cardinal Drive
Seneca SC 29672
Message Center: (864) 885-2240
email: bill@sandifer.us

REPRESENTATIVE BILL SANDIFER
THE HOUSE OF REPRESENTATIVES
STATE OF SOUTH CAROLINA

November 28, 2012

Received: 11/28/12
Referred TO: Laughlin
Answered:

The Honorable Nikki R. Haley
Office of the Governor
PO Box 12267
Columbia SC 29211

Dear Governor Haley:

As this is an issue that is being handled by your office, I have enclosed a copy of a letter I received from one of my constituents regarding the recent hacking incident in the SC Department of Revenue.

Sincerely,

Bill Sandifer

log ?
look up #

226820

Encl: Ltr. 11/13/12; Benson

[REDACTED]
General, SC 29678
Nov. 13, 2012

Rep. Bill Sandifer
487 Blatt Bldg.
Columbia, SC 29201

Dear Rep. Sandifer:

My family, friends, and I are concerned about the "hacking" incident that happened in Columbia;

We feel like the citizens of SC are not being told the correct story.

Please let the citizens know what is going on because this will not go away quietly.

Enjoy your holidays and best wishes to your family.

Sincerely,
[REDACTED]

226820

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Saturday, October 27, 2012 7:49 PM
To: Haley, Nikki
Subject: scdor hotline lack of specific information promised

Title: [REDACTED]
First Name: Warren
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29681-3507
Phone: 864 [REDACTED]

Email: [REDACTED]@charter.net

RECEIVED
OCT 29 2012
Referred: CS
Answered: Smith

Affiliation: Constituent

Message:

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

When I finally got through to the 866-578-5422 a recorded message just gave me a code to use with Experian. The statement says the agency will inform me if my information was affected but it did no such thing.

So the taxpayers are still left in the dark. Was the whole database stolen, was mine one of the millions, or does scdor even have an answer???????

226389

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Friday, October 26, 2012 6:46 PM
To: Haley, Nikki
Subject: scdor 866-578-5422

Title: [REDACTED]
First Name: Warren
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29681-3507
Phone: 864 [REDACTED]

Email: [REDACTED]@charter.net

RECEIVED
OCT 29 2012
Refer: [REDACTED]
Answers: [REDACTED]

Affiliation: Constituent

Message:

Unable to reach ,system apparently overwhelmed and experian website also gets one nowhere.10/26 6:45PM

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comcast.net>
Sent: Saturday, October 27, 2012 7:09 PM
To: Haley, Nikki
Subject: SCDOR Hack

Title: [REDACTED]
First Name: John
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Augusta
State: SC
Zip: 29860
Phone: 803 [REDACTED]
Email: [REDACTED]@comcast.net

Affiliation: South Carolina Resident

Message:

This seems to be being handled poorly. We have to call a number that is always busy to learn a code that is the same for everyone to enter on the Enterian website to register and, presumably, at some later date we will learn if we were victimized or not. And whose to say that the hacker won't just wait a year when the protection expires to access our personal information.

When I have had personal records stolen in the past, I received a certified letter with everything I needed to know and information on my already activated identity protection service.

Hopefully in the very near future you will all have your act together enough to handle this in a more professional and constituent-friendly manner. And I look forward to learning that the leadership of SCDOR computer security are all unemployed for gross negligence at the taxpayers' expense.

RECEIVED

OCT 29 2012

Referred to OS
Answered Smith

226396

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Friday, October 26, 2012 5:57 PM
To: Haley, Nikki
Subject: SC Tax Returns Hacked

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

RECEIVED
OCT 29 2012
Answered Smith

Affiliation: South Carolina Resident
Message:

All of South Carolina residents probably appreciate the fact that the state of South Carolina is offering services to people who are affected by the security breach. However, the number provided to ProtectMyID.com/scdor is completely overwhelmed and will be probably for months. If I go to the website, there is not a link to get the activation code for the years' service nor is it even acknowledged that they will be providing an access code courtesy of the State of SC.

