

Stirling, Bryan

From: Schimsa, Rebecca
Sent: Friday, November 02, 2012 11:15 AM
To: Patel, Swati; Stirling, Bryan
Subject: Please confirm ASAP
Attachments: Utilities Message re Identity Theft Protection.docx

798 characters.

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

Protect yourself against identity theft

As you may have seen in the news, the SC Department of Revenue learned that its records were breached in a large-scale cyber attack in October. Because of this criminal hack, anyone who has paid SC taxes since 1998 may have had his personal information compromised.

SC taxpayers should take the following steps by January 31st:

- Visit **www.protectmyid.com/scdor** (code **SCDOR123**) or call **1-866-578-5422** to enroll for identity theft protection free of charge.

SC business owners should also take the following steps before January 31st to protect their companies:

- Visit **www.DandB.com/SC** or call 1-800-279-9221 (M-F 8am-8pm EST) to register for credit alert protection.
- Visit **www.SmartBusinessREports.com/SouthCarolina** to register for business credit monitoring.

For additional information, please contact the SC Department of Consumer Affairs at **1-800-922-1594** or visit **www.consumer.sc.gov**.

Stirling, Bryan

From: Jon Neiditz <Jon.Neiditz@nelsonmullins.com>
Sent: Friday, November 02, 2012 9:54 AM
To: Greg Young; Stirling, Bryan
Cc: Ozzie Fonseca; Anel Nevarez; Michael Bruemmer
Subject: RE: From Greg Young, re: Stats for 11-2-12, 6:30 am PST

Thanks very much, Greg. Is that 122,000 visits to the page on Friday?

Jon

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]
Sent: Friday, November 02, 2012 9:51 AM
To: Stirling, Bryan (BryanStirling@gov.sc.gov)
Cc: Ozzie Fonseca; Anel Nevarez; Jon Neiditz; Michael Bruemmer
Subject: From Greg Young, re: Stats for 11-2-12, 6:30 am PST

Bryan, et al.

New numbers for 11-2-12, 6:30 am PST

Total calls: 665,000
Average wait time: 15 min
Total Registrations: 561,000
Number of visits to registration page: approx. 122,00 for FRIDAY ALONE. I do not have cumulative stats at this time, but hope to extract that early next week.

Best,

GY

Greg Young, APR

Director
Public Relations/Consumer Engagement

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

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

Stirling, Bryan

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Friday, November 02, 2012 9:57 AM
To: Jon Neiditz
Cc: Stirling, Bryan; Ozzie Fonseca; Anel Nevarez; Michael Bruemmer
Subject: Re: From Greg Young, re: Stats for 11-2-12, 6:30 am PST

Sorry, no. Thursday. Though I have been working on predicting the future based on the projected financial advantages.

Thursday. Those stats are Thursday.

GY

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

Sent by my iPhone

On Nov 2, 2012, at 6:54 AM, "Jon Neiditz" <Jon.Neiditz@nelsonmullins.com<<mailto:Jon.Neiditz@nelsonmullins.com>>>>
wrote:

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freecreditreport.com<<http://freecreditreport.com>>
freecreditscore.com<<http://freecreditscore.com>>
creditreport.com<<http://creditreport.com>>
protectmyid.com<<http://protectmyid.com>>
safetyweb.com<<http://safetyweb.com>>

Stirling, Bryan

From: Jon Neiditz <Jon.Neiditz@nelsonmullins.com>
Sent: Friday, November 02, 2012 10:01 AM
To: Stirling, Bryan
Cc: Thad Westbrook
Subject: Corrected Report for the Governor

New numbers for 11-2-12, 6:30 am PST

Total calls: 665,000

Average wait time: 15 min

Total Registrations: 561,000

Number of visits to registration page: approx. 122,000 for THURSDAY ALONE. We do not have cumulative stats at this time, but hope to extract that early next week.

Jon A. Neiditz

Partner

jon.neiditz@nelsonmullins.com

Nelson Mullins Riley & Scarborough LLP

Atlantic Station

201 17th Street NW, Suite 1700

Atlanta, GA 30363

Tel: 404.322.6139 Fax: 404.322.6033

<http://www.nelsonmullins.com/attorneys/jon-neiditz>

twitter: @jonneiditz

Stirling, Bryan

From: Jon Neiditz <Jon.Neiditz@nelsonmullins.com>
Sent: Thursday, November 01, 2012 12:03 PM
To: Rush Smith; Thad Westbrook; Pitts, Ted; Stirling, Bryan
Cc: Harry T. Cooper Jr. Esquire
Subject: RE: Operational issue to add to FAQ call with Experian

(If they are using distinct email addresses, the IP address of the computer does not matter with the Experian product. So I think the issue may really be couples that use the same email (and lots of new business for gmail, too).)

