

From: Derham Cole <DerhamCole@schouse.gov>
To: 'Chrystal Laughlin' LaughlC@sctax.org
CC: Veldran, Katherine KatherineVeldran@gov.sc.gov
Date: 3/22/2013 3:29:28 PM
Subject: RE: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe

Ms. Laughlin:

Thank you so much for looking into this so quickly; I appreciate your and Katherine's assistance.

Regards,
Derham Cole

From: Chrystal Laughlin [mailto:LaughlC@sctax.org]
Sent: Thursday, March 21, 2013 4:22 PM
To: Derham Cole
Cc: katherineveldran@gov.sc.gov
Subject: RE: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe

Representative Cole,

I spoke with Ms. Wolfe today. Her son has contacted the IRS and submitted the necessary documents to resolve the issue. She mainly wanted someone to know that Experian did not assign a counselor or fraud resolution agent to her son to help him through the process. I told her that I have forwarded her e-mail to our contacts at Experian so they can look into the matter.

Ms. Wolfe has my contact information should she have additional questions or concerns. Please let me know if I can be of further assistance.

Sincerely,
Chrystal Laughlin
Data Breach Assistance Team
803.898.5426
laughlc@sctax.org

From: Chrystal Laughlin
Sent: Thursday, March 21, 2013 12:00 PM
To: 'DerhamCole@schouse.gov'
Cc: Katherine Veldran (katherineveldran@gov.sc.gov)
Subject: RE: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe

Representative Cole,

I have left Ms. Wolfe a voicemail requesting a return call for assistance. I have also asked our contacts at Experian what advice they give a person calling to report identity theft regarding income tax.

I will update you when I have spoken with Ms. Wolfe. Please let me know if I can be of further assistance.

Chrystal Laughlin
Data Breach Assistance Team
803.898.5426
laughlc@sctax.org

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]

Sent: Wednesday, March 20, 2013 3:26 PM
To: Chrystal Laughlin
Subject: FW: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe

From: Veldran, Katherine
Sent: Wednesday, March 20, 2013 3:25:39 PM
To: Laughlin, Chrystal
Cc: DerhamCole@schouse.gov
Subject: FW: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe
Auto forwarded by a Rule
Please reference the email below.
Thank you,
Katherine

From: Derham Cole [<mailto:DerhamCole@schouse.gov>]
Sent: Wednesday, March 20, 2013 3:25 PM
To: Veldran, Katherine
Subject: FW: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe

Katherine:

This is the email I briefly mentioned to you earlier today. Can you help me with this? Thanks!

Derham

From: ecwolfe@charter.net [<mailto:ecwolfe@charter.net>]
Sent: Monday, March 18, 2013 6:15 PM
Subject: Identity Theft and ProtectMyId ~ Website email from Elizabeth Wolfe

Dear Mr. Cole, Our son is a resident of SC but is working in California at an outdoor school. He was informed yesterday that his social security number had been used by someone else to file income taxes. He had registered last October with ProtectMyID, the company that the state contracted with after the security breach at the tax office. On the website for the SC dept. of revenue they claim the company will walk you through the process if your identity is stolen. My son contacted them today and they were no help. I am quite disturbed at the money spent contracting with this company and then they do not help a resident of SC. I wanted you to be aware that we might not be getting our money's worth with this company. They could not even tell my son the agency that he needed to contact in SC. I will appreciate your advice and counsel on this issue that may affect other South Carolinians this year. Beth Wolfe

Elizabeth Wolfe
169 Henson St
Spartanburg, SC 29307
864-542-2046