

Laughlin, Chrystal

From: Samantha Cheek [CheekS@sctax.org]
Sent: Friday, December 21, 2012 3:26 PM
To: Perry Mathis
Cc: Laughlin, Chrystal; Patrick Kane; Carol Pierce; Cleland Meredith; Cooper Harry
Subject: Re: Overflow Phone-Call

Thanks.... We may need to put some sort of disclaimer on our website advising against scams like this.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Dec 21, 2012, at 3:14 PM, "Perry Mathis" <MathisP@sctax.org> wrote:

FYI – Please see below. Just wanted to let you know that some TP's are getting suspicious people contacting them claiming to be with the SCDOR.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Ashley Rogers
Sent: Friday, December 21, 2012 12:51 PM
To: Perry Mathis
Subject: Overflow Phone-Call

Perry,
I just got a call on the Bat phone from a Jenel [REDACTED] ssn [REDACTED]. She stated she rcvd a call from the Department of Revenue from a person by the name of Alex rep id#7849 ph# 202-643-5126 x 204. She stated that he said we processed her tax returns incorrectly and she was due an extra refund. The caller gave her, her address, ssn and bank info and stated that if she sent them money they would send her a refund to her bank on file or to a green dot card. The tp stated that when she calls the above number it answers internal review. Her phone number is 803-[REDACTED]-[REDACTED]. She is now calling Experian to sign up for the protection. She doesn't believe it is identity theft since she was a victim 1 year ago. It was a strange call so I thought I would let you know.

Ashley G. Rogers
Revenue Officer
SC Department of Revenue
1452 W. Evans Street – PO Box 5418
Florence, SC 29502
Ph. 843.519.1420
Fx. 843.662.4876

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Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Friday, December 21, 2012 3:15 PM
To: CheekS@sctax.org; Laughlin, Chrystal
Cc: Patrick Kane; Piercec@sctax.org
Subject: FW: Overflow Phone-Call

FYI – Please see below. Just wanted to let you know that some TP's are getting suspicious people contacting them claiming to be with the SCDOR.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Ashley Rogers
Sent: Friday, December 21, 2012 12:51 PM
To: Perry Mathis
Subject: Overflow Phone-Call

Perry,
I just got a call on the Bat phone from a Jenel [REDACTED] ssn [REDACTED]. She stated she rcvd a call from the Department of Revenue from a person by the name of Alex rep id#7849 ph# 202-643-5126 x 204. She stated that he said we processed her tax returns incorrectly and she was due an extra refund. The caller gave her, her address, ssn and bank info and stated that if she sent them money they would send her a refund to her bank on file or to a green dot card. The tp stated that when she calls the above number it answers internal review. Her phone number is 803-[REDACTED]-[REDACTED]. She is now calling Experian to sign up for the protection. She doesn't believe it is identity theft since she was a victim 1 year ago. It was a strange call so I thought I would let you know.

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Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, December 20, 2012 12:51 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 13**

Individual has been enrolled.

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: Thursday, December 20, 2012 6:10 AM
To: Anel Nevarez
Subject: RE: **SC Escalation 13**

Anel,
Has the individual below been contacted?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 11:46 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 13**

Please assist the following SC constituent in registering for protection. They are having trouble registering over the phone.

Please confirm when their enrollment is complete.

Name: Henry [REDACTED]
Phone: 803 [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, December 20, 2012 12:50 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 4**

Voicemail was left and we are waiting for her call back for further assistance.

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: Thursday, December 20, 2012 5:56 AM
To: Anel Nevarez
Subject: RE: **SC Escalation 4**

Anel,
I hope all is well. Has Ms. [REDACTED] been assisted with her issue?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 6:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 4**

We have left a voicemail asking individual to call us back for further assistance.

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: Friday, November 30, 2012 7:10 AM

To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 4**

Please assist the following SC constituent. She is trying to dispute incorrect addresses and birthdate on her credit report. She is confused by the process and is being told she has to pay.

Please confirm when she has been assisted.

Name: Edith [REDACTED]
Phone: 864-[REDACTED]-[REDACTED]

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Thursday, December 20, 2012 11:44 AM
To: Laughlin, Chrystal
Subject: FW: Out-Of-State Hacking Victim

FYI – Please see below

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Michael Grooms
Sent: Thursday, December 20, 2012 11:42 AM
To: Perry Mathis
Subject: RE: Out-Of-State Hacking Victim

Hi Perry,

I called Mrs. [REDACTED] back, and she was extremely relieved when I mentioned it was a W-2 from Aetna that was filed in South Carolina. She said it made perfect sense to her when I said that, and that it was something for her husband. She has already called Experian, and will contact her bank and credit card companies. I previously forwarded her to the 734-6299 number. I believe they are good to go from our perspective. Let me know if I need to do anything else for them.

Michael

From: Perry Mathis
Sent: Thursday, December 20, 2012 11:12 AM
To: Michael Grooms
Subject: RE: Out-Of-State Hacking Victim

Michael,

Please call the [REDACTED]s back and let them know of the returns we have on file for them and which preparer handled it for them.