Regards,
Jon A. Neiditz
Partner
jon.neiditz@nelsonmullins.com
Nelson Mullins Riley & Scarborough LLP
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201 17th Street NW, Suite 1700
Atlanta, GA 30363
Tel: 404.322.6139 Fax: 404.322.6033
<http://www.nelsonmullins.com/attorneys/jon-neiditz>

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

From: Rush Smith
Sent: Thursday, November 01, 2012 11:08 AM
To: Thad Westbrook; Ted Pitts; Bryan Stirling
Cc: Harry T. Cooper Jr. Esquire; Jon Neiditz
Subject: Operational issue to add to FAQ call with Experian

We have anecdotal reports of this scenario: husband and wife try to sign up but Experian accepts only one enrollment per IP address.

Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com

Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

Stirling, Bryan

From: Harry Cooper <COOPERH@sctax.org>
Sent: Thursday, November 01, 2012 12:11 PM
To: Jon Neiditz; Rush Smith; Thad Westbrook; Pitts, Ted; Stirling, Bryan
Subject: RE: Operational issue to add to FAQ call with Experian

...thanks.

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Partner
jon.neiditz@nelsonmullins.com
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Atlantic Station
201 17th Street NW, Suite 1700
Atlanta, GA 30363
Tel: 404.322.6139 Fax: 404.322.6033
<http://www.nelsonmullins.com/attorneys/jon-neiditz>

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Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com

Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

Stirling, Bryan


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


Fyi

Sent from my iPhone

Begin forwarded message:

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





November 1, 2012

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


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


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


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


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

Make sure your business is protected!









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

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• 1 4/1/11

Stirling, Bryan

From: Neil Rashley <nrashley@scbankers.org>
Sent: Thursday, November 01, 2012 4:20 PM
To: Stirling, Bryan
Subject: SCBA - DOR Database Breach

Bryan,

Thanks for calling me back. I know this is a constantly evolving situation but we wanted to make sure the Governor's Office used us as one of its primary sources of information for what banks do, especially in these situations. Also, we have been communicating with our bankers and trying to give them the most up-to-date information so they can advise their customers.

So, here's our points:

- Please use us as the primary source for the Governor's Office on what banks do and what they can offer.
- Keep us updated as to the extent of taxpayers' bank account information that has been accessed.
- If there is any way we can assist in helping you inform the public, then we will help.
- You mentioned a meeting and we would like to meet as soon as possible.

Thanks and contact me at any time.

Neil Rashley
Senior Vice President and Counsel
South Carolina Bankers Association
2009 Park Street
P.O. Box 1483
Columbia, SC 29202
(803) 779-0850
(803) 467-221 (cell)
(803) 256-8150 (fax)
nrashley@scbankers.org
www.scbankers.org

Stirling, Bryan

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Sent: Thursday, November 01, 2012 11:08 AM
To: Thad H. Westbrook; Pitts, Ted; Stirling, Bryan
Cc: Harry T. Cooper Jr. Esquire; Jon Neiditz
Subject: Operational issue to add to FAQ call with Experian

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Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

Stirling, Bryan

From: Thad Westbrook <thad.westbrook@nelsonmullins.com>
Sent: Wednesday, October 31, 2012 7:13 PM
To: Stirling, Bryan
Subject: Fw: Contact Info
Attachments: Business Credit Advantage Product Sheet.pdf.pdf

Experian business.

From: Jon Neiditz
Sent: Wednesday, October 31, 2012 06:36 PM
To: Thad Westbrook; Stirling, Bryan (BryanStirling@gov.sc.gov) <BryanStirling@gov.sc.gov>; Rush Smith
Subject: FW: Contact Info

Here's the new URL. They're going to link it in to their consumer website almost immediately.

Jon

Nelson Mullins

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Partner
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Atlanta, GA 30363
Tel: 404.322.6139 Fax: 404.322.6033

www.nelsonmullins.com
([View Bio](#))

From: Fingersh, Adam [<mailto:adam.fingersh@experian.com>]
Sent: Wednesday, October 31, 2012 6:32 PM
To: Jon Neiditz
Cc: Anderson, Allen F.
Subject: RE: Contact Info

Jon-

www.SmartBusinessReports.com/SouthCarolina is the custom landing page for this program. The URL will be live by 7pm (pacific) this evening.

