

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Laughlin, ChrystalCLAughlin@oepp.sc.gov
Ozzie Fonsecaofonseca@experianinteractive.com
CC: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 2/5/2013 2:21:24 PM
Subject: RE: Updates for SC Escalations

Chrystal,

Please see notes below in red.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLAughlin@oepp.sc.gov]
Sent: Tuesday, February 05, 2013 11:12 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: Updates for SC Escalations

Ozzie and Anel,

Can you provide an update for the following escalations? I need to update legislators.

Escalation 116 - Glenda Easterlin – was connected with our special team for further assistance.

Escalation 139 - Martha Blackwell – individual was advised on next steps in order to open a fraud case for further assistance.

Escalation 145 - Darlene Dodgens - was connected with our special team for further assistance.

Escalation 146 - Representative Chip Huggins – our agent spoke with individual however was not able to complete process as his son was not available at the time. Mr. Huggins was to call back our agent once ready.

Escalation 147 - Kathy Kondurous – all questions and concerns have been addressed

Thank you,
Chrystal Laughlin
803.734.6299