K [REDACTED]
Lois [REDACTED]

Thanks,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Michael Grooms
Sent: Thursday, December 20, 2012 10:00 AM
To: Perry Mathis
Subject: FW: Out-Of-State Hacking Victim

Forgot to mention her number is 706-████████ from the telephone history.

From: Michael Grooms
Sent: Thursday, December 20, 2012 9:56 AM
To: Perry Mathis
Subject: Out-Of-State Hacking Victim

I received a call from a Mrs. Lois ██████████ (her husband is Mr. K██████████). They each received a separate letter in the mail about them being part of the security breach. She says they live in northeast Georgia, have never lived in South Carolina, have never filed a return in South Carolina. I asked for her and his social numbers, but she wouldn't give them to me; however, I was able to find K██████████ in EDSR for 2010 and 2011 using the name search (after she and I disengaged our call). She did allow me to transfer to the 734-6299 number, but I wasn't able to get much else out of her.

Michael

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Thursday, December 20, 2012 11:06 AM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**
Attachments: image001.jpg

Chrystal:

I sent this over to our attorney as soon as i got it but he's been out addressing other matters. I will follow up immediately.

In short, we do not share the SSN with 3rd parties for marketing purposes, but I'll work to get you a more official answer.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Services
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/DBBlog
Follow us on Twitter: www.Twitter.com/Experian DBR Visit us at
<http://www.experian.com/databreach>

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From: Laughlin, Chrystal [CLaughlin@oepp.sc.gov]
Sent: Thursday, December 20, 2012 6:05 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,
Do you have any information on the issue below? What, if any, information is provided to third parties?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal

Sent: Friday, December 07, 2012 4:23 PM
To: 'Ozzie Fonseca'; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,

The constituent said he saw this in the Terms and Conditions on Experian's website.

<http://www.protectmyid.com/terms/>

He said there was an option to opt out of providing information to third parties. He said he tried to do this, but is unsure if he completed the process. He basically wants to ensure that his SSN will not be provided to third parties.

Hope this helps,
Chrystal

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 1:49 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Crystal:

I checked with compliance and legal and they were a bit confused by the assertion made by the constituent. Can you please point out where this information appears?

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution
[Description: Image Detail]
Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com<<mailto:ozzie.fonseca@experian.com>>

Blog: [www.Experian.com/blogs/data-breach](http://www.experian.com/blogs/data-breach)<<http://www.experian.com/blogs/data-breach>>
Follow us on Twitter: [www.Twitter.com/Experian_DBR](http://www.twitter.com/Experian_DBR)<http://www.twitter.com/Experian_DBR>
Visit us at <http://www.experian.com/databreach><<http://www.experian.com/databreach>>
[data-breach-resources.html](http://www.experian.com/databreach/data-breach-resources.html)>

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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 8:20 AM

To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

Ozzie,

A constituent claims that in the contract for ProtectMyID, Experian states they can give customer information to 3rd party associate partners. The constituent also claims that there are over 90 3rd party associate partners.

Can you confirm this? What information is being given? Credit card information, SSNs?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 20, 2012 10:27 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 30**

Please assist the following SC constituent in registering for protection. They tried to register online and received a message stating "invalid social security number."

Please confirm when their enrollment is complete.

Name: Braxton [REDACTED]
Phone: 803.477.8595
Comments: Spoke with father, D [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 20, 2012 10:25 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 29**

Please assist the following SC constituent in registering for protection. They tried to register online and received a message stating "invalid social security number."

Please confirm when their enrollment is complete.

Name: Gantt [REDACTED]

Phone: 803. [REDACTED]

Comments: Spoke with father, D [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 20, 2012 10:24 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 28**

Please assist the following SC constituent in registering for protection. They tried to register online and received a message stating "invalid social security number."

Please confirm when their enrollment is complete.

Name: Mary [REDACTED]
Phone: 803. [REDACTED]
Comments: Spoke with father, [REDACTED] T [REDACTED].

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 20, 2012 9:10 AM
To: Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: RE: **SC Escalation 13**

Anel,
Has the individual below been contacted?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 11:46 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 13**

Please assist the following SC constituent in registering for protection. They are having trouble registering over the phone.

Please confirm when their enrollment is complete.

Name: Henry [REDACTED]
Phone: 803. [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 20, 2012 9:05 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,
Do you have any information on the issue below? What, if any, information is provided to third parties?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:23 PM
To: 'Ozzie Fonseca'; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,
The constituent said he saw this in the Terms and Conditions on Experian's website.

<http://www.protectmyid.com/terms/>

He said there was an option to opt out of providing information to third parties. He said he tried to do this, but is unsure if he completed the process. He basically wants to ensure that his SSN will not be provided to third parties.

Hope this helps,
Chrystal

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 1:49 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Crystal:

I checked with compliance and legal and they were a bit confused by the assertion made by the constituent. Can you please point out where this information appears?

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 8:20 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

Ozzie,

A constituent claims that in the contract for ProtectMyID, Experian states they can give customer information to 3rd party associate partners. The constituent also claims that there are over 90 3rd party associate partners.

Can you confirm this? What information is being given? Credit card information, SSNs?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 20, 2012 8:56 AM
To: Anel Nevarez
Subject: RE: **SC Escalation 4**

Anel,
I hope all is well. Has Ms. [REDACTED] been assisted with her issue?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 6:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 4**

We have left a voicemail asking individual to call us back for further assistance.