Attached is the product sheet for the offering. Per your request we are also working with our consumer team to get a link on the consumer landing page.

Please let me know if you have any questions. Again, my mobile number is 949-212-3453.

Regards,

Adam

Adam D. Fingersh

Senior Vice President, Products and Marketing
Experian Business Information Services

Tel: 714.830.7707 | adam.fingersh@experian.com

Executive Assistant: Tina De La Cuadra

Tel: 714.830.5433 | tina.delacuadra@experian.com



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From: Fingersh, Adam

Sent: Wednesday, October 31, 2012 3:07 PM

To: 'jon.neiditz@nelsonmullins.com'

Subject: Contact Info

Jon-

Per your request, below is my contact info. Also, my mobile phone is 949-212-3453.

-Adam

Adam D. Fingersh

Senior Vice President, Products and Marketing
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Executive Assistant: Tina De La Cuadra

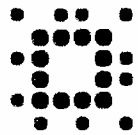
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Business Credit AdvantageSM

Manage your small-business credit report and receive instant alerts



ExperianSM

Business Information Services

Business Credit AdvantageSM is a self-monitoring service that allows unlimited access to a company's business credit report and score. An invaluable tool for proactively managing your business credit, Business Credit Advantage provides a fast, economical way to access your company's business credit report and guard against identity theft. Ongoing knowledge of exactly what's in your company's credit report ultimately can help your business optimize future growth, from building capital to gaining customers.

Your business credit score defines your company

Managing your company's business credit score is essential for success. Like personal credit, business credit can impact everything surrounding your business. Your commercial credit score reflects your company's image to potential lenders and business partners. Unlike personal credit, anyone can view your business credit report and score for any reason.

Protect your company's credit information

ExperianSM monitors business credit information daily, ensuring immediate action may be taken if something changes in your profile. Instant email alerts to changes in a business credit report also protect you from potential fraud or default.

Business Credit Advantage effectively helps to:

- Protect your company's business information from misuse or fraud
- Provide better awareness and avoid surprises
- Ensure immediate action is taken when changes occur in a commercial credit report
- Manage the factors that drive a company's business credit score
- Maximize opportunity for business growth and reputation
- Enable healthy management behaviors separating personal credit risk from business credit risk

Experian
475 Anton Blvd.
Costa Mesa, CA 92626
T: 1 800 520 1221
www.experian.com/BusinessCreditAdvantage

Unlimited report access and instant change alerts

Business Credit Advantage draws information from Experian's BizSourceSM database, which contains more than 27 million credit-active businesses in the United States. Other features include:

- Unlimited access to the most comprehensive report Experian has on a particular business
- Proactive email alerts to changes in a company's business credit report
- History of score trends and alerts with user's account dashboard
- 24-7 instant online access and daily monitoring

Change of address alerts for business identity theft warnings

Business Credit Advantage includes reported changes to your business's address. This type of event is a key indicator of potential fraud. With early notification of this change, you receive an additional layer of fraud protection.

Examples of other email alerts include:

- Business address changes
- Credit score changes
- Newly opened credit tradelines
- Credit inquiries on the business profile
- Uniform Commercial Code filings
- Public record filings, including bankruptcy, liens and judgments
- Collection filings

Business Credit Advantage is available through www.experian.com/BusinessCreditAdvantage and SmartBusinessReports.com[®] as either a monthly or an annual plan.

To find out more about Business Credit Advantage, visit either of the Websites above.

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Other product and company names mentioned herein are the property of their respective owners.

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Stirling, Bryan

From: Thad Westbrook <thad.westbrook@nelsonmullins.com>
Sent: Wednesday, October 31, 2012 6:40 PM
To: Jon Neiditz; Stirling, Bryan; Rush Smith
Subject: RE: Contact Info

FYI - This is the free offer from Experian.

From: Jon Neiditz
Sent: Wednesday, October 31, 2012 6:36 PM
To: Thad Westbrook; Stirling, Bryan (BryanStirling@gov.sc.gov); Rush Smith
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Partner

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www.nelsonmullins.com

(View Bio)

From: Fingersh, Adam [<mailto:adam.fingersh@experian.com>]
Sent: Wednesday, October 31, 2012 6:32 PM
To: Jon Neiditz
Cc: Anderson, Allen F.
Subject: RE: Contact Info