With 1 in 3 people affected in the state and without any of the taxpayers knowing whether their SSN's were stolen everyone who has filed since 1998 will have to call. The protection company will not be able to handle the increased call volume, and in the short run all of us taxpayers are subject to identity theft or at the very least all our money being stolen.

I suggest the state send letters to everyone affected and provide them an access code so they can sign up with this protection service.

Needless to say I can't blame this on you personally, but I can assure you this will affect my vote next time, depending on how your administration handles this security breach and how well they protect my family's identity and what little money we make in these hard times.

Sincerely
Randy [REDACTED]

226391

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Friday, December 14, 2012 7:44 AM
To: Haley, Nikki
Subject: Experian Cost

226392

Title:
First Name: Richard
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Clinton
State: SC
Zip: 29325
Phone: 864 [REDACTED]

RECEIVED

DEC 14 2012

Referred to Laughlin
Answered Laughlin

2011 #108646

Email: lancefre@bellsouth.net

Affiliation: Constituent
Message:
Gov. Haley,

Why is it that the State of SC screwed up and gave all my personal info away and now they are considering have me pay a 50% discount for a second year of monitoring when the current Experian contract expires? I voted for you. First, this should have never happened. Fire all those involved. Second, now that all our info has been compromised, you as Gov. of SC should fight to cover 100% of the cost to monitor our credit for years.

Be a leader.

With my best regards,

Richard [REDACTED]
Clinton SC

From: Office of the Governor Site Support <[redacted]@bellsouth.net>
Sent: Saturday, October 27, 2012 8:28 AM
To: Haley, Nikki
Subject: SC SS# Theft

RECEIVED

OCT 29 2012

Referred: [handwritten initials]
Answered: Smith

Title: [redacted]
First Name: Richard
Middle Initial: [redacted]
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Clinton
State: SC
Zip: 29325
Phone: 864 [redacted]

Email: [redacted]@bellsouth.net

Affiliation: Constituent

Message:

Gov,

I voted for you. Wow. Why is the 866-578-5422 closed? M-f 9-9 s-s 11-8. IT SHOULD BE OPEN NOW 24/7 DURING THIS CRISIS. What is wrong with the leadership in Columbia. In addition, why was all this data under one roof. It should have been spread out. Remember Pearl Harbor and all those ships and planes all in one small area. We need to be proactive in our security measures. Get the phones open now. Your administration is looking weak and reactive.

Richard [redacted]
864 [redacted]
[redacted]
Clinton, SC

226392

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]>
Sent: Wednesday, November 14, 2012 2:21 PM
To: Haley, Nikki
Subject: Cyber attack

Title: [REDACTED]
First Name: Todd
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Tega Cay
State: SC
Zip: 29708
Phone:

Email: [REDACTED]

RECEIVED

NOV 14 2012

Referred to Laughter
Answered: _____

226407

Affiliation: South Carolina Resident

Message:

After the initial communication about the breach, I enrolled my wife and I in the ProtectMyID monitoring program. However, I just spoke with Experian and they have no information on when the mailings regarding the coverage of minor's ID's (Family Secure service) will occur.

I find it totally unacceptable that my childrens' ID's continue to be exposed. I work in [REDACTED] and we would be being fined if we had taken this long to remediate a security breach of our customer's information.

Please get this information to us immediately.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Wednesday, November 14, 2012 10:59 AM
To: Haley, Nikki
Subject: ID Protection

Title: [REDACTED]
First Name: lawrence
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: moore
State: sc
Zip: 29369
Phone: 864-[REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Senior Citizen

Message:

This may seem like a over simplification but why doesn't the state work with the social security administration to issue new ss# numbers to all affected by the recent loss of identity issue.It would make all the stolen ones useless to the criminals.I'm sure there would be a some procedure to transfer accounts before eliminating the existing numbers.