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: Friday, November 30, 2012 7:10 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 4**

Please assist the following SC constituent. She is trying to dispute incorrect addresses and birthdate on her credit report. She is confused by the process and is being told she has to pay.

Please confirm when she has been assisted.

Name: Edith [REDACTED]
Phone: 864-[REDACTED]

Laughlin, Chrystal

From: Becki Brantley [admincpa@bellsouth.net]
Sent: Wednesday, December 19, 2012 3:25 PM
To: Laughlin, Chrystal
Subject: Judge Ruling Re Bank Info
Attachments: 20121219150316591.pdf

Hi Crystal,

These are the two articles I had pulled (first one relates to credit unions). The Post and Courier article is the one we discussed and the paragraph on the third page begins "As Haley explained On Thursday, Green clarified that further. . . ." Let me know if you learn anything that would be helpful!

Have a good evening!

Becki

Becki B. Brantley, Office Manager
Stanley S. Sessler III, CPA, LLC
One Harbison Way, Suite 222
Columbia, SC 29212
Telephone: (803)407-0049

Laughlin, Chrystal

From: Becki Brantley [admincpa@bellsouth.net]
Sent: Wednesday, December 19, 2012 2:58 PM
To: Laughlin, Chrystal
Subject: FW: Business Banking Accounts

Hi Crystal,

Decided just to forward this email since it has a link to the OCC handbook (should you need it for any reason). I will be scanning the other material to you as soon as I can gather it up.

Thanks again for your help!

Becki

From: Neil Rashley [mailto:nrashley@scbankers.org]
Sent: Tuesday, December 18, 2012 4:03 PM
To: admincpa@bellsouth.net
Subject: Business Banking Accounts

Becki,

It was nice talking to you today.

Business bank accounts do not have the protections provided consumers in the Electronic Funds Transfer Act and Regulation E. Those laws are written for consumers and exclude business accounts. So, businesses need to be aware of this. Here is a link to the OCC's handbook to banks about the EFTA and Reg E. It's a good explanation of the issue.

<http://www.occ.gov/publications/publications-by-type/comptrollers-handbook/efteare.pdf>

Let me know if you need anything else.

Neil Rashley
Senior Vice President and Counsel
South Carolina Bankers Association
2009 Park Street
P.O. Box 1483
Columbia, SC 29202
(803) 779-0850
(803) 256-8150 (fax)
nrashley@scbankers.org
www.scbankers.org

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, December 19, 2012 12:40 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 27**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Heather [REDACTED]

Phone: 803 [REDACTED]

Comments: Spoke with mother, M [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 18, 2012 4:44 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 26**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Clifford [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 18, 2012 2:57 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 14**

Our agent has connected with Mr. [REDACTED] and he is now enrolled in offline delivery. Which will provide him with a report.

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, December 18, 2012 8:48 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 14**

Anel,

I just spoke with Charles [REDACTED]. He says he has not received a call from Experian regarding his credit report. Can you please have someone call him at 843 [REDACTED]? This is his personal cell number that is with him always.

Was the status update below regarding another SC constituent?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:12 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 14**

Chrystal,

Our agents has contacted individual and they are not in need of their report. They have had their questions answered and will call back if they need additional information.

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, December 11, 2012 11:59 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 14**

Please assist the following SC constituent. He was able to register online, however, he would like a hard copy of his Experian credit report mailed to his address.

If he is re-registered over the phone, will he be mailed a copy of his credit report?

Please confirm when the issue is resolved.

Name: Charles [REDACTED]
Phone: 843. [REDACTED]
Address: [REDACTED]
North Charleston, SC 29406

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 18, 2012 1:53 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 14**

Chrystal,

This is strange, however we will reach out to the individual and see how we can be of assistance.

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, December 18, 2012 8:48 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 14**

Anel,

I just spoke with Charles [REDACTED]. He says he has not received a call from Experian regarding his credit report. Can you please have someone call him at 843 [REDACTED]? This is his personal cell number that is with him always.

Was the status update below regarding another SC constituent?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:12 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 14**

Chrystal,

Our agents has contacted individual and they are not in need of their report. They have had their questions answered and will call back if they need additional information.

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, December 11, 2012 11:59 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 14**

Please assist the following SC constituent. He was able to register online, however, he would like a hard copy of his Experian credit report mailed to his address.

If he is re-registered over the phone, will he be mailed a copy of his credit report?

Please confirm when the issue is resolved.

Name: Charles [REDACTED]
Phone: 843. [REDACTED]
Address: [REDACTED]
North Charleston, SC 29406

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 18, 2012 1:27 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 25**

Can the following individual be registered for ProtectMyID? He is a NC resident that was Power of Attorney over a now deceased SC taxpayer. He held a joint account with the SC taxpayer and that account was on an SC tax return.

Please let me know if he can be enrolled so I can alert him that you will be calling. If so, please contact him.