Jon-

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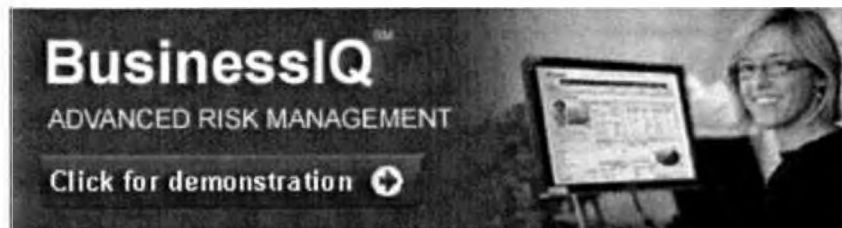
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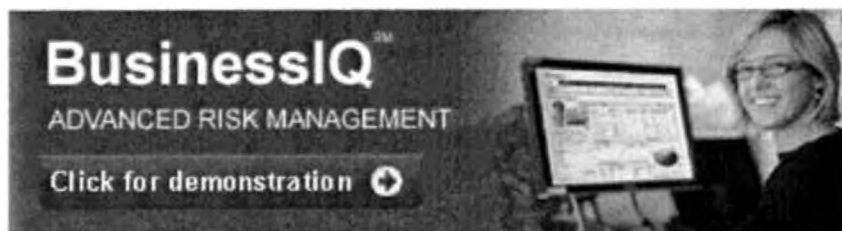
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T: 1.800.520.1221
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Business Credit Advantage is available through www.experian.com/BusinessCreditAdvantage and SmartBusinessReports.com[®] as either a monthly or an annual plan.

To find out more about Business Credit Advantage, visit either of the Websites above.

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01/11 • 8130/2098 • 925-CS

Stirling, Bryan

From: Glaccum, David (L. Graham) <David_Glaccum@lgraham.senate.gov>
Sent: Wednesday, October 31, 2012 5:10 PM
To: 'Hicken, Joseph F CIV OSD LA'
Cc: Stirling, Bryan
Subject: RE: SC Cyber Attack DOD Letter

Thank you. Please let me know if there is anything I can do to help.

DMG

David M. Glaccum
Deputy Counsel
Office of Senator Lindsey Graham

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

From: Hicken, Joseph F CIV OSD LA [<mailto:Joseph.Hicken@osd.mil>]
Sent: Wednesday, October 31, 2012 5:08 PM
To: Glaccum, David (L. Graham)
Cc: bryanstirling@gov.sc.gov
Subject: RE: SC Cyber Attack DOD Letter

Thanks David, per your request, I'll try to find someone Mr. Sterling can speak with before the letter is formally responded to.

v/r,
Joe

Joe Hicken
Office of the Assistant Secretary of Defense for Legislative Affairs
Direct: 703.614.2865

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

From: Glaccum, David (L. Graham) [mailto:David_Glaccum@lgraham.senate.gov]
Sent: Wednesday, October 31, 2012 3:29 PM
To: Hicken, Joseph F CIV OSD LA
Cc: bryanstirling@gov.sc.gov
Subject: SC Cyber Attack DOD Letter

Joe,

Thanks for your help on this matter. The letter we sent to Under Secretary Wright is attached. We sent it out today.

The contact in South Carolina will be Bryan Stirling. His contact information is below. I have cc'd him on this message. Thank you again for your help in expediting this process. Please contact me if you have any questions. My direct dial is (202) 224-9413.

Bryan Stirling

Chief of Staff, Governor Nikki Haley

(803) 734-2100

bryanstirling@gov.sc.gov

David M. Glaccum

Deputy Counsel

Senator Lindsey O. Graham

290 Russell Senate Office Building

Washington, DC 20510

202-224-5972

Description: S:\IT Stuff\GRAHAMicons_files\image002.jpg <<http://twitter.com/GrahamBlog>> Description: S:\IT Stuff\GRAHAMicons_files\image004.jpg <<http://www.facebook.com/USSenatorLindseyGraham>> Description: S:\IT Stuff\GRAHAMicons_files\image006.jpg <<http://www.youtube.com/user/USSenLindseyGraham>> Description: S:\IT Stuff\GRAHAMicons_files\image008.jpg <<http://lgraham.senate.gov/public>>

Stirling, Bryan

From: Maybank, Burnet R. III <BMaybank@nexsenpruet.com>
Sent: Wednesday, October 31, 2012 4:38 PM
To: Stirling, Bryan
Subject: EIN sites

<http://answers.yahoo.com/question/index?qid=1006033021718>

<http://smallbusiness.chron.com/LOOK-UP-EIN-NUMBER-4268.HTML>

<http://www.sba.gov/community/blogs/community-blogs/business-law-advisor/how-do-i-find-ein>

Sent from my iPhone

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Stirling, Bryan

From: Grube-Lybarker, Carri
Sent: Wednesday, October 31, 2012 11:36 AM
To: Stirling, Bryan
Subject: FAQs
Attachments: Frequently Asked Questions- 103112.docx

Hi Brian,

Attached are the FAQs we've developed thus far based on calls we've received.