RECEIVED

NOV 14 2012

Refer: Laughlin
Answered _____

226489

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, November 14, 2012 9:35 AM
To: Haley, Nikki
Subject: cyber attack

Title: [REDACTED]
First Name: Roxane
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Charleston
State: SC
Zip: 29414
Phone:

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Hello Governor Haley,

I am writing because of an issue related to the breached files. I have not heard any information about minors being allowed to sign up for credit monitoring. My daughter filed a SC tax return last year as an employed minor. Her social security number may well have been one of those breached. When I attempted to sign her up for Experian credit monitoring, it would only allow people age 18 and above. How do I protect my minor child if experian has only been given authority to enroll adult SC residents in their program?

Your response would be greatly appreciated.

RECEIVED

NOV 14 2012

Refer: Laughlin

Answered: _____

067922

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@BELLSOUTH.NET>
Sent: Wednesday, November 14, 2012 9:04 AM
To: Haley, Nikki
Subject: RE: CYBER ATTACK - BUSINESS INFORMATION

REC'D

Title: PRESIDENT
First Name: FRANK
Middle Initial: R
Last Name: SNYDER
Suffix:
Street Address: 158 S DANIEL MORGAN AVENUE Street Address 2:
City: SPARTANBURG
State: SC
Zip: 29306
Phone:

NOV 14 2012
Answered _____
Kaufman
11/14/12

Email: SNYDEREL@BELLSOUTH.NET

Affiliation: Small Business Owner

Message:

THIS MESSAGE WAS SENT ON 11/2/2012 AT 8:51 AM ORIGINALLY. WE HAVE NOT RECEIVED A RESPONSE. CAN YOU HELP.

TO: PROBLEM@SCTAX.ORG

Dear Sir:

I know that SCDOR is recommending we contract for free with Dunn & Bradstreet regarding our Business ID Protection. D&B is a for profit company that charges companies to report the financial status of other companies. We endeavor to protect our organization's private financial information, but with D&B having access to our records through SCDOR, the information will be available for them to share to others, granted it won't be our account numbers but our payroll, financial stability, SALES, etc.

Please send me assurance that having D&B oversight to our company's ID protection will not provide them with this information to use.

Thank you.

Roger Snyder

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, November 13, 2012 6:24 PM
To: Haley, Nikki
Subject: Who is at risk?

Title: [REDACTED]
First Name: Sharon
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: [REDACTED]
City: Greenville
State: SC
Zip: 299615
Phone: 864 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

When are you having a list of who is involved? I'd like to know just how I'm impacted.

11/13/12

NOV 14 2012

Refer

Laughlin

Answered

264922

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@YAHOO.COM>
Sent: Wednesday, November 14, 2012 11:33 AM
To: Haley, Nikki
Subject: charges for credit report (rip off by SC)

Title: [REDACTED]
First Name: peter
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: myrtle beach
State: sc
Zip: 29588
Phone: 843 [REDACTED]

Email: [REDACTED]@YAHOO.COM

Affiliation: South Carolina Resident

Message:

I registered for ID protection, since SC GOVT> messed up. Only to find that South Carolina is helping the credit companies get more \$\$\$\$ by charging us for the credit reports, convince us we need report and then will charge if we want our credit score. WHAT A RIP OFF, HOW MUCH DOES THE STATE GET FROM THIS?? WHY ARE YOU DOING THIS TO THE RESIDENCE OF SC? When the state caused this or is this a revenue making deal??

REC-1111

NOV 14 2012

SEARCHED _____
INDEXED _____
SERIALIZED _____
FILED _____
LAUGHLIN?
NRV?

226493

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, November 24, 2012 3:39 PM
To: Haley, Nikki
Subject: prtect my ID

RECEIVED

NOV 26 2012

Refer... Laughlin

Answered _____

Title: [REDACTED]
First Name: Vivian
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: York
State: SC
Zip: 29745
Phone: 803 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Dear Govenor Haley

Thank you for helping with this cyber crime, but are you sure they can handle it ? I called to ask a question this morning and held on the phone for 20 min. and got no answer. I called again I held on for 30min., I spoke with someone and she transfered me to someone else, she said I would have to hold for a while, I held on for 1 hour, so what could be the problem?

