

## Haltiwanger, Katherine

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**From:** LeMoine, Leigh  
**Sent:** Friday, October 26, 2012 1:25 PM  
**To:** Thomas, Katherine  
**Cc:** Haltiwanger, Katherine  
**Subject:** FW: Two step process to sign up for protection

Please see updated instructions. Thank you, Leigh

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**From:** Pitts, Ted  
**Sent:** Friday, October 26, 2012 1:24 PM  
**To:** LeMoine, Leigh; Haltiwanger, Katherine; Godfrey, Rob  
**Subject:** Two step process to sign up for protection

If you filed a South Carolina tax return since 1998, you are urged to call the toll-free call center that DOR has established, which will be operating 24/7 beginning noon on Friday, October 26, 2012, for anyone who wishes to know if their personal information was included and to immediately enroll in one year of credit monitoring:

Step #1- Call 1-866-578-5422. To get your unique activation code. We apologize in advance for the wait time.

Step #2 log on to- [ProtectMyID.com/scdor](http://ProtectMyID.com/scdor) and sign up for protection.

Ted Pitts  
Deputy Chief of Staff  
Governor Nikki Haley  
Cabinet and Legislative Affairs  
803.767.7862  
[TedPitts@gov.sc.gov](mailto:TedPitts@gov.sc.gov)

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Friday, October 26, 2012 1:33 PM  
**To:** Jones, Sheila; Thomas, Katherine  
**Subject:** Fw: Two step process to sign up for protection

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**From:** Pitts, Ted  
**Sent:** Friday, October 26, 2012 01:24 PM  
**To:** LeMoine, Leigh; Haltiwanger, Katherine; Godfrey, Rob  
**Subject:** Two step process to sign up for protection

If you filed a South Carolina tax return since 1998, you are urged to call the toll-free call center that DOR has established, which will be operating 24/7 beginning noon on Friday, October 26, 2012, for anyone who wishes to know if their personal information was included and to immediately enroll in one year of credit monitoring:

Step #1- Call 1-866-578-5422. To get your unique activation code. We apologize in advance for the wait time.

Step #2 log on to- [ProtectMyID.com/scdor](http://ProtectMyID.com/scdor) and sign up for protection.

Ted Pitts  
Deputy Chief of Staff  
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803.767.7862  
[TedPitts@gov.sc.gov](mailto:TedPitts@gov.sc.gov)

## Haltiwanger, Katherine

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**From:** Thomas, Katherine  
**Sent:** Friday, October 26, 2012 4:47 PM  
**To:** Haltiwanger, Katherine  
**Subject:** RE:

224076

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**From:** Haltiwanger, Katherine  
**Sent:** Friday, October 26, 2012 4:26 PM  
**To:** Thomas, Katherine  
**Subject:**

Call from the LT. Gov's office...the constituent says his name is AC Flora III 803 [REDACTED]

-Katherine

## Haltiwanger, Katherine

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**From:** Stirling, Bryan  
**Sent:** Friday, October 26, 2012 4:49 PM  
**To:** Schimsa, Rebecca; Pitts, Ted; Veldran, Katherine; Godfrey, Rob  
**Cc:** Haltiwanger, Katherine; Soura, Christian  
**Subject:** RE: legislator notifications

Thank you very much.

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**From:** Schimsa, Rebecca  
**Sent:** Friday, October 26, 2012 4:47 PM  
**To:** Pitts, Ted; Veldran, Katherine; Stirling, Bryan; Godfrey, Rob  
**Cc:** Haltiwanger, Katherine; Soura, Christian  
**Subject:** legislator notifications

This afternoon at 4:45 p.m., an email went out to members of the General Assembly including:

1. Media release from our office;
2. Media release from DOR;
3. Video of today's press conference; and
4. Conference call information for Monday.

Thanks.