Name: Dana [REDACTED]
Phone: 704 [REDACTED]
Deceased SC Taxpayer: T [REDACTED]: 11/19 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 18, 2012 11:48 AM
To: Anel Nevarez; Ozzie Fonseca (ofonseca@experianinteractive.com)
Subject: RE: **SC Escalation 14**

Anel,

I just spoke with Charles [REDACTED]. He says he has not received a call from Experian regarding his credit report. Can you please have someone call him at 843. [REDACTED] [REDACTED]? This is his personal cell number that is with him always.

Was the status update below regarding another SC constituent?

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 14, 2012 3:12 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 14**

Chrystal,

Our agents has contacted individual and they are not in need of their report. They have had their questions answered and will call back if they need additional information.

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

 **Experian**
T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 11, 2012 11:59 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 14**

Please assist the following SC constituent. He was able to register online, however, he would like a hard copy of his Experian credit report mailed to his address.

If he is re-registered over the phone, will he be mailed a copy of his credit report?

Please confirm when the issue is resolved.

Name: Charles [REDACTED]
Phone: 843. [REDACTED] [REDACTED]

Address: [REDACTED]
North Charleston, SC 29406

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 18, 2012 9:03 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **Confirm SC Constituent Enrollment**

Can you confirm if the following constituent is registered for ProtectMyID? He registered online but has not received any acknowledgment that he has been enrolled.

Name: Robert [REDACTED]
Address: [REDACTED]
Boiling Springs, SC 29316

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, December 17, 2012 8:27 PM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca
Subject: RE: SC Constituent

Chrystal,

One of our Fraud Agents will be contacting Mrs. [REDACTED] within the next couple of days.

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: Monday, December 17, 2012 9:51 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: SC Constituent

The following constituent has been a victim of identity theft. She registered with Experian a few days after she was alerted that someone was applying and obtaining multiple credit cards from various stores. Ozzie, this is the constituent we discussed over the phone.

If you can do anything to assist her, I would be so appreciative!

Name: Amanda [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Monday, December 17, 2012 4:18 PM
To: Laughlin, Chrystal
Subject: RE: Constituent Question

Once a dispute is processed and the items corrected, the person should be receiving written confirmation of the change. No other action is needed.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 17, 2012 1:07 PM
To: Ozzie Fonseca
Subject: Constituent Question

Ozzie,

Constituent is refuting incorrect items on her credit report online. Once that is done, will she receive something in writing from Experian, or what is the next step?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 17, 2012 12:51 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: SC Constituent

The following constituent has been a victim of identity theft. She registered with Experian a few days after she was alerted that someone was applying and obtaining multiple credit cards from various stores. Ozzie, this is the constituent we discussed over the phone.

If you can do anything to assist her, I would be so appreciative!

Name: Amanda [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 17, 2012 12:32 PM
To: [REDACTED]@sc.rr.com
Subject: Documents on Identity Theft
Attachments: CASpecialEditionFINAL.pdf; RecoveringfromIDTHEFTFTC 112012.pdf

Mrs. [REDACTED],

Thank you for your phone call to the Governor's Office. Attached are the documents we discussed. I received your voicemail and will be contacting Experian about your situation.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Monday, December 17, 2012 11:48 AM
To: Laughlin, Chrystal
Subject: RE: Letter to Out of State TPs

I have not given it out to anyone.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 17, 2012 10:42 AM
To: Perry Mathis
Subject: Letter to Out of State TPs

Hi Perry. Attached is a copy of the letter sent to out-of-state taxpayers whose information was compromised. I was told this was mailed 12/10/12 and was sent to 1.2 million taxpayers.

The letter to police chiefs/sheriffs has not been finalized, but I will send you a copy of that when I get it.

Thanks!
Chrystal
734.6299

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Monday, December 17, 2012 11:47 AM
To: Laughlin, Chrystal
Subject: RE: Letter to Out of State TPs

Will Do

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, December 17, 2012 10:54 AM
To: Perry Mathis
Subject: RE: Letter to Out of State TPs

DELETE THE EMAIL!!!!

From: Perry Mathis [mailto:MathisP@sctax.org]
Sent: Monday, December 17, 2012 10:50 AM
To: Laughlin, Chrystal
Subject: Re: Letter to Out of State TPs

Thanks so much

Sent from my iPhone

On Dec 17, 2012, at 10:43 AM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Hi Perry. Attached is a copy of the letter sent to out-of-state taxpayers whose information was compromised. I was told this was mailed 12/10/12 and was sent to 1.2 million taxpayers.

The letter to police chiefs/sheriffs has not been finalized, but I will send you a copy of that when I get it.

Thanks!
Chrystal
734.6299

<Letter to Out of State 12.10.12.pdf>

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 17, 2012 10:00 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 24**

Please assist the following individual in registering for ProtectMyID. **Ozzie, this is the tax preparer in Connecticut that put his SSN on SC returns he filed for clients. We discussed this with Meredith and Milton at DOR Friday afternoon.**

Please confirm when enrollment is complete.