Thanks, Vivian [REDACTED]

227475

226668

nhcorrespondence,

226669

From: Office of the Governor Site Support <[redacted]@msn.com>
Sent: Friday, November 30, 2012 6:08 AM
To: Haley, Nikki
Subject: computer whiz

RECEIVED

NOV 30 2012
M Walker?

Title: [redacted]
First Name: naomi
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Conway
State: SC
Zip: 29526
Phone: 843 [redacted]

Email: [redacted]@msn.com

Affiliation: Constituent

Message:

Good morning. My husband is an absolute computer geek/whiz with numerous skills/classes in computer forensics. A former marine and police officer of many years, I think he would be an amazing candidate for the positions that you talked about creating for computer identity protection. His name is [redacted] and he is my personal hero. His e-mail is [redacted]

Thank you for your time and service.

Naomi [redacted]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Sunday, November 18, 2012 12:11 AM
To: Haley, Nikki
Subject: SS Numbers need Protection Too

RECEIVED

NOV 19 2012

Referred: Laughlin
Answered: NBN

Title: [REDACTED]
First Name: Brooke
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Blythewood
State: SC
Zip: 29016
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

I have to spend the rest of my life wondering if you my SS# number is stolen. I hold you accountable and I expect you to devise a way for our SS# numbers to be watched as well as our credit. When people go to retire and find out somebody else has been receiving our checks for years.... this will be your legacy.

226801

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Wednesday, November 14, 2012 6:22 PM
To: Haley, Nikki
Subject: Stolen SS#

RECEIVED

NOV 15 2012

Refer: Laughlin
Answered: [REDACTED] Laughlin

Title:
First Name: David [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Goose Creek
State: SC
Zip: 29445
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Gov. Haley.

I voted for you for Gov. and you have done a great job bringing jobs to this state. But-I think the state of South Carolina should pay for my experian protect my ID service until i'm 67. If the state can't pay for this at least let me write it off on my taxes. The hackers are just waiting for that year to expire nowing that people can't afford another monthly bill. I got to pay for another 4 years for all those people who don't want to work under the current president. Please help this die-hard republican burried in higher taxes and insurance fees see a little light at the end of the tunnel.

Tank you,

David [REDACTED]

508922

Congress of the United States
House of Representatives
Washington, DC 20515-4003

OFFICIAL BUSINESS

PRINTED ON RECYCLED PAPER

226819

RECEIVED

M.C.

DEC 03 2012

Laughlin

Governor Nikki Haley

Office of the Governor

S.C.

[Redacted]
Greenville, SC 29646

GREENVILLE SC 29646

17 NOV 2012 PM 5 L



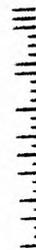
RESPECTFULLY REFERRED
NOT ACKNOWLEDGED

Pitney Bowes Government Solutions

Received Damaged

Congressman Jeff Duncan
House of Representatives
116 Cannon House Office Bldg.
Washington, DC 20515

20515 101116



Congressman Jeff Duncan
116 Cannon House Office Building
Washington, DC 20515

Dear Congressman Duncan,

I feel I must complain
about the way the sign-up for
Credit protection because of the totally
inexcusable act of having our personal
information stolen.

The lack of consideration given to
people who don't have a computer is
disgraceful. I spent endless minutes
of my 450 a month being told how to go
on the computer and what to do, ect, ect,
no less than two times before I finally
got a human and that took more of my
time + minutes.

I then called the Governor's office and
that was a joke. I was passed from one
to one to one. If I had not hung up I
would have used all my minutes!