Let me know if you have any questions~

Thanks,
Carri

Carri Grube Lybarker, Esq.

Administrator | SC Department of Consumer Affairs

2221 Devine Street, Suite 200

P.O. Box 5757 | Columbia, SC 29250-5757

803.734.4297 | 803.734.4229 FAX

www.consumer.sc.gov ****Please note new website address****



FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

October 31, 2012

- **My spouse and I have joint accounts, do I have to register both of us for the monitoring, alert or freeze or just myself?** Credit reports are tied to an individual's social security number, so you each need to register.
- **Will my deceased family member's SSN be at risk?** It is possible. Make sure you have notified each of the three major credit reporting agencies of the death so it can be appropriately marked on the credit report. You may also want to pull a copy of the member's credit report and contact to make sure the accounts are marked "deceased." If they are not, contact each creditor.
- **What about my children's SSN?** Currently the Department of Revenue is working to match parents with their dependents. Once completed, the affected families will receive access to a "Family Protection Plan" through Experian. After the parents enroll, they will receive an e-mail from Experian that will allow them to go to a site to enter their children's information. Parents can also try now to put a fraud alert on their child's report, if one exists. If the agency doesn't allow the fraud alert to be placed, it is because a report matching that social security number does not yet exist. You can also contact each of the three credit reporting agencies and ask they perform a manual search of your child's file. They may ask for additional information prior to initiating the search:
 - TransUnion: childidtheft@transunion.com
 - Experian- 888-397-3742
 - Equifax- 800-525-6285
- **I'm a business, does the free credit monitoring, fraud alerts and security freeze apply to me?** If you are a sole proprietor, partnership or single-member LLC and file tax returns for the business through your personal SSN, the programs can be used by you. But, because the programs are tied to an individual's credit report/SSN, if you are a multi-member LLC or corporations, these services are not available. You should continue to monitor your business' finances, checking bank statements regularly, etc.
- **What is the difference between credit monitoring, a fraud alert and a security freeze?**
 - Credit monitoring is where a third party monitors your credit reports for suspicious activity and identity theft red flags. The monitoring service provided by DOR will last one year, with "Extend Care" after the term is up.
 - A fraud alert is FREE, stays in place for 90-days and requires potential creditors take steps to verify that the applicant is not you. You only have to contact 1 of the 3 credit reporting agencies (CRA) to place the alert. Once you place the alert, you will receive notice that you can get 1 free copy of your credit report from each of the CRAs.

FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

October 31, 2012

- A security freeze is FREE and will prevent potential creditors and other third parties from accessing your credit report at all, unless you temporarily lift the freeze or already have a relationship with the company. You **must call each of the CRAs** to do this. It is FREE to place, thaw and lift the freeze for SC Residents. Once you place the freeze, you will receive a PIN number you can use to thaw or lift the freeze. Make sure to keep it in a safe place. You can place the freeze online at the addresses or numbers below:

www.freeze.equifax.com
www.experian.com/freeze
<http://freeze.transunion.com>

OR

Equifax: 800-685-1111
TransUnion: 800-680-7289
Experian: 888-397-3742

- **How do I know if my information was included in the hack?** Unfortunately all that has been released at this time is that 3.6 million SSN numbers and debit and credit card numbers have been exposed pertaining to taxpayers who filed a tax return at anytime from 1998 forward. We encourage consumers to assume their information has been compromised and go ahead and take advantage of the protections available. (monitoring, fraud alert, security freeze).

FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

October 31, 2012

- **My spouse and I have joint accounts, do I have to register both of us for the monitoring, alert or freeze or just myself?** Credit reports are tied to an individual's social security number, so you each need to register.
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 - TransUnion: childidtheft@transunion.com
 - Experian- 888-397-3742
 - Equifax- 800-525-6285
- **I'm a business, does the free credit monitoring, fraud alerts and security freeze apply to me?** If you are a sole proprietor, partnership or single-member LLC and file tax returns for the business through your personal SSN, the programs can be used by you. But, because the programs are tied to an individual's credit report/SSN, if you are a multi-member LLC or corporations, these services are not available. You should continue to monitor your business' finances, checking bank statements regularly, etc.
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FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

October 31, 2012

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www.freeze.equifax.com
www.experian.com/freeze
<http://freeze.transunion.com>

OR

Equifax: 800-685-1111
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Experian: 888-397-3742

- **How do I know if my information was included in the hack?** Unfortunately all that has been released at this time is that 3.6 million SSN numbers and debit and credit card numbers have been exposed pertaining to taxpayers who filed a tax return at anytime from 1998 forward. We encourage consumers to assume their information has been compromised and go ahead and take advantage of the protections available. (monitoring, fraud alert, security freeze).