Name: Mark [REDACTED]
Phone: 860. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Monday, December 17, 2012 9:45 AM
To: Laughlin, Chrystal
Subject: FW: Cyber Attack Victim Protocol

Importance: High

FYI – Please see below.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Perry Mathis
Sent: Friday, December 14, 2012 1:07 PM
To: Ashley Gray; Cheri Held; Christine Soetan; Connie Jaco; Courtenay McCloud; Deborah Dawkins; Donna Garvin; Joann Nathan; Michael Grooms; Patrick Kane; Rene Johnson; Shirlene Frick; Tamika Evans; Willie Ann Smith; Ashley Gershman; Betty Smith; Brandon L. Brown; Dionne D. Council; Jacquelyn A. Lee; Libby Long; Marie Slice; Patrick Kane; Vernon Carawan
Cc: Perry Mathis; Alvin "Mont" Alexander (ALEXANM@sctax.org); Carol Pierce (Piercec@sctax.org); Meredith Cleland
Subject: Cyber Attack Victim Protocol
Importance: High

EXTREMELY IMPORTANT READ IMMEDIATELY & SAVE FOR REFERENCE

If you answer a call from a person stating they're a victim of ID theft then follow the procedures listed below.

1. Be Courteous and Empathetic to their situation. Your tone of voice says a lot.
2. Instruct them to call Experian at 1-866-578-5422 to report their issue.
3. Instruct them to contact their bank and or credit card companies affected.
4. Take down their name, phone number and send to me via email.
mathisp@sctax.org
5. Politely tell them that you will transfer them to an individual at 734-6299 that can discuss their situation and provide more information. Tell them that if they get voicemail to please leave a message as those working this phone will be returning their calls.

If someone calls wanting to discuss the cyber-attack or options for them to consider then see our web page. It provides useful information. Please see the link below.

<http://www.sctax.org/security.htm>

The SC Department of Consumer Affairs also provides some useful information on their website that can be given out. Please see the link below.

<http://www.consumer.sc.gov/consumer/IdentityTheft/Pages/default.aspx>

Remember! Be polite and empathetic to their concerns and feelings.

Your assistance in this matter is required and greatly appreciated.

**Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX**

Laughlin, Chrystal

From: Meredith Cleland [CLELANM@sctax.org]
Sent: Saturday, December 15, 2012 7:12 PM
To: Laughlin, Chrystal
Subject: Re: Conference Call

Hey!

Sure, when there are other calls that I know about I'll make sure you're included. I hope you have a great weekend.
Thanks

Sent from my iPhone

On Dec 14, 2012, at 4:50 PM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Meredith,

Thank you for including me on the conference call to Ozzie. Could I be included on future calls to Ozzie?
I think it would help us all be on the same page with our answers to taxpayers.

Thanks for your help,
Chrystal

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 21**

Chrystal,

Our agent has answered all of the individual's questions and concerns.

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: Thursday, December 13, 2012 12:49 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 21**

Please assist the following SC constituent. She has received alerts from Experian saying her credit file has changed, however Experian told her that they can only tell her the reason behind the last alert.

Please confirm when she has been assisted.

Name: Patricia [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:17 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 20**

Chrystal,

This individual has been connected to 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

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 13, 2012 12:37 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 20**

Please assist the following constituent register her [REDACTED] year old father for ProtectMyID. She has Power of Attorney over his affairs, however, does not know the answers to all security questions regarding his past credit history.

Any assistance you could provide her will be appreciated. Please confirm when her father has been enrolled.

Name: Betsy [REDACTED]
Phone: 803. [REDACTED]
Father's Name: M [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:17 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

Chrystal,

Our agent has called the number provided multiples times and was unable to leave a voicemail.

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: Wednesday, December 12, 2012 12:26 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 19**

Please assist the following SC constituent in registering for protection.

Please confirm when their enrollment is complete.

Name: Monroe [REDACTED]
Phone: 843. [REDACTED] [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:16 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 18**

Chrystal,

This individual has been connected to 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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, December 12, 2012 12:24 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 18**

Please assist the following SC constituent in registering her daughter for protection. Her daughter cannot be registered under the Family Secure Plan because she is over the age of 17 and 9 months.

Please confirm when the daughter's enrollment is complete.

Mother's Name: Cynthia [REDACTED]
Phone: 803. [REDACTED] [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:15 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 17**

This individual has been connected to 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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 11, 2012 1:34 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 17**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Rachel [REDACTED]
Phone: 864. [REDACTED]. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:14 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 16**

Our agent is in contact with individual and are in the process of a getting her concern taken care of.

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, December 11, 2012 1:22 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 16**

Please assist the following SC constituent. She tried to register for Protect My ID online and got a message stating there was a problem.

Please confirm when she has been registered.

Name: Gale [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:13 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 15**

Chrystal,

Individual has been assisted.

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, December 11, 2012 12:46 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 15**

Please assist the following SC constituent. She received a copy of her credit report and it has incorrect addresses, names and social security numbers.

Please confirm when she has been assisted.

Name: Carrie [REDACTED]
Phone: 803. [REDACTED] [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 3:12 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 14**

Chrystal,

Our agents has contacted individual and they are not in need of their report. They have had their questions answered and will call back if they need additional information.

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, December 11, 2012 11:59 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 14**

Please assist the following SC constituent. He was able to register online, however, he would like a hard copy of his Experian credit report mailed to his address.

If he is re-registered over the phone, will he be mailed a copy of his credit report?

Please confirm when the issue is resolved.