Surely you have some way to
in making this process easier for
us "homeless" people, Believe me,
the voters will remember the
incompetency of our DC government at
election time,

[REDACTED]
[REDACTED]

Greenwood, DC 29646

Carly

[Redacted]

Greenville, SC 29646 GREENVILLE SC 296

17 NOV 2012 PM 5 L



RECEIVED

NOV 20 2012

Refe. Laughlin

Answered

Governor Nikki Haley
State House West Wing
P.O. Box 12267
Columbia, SC 29211

61809EE

29211226767



226819

Wednesday, Nov. 14, 2012

Gov. Nikki Haley
Columbia, SC 29211

618988
220819

Dear Governor Haley,
After deciding not to spend the 47¢
to mail a letter, I tried calling your
office.

I have just finished giving my
info about my filing a tax return in the
years that were "stolen". I do not have
a computer, yet I had to wait through
2 lengthy messages on how I should
go to my computer and give all this
info. I am a "procity level" person of
73 yrs and have only 450 mins a
mo. on my phone. I finally got
a human and had to go through

Wednesday, Nov. 14, 2012

another lengthy process. As your administration know that in this poor, poorly led state, that not all people have computers.

I then called your office and was told by the person who gleefully stated "it's a great day in SC" that she could not take my complaint. I needed to speak to an aide who handled this. I was then passed to another lady who asked for my name and was put on hold. I feel sure if I had mega bucks when my name was checked I would not have had to continue & continue holding all the time my 450 minutes are going away.

I finally hung up. The shenanigans

of having this information stolen
does not seem to be enough, Humiliation
also has to be given out.

I feel that as chief honcho of SC
the luck stops with you. So please
know that you have failed in your job
at least I'll get to veto again soon.

████████████████████
████████████████████
Greenwood, SC 29646

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 10:38 AM
To: Haley, Nikki
Subject: Tax Hacking

RECEIVED

OCT 29 2012

Referred CS
Answered Cooper

Title: [REDACTED]
First Name: Paul
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenwood
State: SC
Zip: 29649
Phone: 1864 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: Senior Citizen

Message:

Dear Gov. Haley, I admire you and regret the problems this maniac hacker has caused, but it is impossible to get through to the toll free number...Impossible. I am wondering why it is now the responsibility of the citizens of SC to make this right. We did nothing wrong. I think the State should step up to the plate and report all hacked tax documents to that Experian site. Oh, you can sign up for protection but there is nothing to say the state will pay. I guess there will be plenty of lawsuits over this so I suggest you and the appropriate officials need to make it all right for the citizens. Sincerely, Paul [REDACTED]

225341

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Friday, October 26, 2012 7:45 PM
To: Haley, Nikki
Subject: Tax Hack

Title: [REDACTED]
First Name: Frank
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Marion
State: SC
Zip: 29571
Phone: 843 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

I recently retired from Federal service as the [REDACTED], [REDACTED] and am somewhat familiar with cyber security. While I am aware that no system that is connected to the internet is fully protected from hackers, I was surprised to learn that the tax payer information was not encrypted and that the "holes" in the system had not been previously identified and fixed by means of pen-testing and due diligence. With such a large amount of personal information being contained on this system, I am disappointed to learn that it was compromised at the level and extent that it was.

I sincerely hope a thorough examination of the system is being conducted and corrective measures are being taken to minimize the vulnerability of this system. Surely you are having the cyber security personnel examine all systems within the state that contain personal information. As you know, it's usually not the financial damage that is the biggest cost; it's the loss of confidence and reputation of the company or in this case, the state.

Not to worry! Although I've only recently moved back home to SC, you still have my vote. Thank you for your time.

Frank [REDACTED]

RECEIVED
OCT 29 2012
Referred to [REDACTED]
Answered Cooper

225342

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 3:39 PM
To: Haley, Nikki
Subject: Identity theft

RECEIVED

OCT 29 2012

Referred to CS
Answered Cooper

Title:
First Name: David
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Summerville
State: SC
Zip: 29483
Phone: 8433033846

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

The state allowed my confidential personal ID to be compromised. The office I was given to call, 866-578-5422, was always busy and message said it was closed at 3:15 PM and is supposed to be open until 6PM. Lousy service !! Not Happy at all.