Stirling, Bryan

From: Grube-Lybarker, Carri
Sent: Tuesday, October 30, 2012 9:04 PM
To: Stirling, Bryan
Subject: Fw: IRS Info

Connected by DROID on Verizon Wireless

-----Original message-----

From: "Grube-Lybarker, Carri" <clybarker@scconsumer.gov>
To: "Grube-Lybarker, Carri" <clybarker@scconsumer.gov>
Sent: Wed, Oct 31, 2012 00:55:15 GMT+00:00
Subject: IRS Info

Hi Brian,

Most of the info I found points to the IRS. I assume since most of the documents/sites refer to "taxpayers," it would include businesses:

- [http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-\(EINs\)-](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-(EINs)-)
- <http://www.irs.gov/uac/Safeguards-Program>
- <http://www.irs.gov/uac/Identity-Protection>
- Number taxpayers who think their tax records may be at id theft risk: IRS Identity Protection Specialized Unit at 1-800-908-4490

I hope this information is helpful. I'll continue to look tomorrow to see if I can find anything additional.

Thanks,
Carri

Carri Grube Lybarker, Esq.

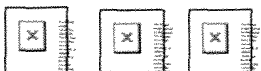
Administrator | SC Department of Consumer Affairs

2221 Devine Street, Suite 200

P.O. Box 5757 | Columbia, SC 29250-5757

803.734.4297 | 803.734.4229 FAX

www.consumer.sc.gov ****Please note new website address****



Stirling, Bryan

From: Schimsa, Rebecca
Sent: Sunday, October 28, 2012 9:14 AM
To: Stirling, Bryan
Cc: Pitts, Ted; Veldran, Katherine
Subject: Fw: From the Governor's Office re. cyber-attack at DOR

From: James Smith [mailto:JamesSmith@schouse.gov]
Sent: Sunday, October 28, 2012 05:59 AM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine; Mark Keel <mkeel@sled.sc.gov>; Kirkland T. Smith <Kirkland@KirklandSmith.com>; Rep. James E. Smith Jr. <James@JamesSmith.com>
Subject: Re: From the Governor's Office re. cyber-attack at DOR

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

Thanks, James

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

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

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

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

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

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6

million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

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

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

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

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

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

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

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

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

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

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

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

-###-

VIDEO OF TODAY’S PRESS CONFERENCE:

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

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

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

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

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

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

-###-

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

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

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

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.

3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

<Media Release from DOR 10.26.2012.pdf>

Stirling, Bryan

From: Rush Smith <rush.smith@nelsonmullins.com>
Sent: Friday, October 26, 2012 1:35 PM
To: Ozzie Fonseca
Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan; Pitts, Ted; Emily Brady; Rick Silver; Tim Kelly
Subject: Re: Experian

Ozzie,

We are going to the press conference shortly and will be grateful for everything you can do to staff it up and shorten hold times. Thanks very much.

Rush

Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 1:29 PM, "Ozzie Fonseca" <ofonseca@experianinteractive.com> wrote:

> I am looking into the possibility right now.

>

> Additionally, I tested the phone number and it is working fine.

>

> Thanks

>

> Ozzie Fonseca, CIPP/US

> Senior Director, Data Breach Resolution

>

> Experian Consumer Direct

> 535 Anton, Suite 100.

> Costa Mesa, CA 92626

> (949) 567-3851 - Desk

> (949) 302-2299 -

> Cell (949) 242-2938 - Fax

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

>

> Blog:

> www.Experian.com/blogs/data-breach<[http://www.Experian.com/blogs/data-](http://www.Experian.com/blogs/data-breach)

> breach> Follow us on Twitter:

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> Visit us at <http://www.experian.com/databreach>