Name: Charles [REDACTED]
Phone: 843. [REDACTED]
Address: [REDACTED]
North Charleston, SC 29406

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Friday, December 14, 2012 3:11 PM
To: Laughlin, Chrystal
Subject: FW: Cyber TP Issue

Chrystal,

Please see below.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Perry Mathis
Sent: Friday, December 14, 2012 2:55 PM
To: Samantha Cheek (CheekS@sctax.org)
Subject: Cyber TP Issue

Samantha,

A Mr. John [REDACTED] called today and said that the Experian Representative told him that he could not set up a Family Plan because his son is now 18 and not a minor. So the now 18 year old calls and was told that because he has not credit history he cannot have protection. Mr. [REDACTED] would like a call, his # is 706-[REDACTED]-[REDACTED]. He was told to try and call Experian again and ask for a supervisor to help resolve his issue.

Thank you,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 2:58 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 12**

Chrystal,

This individual is re-enrolled for offline delivery.

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: Friday, December 07, 2012 1:32 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 12**

The following constituent would like to be alerted by letter instead of email. She registered online. Can you cancel her registration and re-register her over phone so that she may receive letter alerts?

Please confirm when this is resolved.

Name: Maudie [REDACTED]
Phone: 803. [REDACTED]. [REDACTED]

Thanks,
Chrystal Laughlin
80.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 14, 2012 2:58 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 11**

Chrystal,

This individual has been connected to 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

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 06, 2012 12:39 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 11**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Brittany [REDACTED]
Phone: 803-[REDACTED]
Comments: Spoke with her mother Susan [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 14, 2012 2:04 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 23**

Please assist the following SC constituent in registering his adult special needs son for protection. He was told his son could not be registered due to no credit history. He should be registered for the modified plan. His father would like to facilitate this process.

Please confirm when his son's enrollment is complete.

Father's Name: Thomas [REDACTED]
Son's Name: M [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 14, 2012 1:59 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 22**

Please assist the following SC constituent in registering her daughter for protection. Her daughter was told she could not be registered due to no credit history. She should be registered for the modified plan. Her mother would like to facilitate this process.

Please confirm when her daughter's enrollment is complete.

Mother's Name: Heidi [REDACTED]

Daughter's Name: A [REDACTED]

Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 14, 2012 10:41 AM
To: [REDACTED]@csramultimedia.com
Cc: Veldran, Katherine; [REDACTED]@tomyounglaw.com
Subject: Question to Senator Young

Ms. [REDACTED]

Hello, my name is Chrystal Laughlin. I am currently answering constituents' questions and concerns regarding the Department of Revenue security breach. I received your contact from Senator Young. Please contact me at 803.734.6299 or by email at claughlin@oepp.sc.gov with any questions or concerns you may have.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Keith [REDACTED] [REDACTED]@yahoo.com]
Sent: Thursday, December 13, 2012 11:07 PM
To: Laughlin, Chrystal
Subject: RE: Phone Call to the Governor's Office

Thank you Crystal... Merry Christmas,
Keith
803-[REDACTED] [REDACTED]

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 13, 2012 4:37 PM
To: [REDACTED]@yahoo.com
Subject: Phone Call to the Governor's Office

Mr. [REDACTED]

Thank you for your phone call to the Governor's Office. Attached is the information we discussed. Should you have further questions, please contact me.

Sincerely,
Chrystal Laughlin
(803) 734-6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 13, 2012 3:49 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 21**

Please assist the following SC constituent. She has received alerts from Experian saying her credit file has changed, however Experian told her that they can only tell her the reason behind the last alert.

Please confirm when she has been assisted.

Name: Patricia [REDACTED]
Phone: 843. [REDACTED] [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 13, 2012 3:37 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 20**

Please assist the following constituent register her [REDACTED] year old father for ProtectMyID. She has Power of Attorney over his affairs, however, does not know the answers to all security questions regarding his past credit history.

Any assistance you could provide her will be appreciated. Please confirm when her father has been enrolled.

Name: Betsy [REDACTED]
Phone: 803 [REDACTED]
Father's Name: M [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, December 13, 2012 2:02 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent whom you also spoke with, has left a voicemail requesting a call back for assistance.

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: Thursday, December 13, 2012 7:09 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Anel,
Can you please try to contact Kelsey [REDACTED] again at 803-[REDACTED]? She says that she has only spoken to 1 person since I emailed you the first time. Her mother has contacted me again. She is the Central Time Zone and works until 6pm.

Any suggestions on how to get Kelsey connected with someone who can register her for the modified plan are welcomed.

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 12:30 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

I've confirm with our team and this individual has been connected to our special team to go through the alternate process multiples times. It appears as though she might not be staying on the phone long enough to complete the process.

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, December 11, 2012 9:21 AM
To: Anel Nevarez
Subject: **SC Escalation 9**

Hi Anel. I just received a call from the constituent's mother stating that Kelsey [REDACTED] has not yet been registered for the modified plan. Can you have someone contact her today to get registered?

Please confirm when she is registered.

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:24 PM
To: 'Anel Nevarez'
Subject: RE: **SC Escalation 9**

Thanks for the update Anel. Will you let me know when Kelsey is actually enrolled?