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

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Friday, October 26, 2012 4:55 PM  
**To:** Katherine Thomas  
**Subject:** FW: Maley letter  
**Attachments:** Letter to Maley re EO 2012-10.PDF

### Outgoing log

**From:** Schimsa, Rebecca  
**Sent:** Friday, October 26, 2012 4:48 PM  
**To:** Haltiwanger, Katherine  
**Subject:** Maley letter

Attached.

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



## State of South Carolina Office of the Governor

NIKKI R. HALEY  
GOVERNOR

1205 PENDLETON STREET  
COLUMBIA 29201

October 26, 2012

The Honorable Patrick Maley  
State Inspector General  
110 Centerview Drive, Suite 201  
Columbia, South Carolina 29210

Dear Inspector General Maley,

On behalf of the state agencies of South Carolina, I request your assistance in addressing a serious issue affecting state government information security.

Throughout state government, our information technology (IT) policy for security procedures and protocols has been largely uncoordinated and outdated exposing our state to greater risks of internal and external cyber-attacks.

I am committed to ensuring that state government minimize the risk of cyber-attacks and protect the personal information of our citizens kept by state agencies. Accordingly, today, I signed Executive Order 2012-10 directing the IT officers in my Cabinet agencies to take immediate action to work with the Office of the State Inspector General to review and strengthen IT security procedures and protocols.

Pursuant to your authority in Chapter 6 of Title 1 of the South Carolina Code of Laws, I ask that you make recommendations, on a comprehensive and holistic basis, to improve information security policies and procedures in our state agencies. I would appreciate your immediate attention to this matter. My staff is available to assist as needed.

Sincerely,

A handwritten signature in cursive script, reading "Nikki R. Haley".

Nikki R. Haley

## Haltiwanger, Katherine

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**From:** Smoak, Carol  
**Sent:** Friday, October 26, 2012 5:05 PM  
**To:** Haltiwanger, Katherine  
**Subject:** RE: Message Change

Ok working on the change now

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**From:** Haltiwanger, Katherine  
**Sent:** Friday, October 26, 2012 5:03 PM  
**To:** Smoak, Carol  
**Subject:** RE: Message Change

7:30

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**From:** Smoak, Carol  
**Sent:** Friday, October 26, 2012 5:01 PM  
**To:** Haltiwanger, Katherine  
**Subject:** Re: Message Change

What time is she going to. SAC the phone

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**From:** Haltiwanger, Katherine  
**Sent:** Friday, October 26, 2012 04:54 PM  
**To:** Smoak, Carol  
**Cc:** Glover, Christine  
**Subject:** Message Change

Carol,

We need to change the message when Sheila SACs the phone; needs to be effective by 7:30 p.m. tonight.

You have reached the Office of Governor Nikki Haley. The office is currently closed and will reopen Monday at 8:30 a.m. If you are calling about the cyber attack, please 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 EDT on Monday through Friday and 11:00 AM – 8:00 PM EDT on Saturday and Sunday. Thank you.

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Friday, October 26, 2012 6:21 PM  
**To:** Katherine Thomas  
**Subject:** FW: Constituent call

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**From:** Godfrey, Rob  
**Sent:** Friday, October 26, 2012 6:21 PM  
**To:** Haltiwanger, Katherine  
**Subject:** Constituent call

Sharon Bailey  
864 [REDACTED]

Needs a call back.

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

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Monday, October 29, 2012 9:30 AM  
**To:** Katherine Thomas  
**Cc:** Rob Godfrey (robgodfrey@gov.sc.gov)  
**Subject:** Calls

These were all calls from Rob's voicemail that need to be logged and called back today.