225 343

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Tuesday, October 30, 2012 6:26 PM
To: Haley, Nikki
Subject: Protect My ID

Title: [REDACTED]
First Name: Steve
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Gaffney
State: SC
Zip: 29341
Phone: 864 [REDACTED]
Email: [REDACTED]@bellsouth.net

Affiliation: Constituent
Message:
Please protect my IDENTITY. Thanking you in advance.
With kindest regards,
Steve [REDACTED]

225344

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comcast.net>
Sent: Tuesday, October 30, 2012 4:38 PM
To: Haley, Nikki
Subject: I can not register nor can I get anyone on the Phone

Title: unable to retister
First Name: Charles and Betty
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Augusta
State: SC
Zip: 29841
Phone: 803 [REDACTED]
Email: charles.rivers09@comcast.net

Affiliation: Senior Citizen

Message:

What time is the best time to call. I have tried over five times at different times only to get a busy signal. I am yet to get a wait time which I would not mind, however I do mind when it comes up that I have to pay \$15.and some change to register. Tell me step by step how to register. Thank you ...A registered voter!!!

225345

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Tuesday, October 30, 2012 2:54 PM
To: Haley, Nikki
Subject: state benefits

Title:
First Name: georgia
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: edgefield
State: SC
Zip: 29824
Phone: [REDACTED]
Email: [REDACTED]@bellsouth.net

10/1/12
Smith

Affiliation: South Carolina Resident

Message:

Mrs. Haley,

I want to know WHY our teachers are having to fight for a raise and our state employees are having to sue the state for their insurance and now our social security numbers are breached? There is probably going to be a SUPREME cost to tax payers now fix the problem with the hackers. I hope our tax money can be spent in the future toward letting people who do an honest job get the benefits they DESERVE and also health benefits. MONEY should have been spent to encrypt our Social security but TOO LATE for that NOW.

Georgia [REDACTED]

RETIRED [REDACTED] worried about our STATE, of whom I'm a proud CITIZEN and TAX PAYER

225346

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, October 26, 2012 7:55 PM
To: Haley, Nikki
Subject: SSN info

Title: SC Citizen
First Name: Darin
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: lexington
State: sc
Zip: 29072
Phone:

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

Why are you making us fix YOUR screw-up!!!! This has happened on your watch and all you can do is give us one number call for 3.6 million people to call??? Our info. can be used by these people at this evry moment. This is very unacceptable...more is needing to be done NOW

RECEIVED

OCT 29 2012

Relon: 05

Answered: _____

225362

...correspondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 2:56 PM
To: Haley, Nikki
Subject: You idiots

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

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Nikki,

How can you have unencrypted data on your secured systems? This is irresponsible, outrageous, stupid and idiotic. Not only should you replace the IT managers but I for one will not be making the same mistake the next time you are on the ballot. You offer one year of credit monitoring. Are you kidding? You protect the taxpayer money held by the state, but not the assets of your citizens that you have been so negligent with. I believe nothing that you say. You cannot be trusted to lead any inquiry. Step aside please on this. Go out and campaign and leave management of state functions to a more competent staff. This is so reviling.

Fred [REDACTED]

ED

OCT 29 2012

Answered NRN

225366

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 6:40 PM
To: Haley, Nikki
Subject: cyber attack

RECEIVED

OCT 29 2012

Referred to AS

Answered

Title: citizen
First Name: Rebecca
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Goose Creek
State: SC
Zip: 29445
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

Giving out one number that no one can get through is ridiculous. Millions of people are concerned, yet the only thing you can come up with is "I want to nail this person to the wall." First, you are not likely to find this person or persons. If by some miracle you do, there is nothing you will be able to do about it. Stop the bravado, which no one believes, and really do something. First, have dozens of lines available for people to call. Next, have a more concrete plan for those who have had their security breached. Your election is not that far away. Is your legacy going to be the governor that did nothing to help the people of South Carolina during a security crisis?