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 4:10 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal – I've spoken and confirmed with Olga (agent) that when she spoke with the individual earlier today, she connected them 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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 12:13 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

The number that Kelsey called is 949-567-7726. She could not pronounce the person's name.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

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: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey [REDACTED] was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.
Thank you,
Chrystal Laughlin

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

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, December 04, 2012 1:09 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]

Phone: 803 [REDACTED]

Comments: Spoke with her mother J [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, December 13, 2012 1:43 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Chrystal,

We have contacted this individual at least twice and have connected her to the special team for further assistance. I am not sure as to why they continue to call your office. Either way, we will be contacting her again in hopes we can get this resolved.

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: Thursday, December 13, 2012 7:09 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Anel,
Can you please try to contact Kelsey [REDACTED] again at 803-[REDACTED]-[REDACTED]? She says that she has only spoken to 1 person since I emailed you the first time. Her mother has contacted me again. She is the Central Time Zone and works until 6pm.

Any suggestions on how to get Kelsey connected with someone who can register her for the modified plan are welcomed.

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 12:30 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

I've confirm with our team and this individual has been connected to our special team to go through the alternate process multiples times. It appears as though she might not be staying on the phone long enough to complete the process.

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, December 11, 2012 9:21 AM
To: Anel Nevarez
Subject: **SC Escalation 9**

Hi Anel. I just received a call from the constituent's mother stating that Kelsey [REDACTED] has not yet been registered for the modified plan. Can you have someone contact her today to get registered?

Please confirm when she is registered.
Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:24 PM
To: 'Anel Nevarez'
Subject: RE: **SC Escalation 9**

Thanks for the update Anel. Will you let me know when Kelsey is actually enrolled?

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 4:10 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal – I've spoken and confirmed with Olga (agent) that when she spoke with the individual earlier today, she connected them 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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 12:13 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

The number that Kelsey called is 949-567-7726. She could not pronounce the person's name.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

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

 **Experian**
T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey [REDACTED] was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.
Thank you,
Chrystal Laughlin

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

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

 **Experian**
T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 04, 2012 1:09 PM

To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]
Phone: 803-[REDACTED]
Comments: Spoke with her mother J [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: John [REDACTED] [REDACTED]@minutemangovernance.com]
Sent: Thursday, December 13, 2012 11:12 AM
To: Laughlin, Chrystal
Subject: Re: Email to Governor Haley

Thanks, Chrystal.

----- Original Message -----

From: Laughlin, Chrystal
To: [REDACTED]@minutemangovernance.com
Sent: Thursday, December 13, 2012 11:04 AM
Subject: Email to Governor Haley

Mr. [REDACTED]

Thank you for your email to Governor Haley dated December 1, 2012, regarding the services that your company provides. Jimmy Earley, Director of the Division of State Information Technology, in South Carolina handles state government information technology programs. Please feel free to pass along your company's information to Mr. Earley. Below is his contact information.

Jimmy Earley
Director of the Division of State Information Technology
State of South Carolina
jeasley@cio.sc.gov

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 13, 2012 10:09 AM
To: Anel Nevarez; Ozzie Fonseca (ofonseca@experianinteractive.com)
Subject: RE: **SC Escalation 9**

Anel,

Can you please try to contact Kelsey [REDACTED] again at 803-[REDACTED]? She says that she has only spoken to 1 person since I emailed you the first time. Her mother has contacted me again. She is the Central Time Zone and works until 6pm.

Any suggestions on how to get Kelsey connected with someone who can register her for the modified plan are welcomed.

Thank you,
Chrystal Laughlin
803.734.6299

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 12:30 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

I've confirm with our team and this individual has been connected to our special team to go through the alternate process multiples times. It appears as though she might not be staying on the phone long enough to complete the process.

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, December 11, 2012 9:21 AM
To: Anel Nevarez
Subject: **SC Escalation 9**

Hi Anel. I just received a call from the constituent's mother stating that Kelsey [REDACTED] has not yet been registered for the modified plan. Can you have someone contact her today to get registered?

Please confirm when she is registered.

Thank you,
Chrystal Laughlin
803.734.6299


From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:24 PM
To: 'Anel Nevarez'
Subject: RE: **SC Escalation 9**

Thanks for the update Anel. Will you let me know when Kelsey is actually enrolled?

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 4:10 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal – I've spoken and confirmed with Olga (agent) that when she spoke with the individual earlier today, she connected them 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

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 12:13 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

The number that Kelsey called is 949-567-7726. She could not pronounce the person's name.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

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: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey [REDACTED] was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.
Thank you,
Chrystal Laughlin

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

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, December 04, 2012 1:09 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]
Phone: 803-[REDACTED]
Comments: Spoke with her mother J [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 13, 2012 8:25 AM
To: Lynn [REDACTED]
Subject: RE: Email to the Governor

Mrs. [REDACTED],

Thank you again for informing the Governor's Office of this issue. Please feel free to contact me should you have further questions or concerns.

Sincerely,
Chrystal Laughlin
803.734.6299

From: Lynn [REDACTED] [mailto:[REDACTED]@hotmail.com]
Sent: Wednesday, December 12, 2012 8:20 PM
To: Laughlin, Chrystal
Subject: RE: Email to the Governor

Dear Chrystal,

Thank you for responding. After a representative of Experian was fairly rude to me on the phone and said she would not refund the \$31.95 to me, they did send me an email a few days later that said they had refunded it.

