

**From:** Anel Nevarez <Anel.Nevarez@experianinteractive.com>  
**To:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
**Date:** 12/5/2012 5:58:33 PM  
**Subject:** RE: \*\*Please assist SC constituent\*\*

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Katherine,

We've connected the individual with our special team to go through the alternate process.

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



T: 949.567.7629  
C: 949.294.2183

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**From:** Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]  
**Sent:** Wednesday, November 21, 2012 6:24 AM  
**To:** Ozzie Fonseca; Anel Nevarez  
**Subject:** \*\*Please assist SC constituent\*\*  
**Importance:** High

Please reference below.  
Please let me know when this has been resolved.  
Thank you,  
Katherine

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**From:** Larry Martin [mailto:LarryMartin@scsenate.gov]  
**Sent:** Wednesday, November 21, 2012 8:35 AM  
**To:** Veldran, Katherine  
**Cc:** Cindy Ledbetter  
**Subject:** Sue Kelley of Easley/Experian issue

Katherine:

Mrs. Kelley (864) 859-4901 said that she signed her husband up with Experian over the phone with no trouble at all. When she attempted to sign up by calling the same number, the person said that he could not accept her application and provided her with another number to call. She has become frustrated as the new number is automated and no one answers or will return her call. Could you pass Mrs. Kelley's number along to someone to assist her?

Many thanks! Hope you have a great Thanksgiving.

Larry

Senator Larry A. Martin  
P.O. Box 142  
Columbia, SC 29202  
(803) 212-6610