

From: Card, Rachel

To: Chrytsal R. Laughlin (LaughlCR@sctax.org) <LaughlCR@sctax.org>

CC: Veldran, Katherine <KatherineVeldran@gov.sc.gov>

Milton Kimpson (kimpsom@sctax.org) <kimpsom@sctax.org>

khouris@sctax.org <khouris@sctax.org>

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Subject: Experian questions

Chrystal,

Can you please help me with the following questions? If possible, I need the answers before 11:00 am.

1. Is it correct that all SC taxpayers were eligible to enroll in Experian last year (paper and electronic filers)? We have had several people who filed paper returns say they signed up for Experian and do not understand why they are not being offered CSID.
2. How do people go about getting a refund for Experian if they have already signed up for the additional coverage but would like to enroll in CSID's free coverage instead?

Thanks,
Rachel

Rachel Card
Office of Governor Nikki R. Haley
o. 803.734.0086 | m. 803.587.0286