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>
 >
 > Rush Smith <rush.smith@nelsonmullins.com> wrote:
 >
 > Ozzie,
 > We need some content on the website ASAP so that we can have a happier consumer experience. It should tell people to call the number, get a code, and the return to the website to enroll. Please get that added. Thanks much.
 > Rush
 >
 > Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson
 > Mullins Riley & Scarborough, LLP, Columbia SC
 >
 > Sent from my iPad
 >
 > On Oct 26, 2012, at 12:58 PM, "Ozzie Fonseca" <ofonseca@experianinteractive.com> wrote:
 >
 >> I just hung up with our call center. They are getting calls already and I are distributing codes to those were interested.
 >>
 >> Given the fact that we are already taking calls I am a little concerned by not having enough codes to assign to each individual.
 >>
 >> If you decide that 3.6 million is the right number we will do our best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we should create a short addendum to request additional codes later today.
 >>
 >> Please let me know your thoughts.
 >>
 >> Ozzie Fonseca, CIPP/US
 >> Senior Director, Data Breach Resolution
 >>
 >> Experian Consumer Direct
 >> 535 Anton, Suite 100.
 >> Costa Mesa, CA 92626
 >> (949) 567-3851 - Desk
 >> (949) 302-2299 -
 >> Cell (949) 242-2938 - Fax
 >> ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>
 >>
 >> Blog:
 >> www.Experian.com/blogs/data-breach<http://www.Experian.com/blogs/data
 >> -breach<http://www.Experian.com/blogs/data-breach<http://www.Experian
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>>
>>
>> Rush Smith <rush.smith@nelsonmullins.com> wrote:
>>
>> Can you give us guidance on this? Story broke and you will start
>> getting calls. Is call center ready? Please let us know when it will
>> be. You should have signed contract soon.
>>
>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson
>> Mullins Riley & Scarborough, LLP, Columbia SC
>>
>>
>>
>> -----Original Message-----
>> From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]
>> Sent: Friday, October 26, 2012 12:52 PM
>> To: Rush Smith
>> Subject: Experian
>>
>> People are going to site and being asked to enter a code.
>>
>> Sent from my iPhone
>
>

Stirling, Bryan

From: Rush Smith <rush.smith@nelsonmullins.com>
Sent: Friday, October 26, 2012 2:25 PM
To: ofonseca@experianinteractive.com
Cc: jon.neiditz@nelsonmullins.com; KimpsoM@sctax.org;
thad.westbrook@nelsonmullins.com; Emily.Brady@chernoffnewman.com;
Rick.Silver@chernoffnewman.com; Tim.Kelly@chernoffnewman.com; Pitts, Ted; Stirling,
Bryan; Harry T. Cooper Jr. Esquire
Subject: Re: Experian

Ozzie,

We have finished press conference and local news media are continuing live with the story. I wanted to let you know.
Rush

Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 1:35 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

> Thank you. Please keep us posted.

>

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

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

> Sent: Friday, October 26, 2012 01:34 PM

> To: Rush Smith <rush.smith@nelsonmullins.com>

> Cc: Ozzie Fonseca <ofonseca@experianinteractive.com>; Jon Neiditz

> <jon.neiditz@nelsonmullins.com>; KimpsoM@sctax.org

> <KimpsoM@sctax.org>; Thad Westbrook

> <thad.westbrook@nelsonmullins.com>; Stirling, Bryan; Emily Brady

> <Emily.Brady@chernoffnewman.com>; Rick Silver

> <Rick.Silver@chernoffnewman.com>; Tim Kelly

> <Tim.Kelly@chernoffnewman.com>; Pitts, Ted

> Subject: Re: Experian

>

> On the phone with our call center management. Additional staffing will be allocated as appropriate.

>

> Current hold time is now 5 minutes and dropping.

>

> Ozzie Fonseca, CIPP/US

> Senior Director, Data Breach Resolution

>

> Experian Consumer Direct

> 535 Anton, Suite 100.

> Costa Mesa, CA 92626

> (949) 567-3851 - Desk

> (949) 302-2299 -

> Cell (949) 242-2938 - Fax

> ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>
>
> Blog:
> www.Experian.com/blogs/data-breach<http://www.Experian.com/blogs/data-
> breach> Follow us on Twitter:
> www.Twitter.com/Experian_DBR<http://www.Twitter.com/Experian_DBR>
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>
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>> Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan;
>> Pitts, Ted; Emily Brady; Rick Silver; Tim Kelly
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>>>

>>> Experian Consumer Direct

>>> 535 Anton, Suite 100.