1. Roberta Terris, democratic voter in SC, not enough lines for 3.6 million people, no contact #
2. No name, can't get through
3. Don Cynical, 803. [REDACTED] needs directions on how to get Protect My ID
4. Renee Walls, SC resident, why did it take so long to wait to tell the people of SC, not acceptable, 843 [REDACTED] or 843 [REDACTED]
5. No Name or #, needs to be more lines
6. Ronnie Gwynn, concerned, was asked to pay \$30 when he was told it was a free service, 864. [REDACTED]
7. Lou Lesene, 704. [REDACTED], can't get through
8. Mardy Rush, 864. [REDACTED], can't get anyone to answer
9. Kay Burton, 843. [REDACTED]
10. Connie Manos, no #, can't get through
11. James Zimmerman, 803. [REDACTED] instructions on what to do

-Katherine

## **Haltiwanger, Katherine**

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 10:52 AM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** Constituent calls

Theodore Ravenel

864 [REDACTED]

Constituent with concerns about the process the state is using to monitor credit reports. Wants a call back.

Jeff Brooker

803 [REDACTED]

Business owner who wants to know if his business information was compromised.

**Rob Godfrey**

**Office of Gov. Nikki Haley**

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

## Haltiwanger, Katherine

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 10:56 AM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** FW: press conference

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**From:** Charlene M. Gunnells [<mailto:gunnellsc@citadel.edu>]  
**Sent:** Monday, October 29, 2012 10:52 AM  
**To:** Godfrey, Rob  
**Subject:** press conference

I have some personal questions I did not hear addressed at the press conference.  
Who can I address them to?

I signed up for the year's protection but I still don't know if my SSN was stolen. What will happen if it is confirmed that mine was stolen. Will someone tell me? What will happen if it is determined mine was not stolen? How will I know that?

I get my refund direct deposited into my checking account each year. I don't see unusual activity on my checking account but could my account number have been compromised in addition to my SSN?

I signed up online for the one-year protection. How can I be sure I am being protected?

I did a fraud alert with the credit reporting agency. Should I also do the more severe 'security alert' too? It seems very disruptive.

Charlene Gunnells  
Media Relations Coordinator  
External Affairs Office  
The Citadel  
171 Moultrie Street  
Charleston, SC 29409  
843.953.2155 office  
843.475.0596 cell

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## **Haltiwanger, Katherine**

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 11:12 AM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** Constituent call

Dana Hollifield  
864 576 1040  
Hill and Franks Financial Group  
Needs a call from someone to discuss DOR breach.

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

## **Haltiwanger, Katherine**

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 11:24 AM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** Constituent call

Paige Pittard or Patti  
Palmetto Bank  
864 855 3308

Needs information on what information was compromised to tell the bank's clients. Says DOR is not being helpful.

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

## **Haltiwanger, Katherine**

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 12:10 PM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** Constituent calls

Madeline Araujo  
843 [REDACTED]  
Constituent needs assistance with protectmyid.com

Brian Livingston  
803 [REDACTED]  
Recently left S.C. Has questions on hacking.

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

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Tuesday, October 30, 2012 12:20 PM  
**To:** Ted Pitts (tedpitts@gov.sc.gov)  
**Subject:** Questions

1. People are calling to say if they currently reside out of SC, they are unable to set-up protection online. It is not letting them register with an out of state address. What address do they use—the one they filed with or their current one?
2. The phone is disconnecting after a certain period of time.
3. If multiple people at a home or resident or using the same computer to sign-up; Experian says that this IP address has registered and they are having to find a different computer.
4. Nursing homes, etc. are calling the office how can they sign-up for people that do not have the capability to sign themselves up; for example; the disabled or elderly.

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Monday, October 29, 2012 1:24 PM  
**To:** Carol Smoak (csmoak@oepp.sc.gov)  
**Cc:** Rob Godfrey (robgodfrey@gov.sc.gov); Sheila Jones; Bryan Stirling (bryanstirling@gov.sc.gov)  
**Subject:** Updated Message for 2100  
**Importance:** High

Carol, please have 2100 changed today by 5 p.m. to the following message:

You have reached the Office of Governor Nikki Haley. The office is open Monday through Friday, 8:30 a.m. to 5:00 p.m. If you are calling about the cyber attack, you can visit [www.protectmyid.com/scdor](http://www.protectmyid.com/scdor) and enter the code SCDOR123. Sign-up ends on January 31, 2013. If you do not have access to the internet, you can call 1-866-578-5422 (say the # twice). Thank you.