>>> Costa Mesa, CA 92626

>>> (949) 567-3851 - Desk

>>> (949) 302-2299 -

>>> Cell (949) 242-2938 - Fax

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

>>>

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>>> www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>

>>> a-<<http://www.Experian.com/blogs/data-breach>>

>>> /blogs/data->

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>>> From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]
>>> Sent: Friday, October 26, 2012 12:52 PM
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Stirling, Bryan

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To: Rush Smith; ofonseca@experianinteractive.com
Cc: KimpsoM@sctax.org; Thad Westbrook; Emily.Brady@chernoffnewman.com; Rick.Silver@chernoffnewman.com; Tim.Kelly@chernoffnewman.com; Pitts, Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire
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Stirling, Bryan

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Sent: Friday, October 26, 2012 2:47 PM
To: ofonseca@experianinteractive.com
Cc: Stirling, Bryan; Thad H. Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire
Subject: Re: Experian

Ozzie,

In addition to Brian's question I'd like to ask if you could you provide email updates to us about hold times at intervals as we move through the next day or two. Thanks.

Rush

Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 2:33 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

> What progress have we made on adding people at the call center? Media reporting long wait times.

>

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> From: Rush Smith [mailto:rush.smith@nelsonmullins.com]

> Sent: Friday, October 26, 2012 02:25 PM

> To: ofonseca@experianinteractive.com

> <ofonseca@experianinteractive.com>

> Cc: jon.neiditz@nelsonmullins.com <jon.neiditz@nelsonmullins.com>;

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Subject: RE: Experian

Jon:

And FAQ regarding minors would certainly be useful. We have received a few calls regarding children.

Thanks

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>
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>
> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson
> Mullins Riley & Scarborough, LLP, Columbia SC
>
> Sent from my iPad
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> On Oct 26, 2012, at 1:29 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:
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>> Sent: Friday, October 26, 2012 1:27 PM
>> To: Ozzie Fonseca
>> Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan;
>> Pitts, Ted; Emily Brady; Rick Silver; Tim Kelly
>> Subject: Re: Experian
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>>> Senior Director, Data Breach Resolution

>>>

>>> Experian Consumer Direct

>>> 535 Anton, Suite 100.

>>> Costa Mesa, CA 92626

>>> (949) 567-3851 - Desk

>>> (949) 302-2299 -

>>> Cell (949) 242-2938 - Fax

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

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>>> logs/dat>

>>> a-<<http://www.Experian.com/blogs/data-breach>> <<http://www.Experian.com/blogs/data-breach>>

>>> /blogs/data->

>>> breach> Follow us on Twitter:

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>>> _DBR<http>

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>>> Subject: Experian

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Stirling, Bryan

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Sent: Friday, October 26, 2012 1:34 PM
To: Rush Smith
Cc: Ozzie Fonseca; Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan; Emily Brady; Rick Silver; Tim Kelly; Pitts, Ted
Subject: Re: Experian

On the phone with our call center management. Additional staffing will be allocated as appropriate.

Current hold time is now 5 minutes and dropping.

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

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To: Ozzie Fonseca
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Subject: Re: Experian

I am looking into the possibility right now.

Additionally, I tested the phone number and it is working fine.

Thanks

Ozzie Fonseca, CIPP/US
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Stirling, Bryan

From: Schimsa, Rebecca
Sent: Saturday, October 27, 2012 10:55 AM
To: Stirling, Bryan
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Will do.

From: Stirling, Bryan
Sent: Friday, October 26, 2012 10:43 PM
To: Schimsa, Rebecca
Subject: Re: From the Governor's Office re. cyber-attack at DOR

Please keep forwarding any legislative responses. I will call them if I have the number if not I will email them. Thank you.

From: Schimsa, Rebecca
Sent: Friday, October 26, 2012 10:40 PM
To: Stirling, Bryan
Subject: Fw: From the Governor's Office re. cyber-attack at DOR

FYI.

From: Leon Stavrinakis [mailto:lstavrinakis@msn.com]
Sent: Friday, October 26, 2012 10:28 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: RE: From the Governor's Office re. cyber-attack at DOR

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

Leon E. Stavrinakis / Attorney at Law / Stavrinakis Law Firm
S.C. House of Representatives / District 119, Charleston County
One Cool Blow Street, Suite 201 / Charleston, SC 29403
843.724.1060 (Law Office) / 843.853.7816 (Law Fax)
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From: RebeccaSchimsa@gov.sc.gov
To: lstavrinakis@msn.com

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

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

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

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

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

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

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

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

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

Sincerely,

Rebecca Schimsa
Office of the Governor

MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:

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

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that

approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

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

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

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

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

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

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

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

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

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

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

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

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VIDEO OF TODAY’S PRESS CONFERENCE:

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

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

Video of the press conference is available here:

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

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

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

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

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CONFERENCE CALL INFORMATION FOR LEGISLATORS:

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

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

Directions:

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

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<Media Release from DOR 10.26.2012.pdf>