## Haltiwanger, Katherine

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 1:28 PM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** Constituent calls

Laura Hogue  
201 [REDACTED]

Linda Hodge  
803 [REDACTED]

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

## Haltiwanger, Katherine

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**From:** Godfrey, Rob  
**Sent:** Monday, October 29, 2012 1:46 PM  
**To:** Haltiwanger, Katherine  
**Cc:** Thomas, Katherine  
**Subject:** Constituent calls

Mr. Kevin McAlister  
864 [REDACTED]

Scott Tate  
864 [REDACTED]

Holly Jiles  
518 [REDACTED]

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

## **Haltiwanger, Katherine**

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**From:** Haltiwanger, Katherine  
**Sent:** Monday, October 29, 2012 4:40 PM  
**To:** Bryan Stirling (bryanstirling@gov.sc.gov)  
**Subject:** Lobbyist

[http://www.dlapiper.com/tom\\_boyd/](http://www.dlapiper.com/tom_boyd/)

## Haltiwanger, Katherine

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**From:** Thomas, Katherine  
**Sent:** Tuesday, October 30, 2012 1:52 PM  
**To:** Haltiwanger, Katherine; Pitts, Ted  
**Subject:** Constituent Call

Matthew Buckner 843. [REDACTED]

Mr. Buckner says that [REDACTED]  
[REDACTED]

Katherine Thomas  
Office of Governor Nikki R. Haley  
(803) 734-1058  
[kthomas@oepp.sc.gov](mailto:kthomas@oepp.sc.gov)

## Haltiwanger, Katherine

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**From:** Thomas, Katherine  
**Sent:** Wednesday, October 31, 2012 3:08 PM  
**To:** Haltiwanger, Katherine; Pitts, Ted  
**Subject:** Additional Concerns

This is a compilation of issues about which people are calling

- 1) People are still unable to get through on the phone line or web site (keep trying; have until Jan. 31, 2013?)
- 2) After completing the online application, "error" generated because constituent does not have a credit file
- 3) Only accepts one application per computer/IP address; Husband was able to enroll for protection but system wouldn't allow spouse to enroll. These are folks who filed SC income tax returns – married filing joint. How can the spouse receive the protection?
- 4) Concerns re: enrolling elderly and disabled in LTC facilities, especially those with no family
- 5) Not receiving confirmation e-mail (after 2 days)
- 6) Coverage for non-residents:
  - a. Former residents who filed SC returns since 1998
  - b. Adult children who were dependents 1998 and later
  - c. People who work in SC but live out of state
  - d. Non-residents who file SC tax returns
- 7) Is there a charge to enroll dependents? (should be linked to parents' return?)
- 8) What about children under the age of 18 who must file a return? (still should probably be linked to parents' return?)

We have heard from several people who say their credit cards/bank accounts have been hacked. Most recently, a caller said that after notifying her bank about fraudulent activity in her account, the bank told her to contact us.

Thanks

## Haltiwanger, Katherine

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**From:** Haltiwanger, Katherine  
**Sent:** Wednesday, October 31, 2012 5:42 PM  
**To:** Stirling, Bryan  
**Subject:** Re: FAQs

Thanks!

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**From:** Stirling, Bryan  
**Sent:** Wednesday, October 31, 2012 05:31 PM  
**To:** Haltiwanger, Katherine  
**Subject:** FW: FAQs

Here are the FAQs from Consumer Affairs.

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**From:** Grube-Lybarker, Carri  
**Sent:** Wednesday, October 31, 2012 11:36 AM  
**To:** Stirling, Bryan  
**Subject:** FAQs

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](http://www.consumer.sc.gov) **\*\*Please note new website address\*\***



## FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

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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](mailto: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

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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](http://www.freeze.equifax.com)  
[www.experian.com/freeze](http://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).