The reason I emailed the governor's office was to let you know what had happened to me with Experian. I feel sure it must be happening to others.

I am watching my credit card statement closely for charges from them because I just have this feeling this isn't over. I'll contact you again if I have more problems.

Thanks,
Lynn [REDACTED]

From: CLaughlin@oepp.sc.gov
To: [REDACTED]@hotmail.com
Date: Wed, 12 Dec 2012 15:08:34 -0500
Subject: Email to the Governor

Mrs. [REDACTED]

Thank you for your email to the Governor regarding Experian. I would be happy to discuss this matter over the phone if you would like to provide a telephone number where you can be reached.

If you have any questions, please call me at 803.734.6299.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Lynn [REDACTED] [REDACTED]@hotmail.com]
Sent: Wednesday, December 12, 2012 8:20 PM
To: Laughlin, Chrystal
Subject: RE: Email to the Governor

Dear Chrystal,

Thank you for responding. After a representative of Experian was fairly rude to me on the phone and said she would not refund the \$31.95 to me, they did send me an email a few days later that said they had refunded it.

The reason I emailed the governor's office was to let you know what had happened to me with Experian. I feel sure it must be happening to others.

I am watching my credit card statement closely for charges from them because I just have this feeling this isn't over. I'll contact you again if I have more problems.

Thanks,

Lynn [REDACTED]

From: CLaughlin@oepp.sc.gov
To: [REDACTED]@hotmail.com
Date: Wed, 12 Dec 2012 15:08:34 -0500
Subject: Email to the Governor

Mrs. [REDACTED]

Thank you for your email to the Governor regarding Experian. I would be happy to discuss this matter over the phone if you would like to provide a telephone number where you can be reached.

If you have any questions, please call me at 803.734.6299.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 12, 2012 4:17 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

Anytime.

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: Wednesday, December 12, 2012 1:16 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 19**

Absolutely. Thanks again.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 12, 2012 4:15 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

You are welcome Chrystal – do not worry about the ones you have already sent over, but maybe if you can add notes to any future ones.

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: Wednesday, December 12, 2012 1:12 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 19**

Oh, ok, understood. I will go back and try to add more detail to those. Thanks for clearing that up.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 12, 2012 4:04 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

I was referring to emails were you are requesting to confirm enrollment. Those I would like to understand if the customer is getting any sort of message to let them believe enrollment was not completed. If this is not possible, we will continue to escalate and will have our agents call them.

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: Wednesday, December 12, 2012 12:48 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 19**

Anel,
What other information do you need on the individuals? I usually try to put the issue they are having in the 1st sentence. If there is something else I need to be including, please let me know.

Thanks,
Chrystal

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 12, 2012 3:41 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

I have submitted for confirmation and will provide feedback. How about the others, we have received a handful so far, and if you can provide information regarding their issue we can potentially provide you with talking points.

Thanks again.

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: Wednesday, December 12, 2012 12:38 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 19**

He is a senior citizen and had trouble registering online. I believe he also had trouble registering over the phone.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]

Sent: Wednesday, December 12, 2012 3:36 PM

To: Laughlin, Chrystal

Subject: RE: **SC Escalation 19**

Chrystal,

Do you have additional information regarding these requests? I would like to better understand and possibly give you information you can share with these individuals in order to resolve quicker.

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: Wednesday, December 12, 2012 12:26 PM

To: Ozzie Fonseca; Anel Nevarez

Subject: **SC Escalation 19**

Please assist the following SC constituent in registering for protection.

Please confirm when their enrollment is complete.

Name: Monroe [REDACTED]

Phone: 843. [REDACTED]

Thank you,

Chrystal Laughlin

803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 12, 2012 3:47 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 18**

I have submitted this to our escalations team for assistance.

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: Wednesday, December 12, 2012 12:46 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 18**

This individual was unable to register her daughter who is older than [REDACTED] months in the Family Secure Plan.

From: Laughlin, Chrystal
Sent: Wednesday, December 12, 2012 3:24 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 18**

Please assist the following SC constituent in registering her daughter for protection. Her daughter cannot be registered under the Family Secure Plan because she is over the age of [REDACTED] months.

Please confirm when the daughter's enrollment is complete.

Mother's Name: Cynthia [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 12, 2012 3:41 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

I have submitted for confirmation and will provide feedback. How about the others, we have received a handful so far, and if you can provide information regarding their issue we can potentially provide you with talking points.

Thanks again.

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: Wednesday, December 12, 2012 12:38 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 19**

He is a senior citizen and had trouble registering online. I believe he also had trouble registering over the phone.

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 12, 2012 3:36 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

Chrystal,

Do you have additional information regarding these requests? I would like to better understand and possibly give you information you can share with these individuals in order to resolve quicker.

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: Wednesday, December 12, 2012 12:26 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 19**

Please assist the following SC constituent in registering for protection.

Please confirm when their enrollment is complete.

Name: Monroe [REDACTED]

Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 12, 2012 3:36 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 19**

Chrystal,

Do you have additional information regarding these requests? I would like to better understand and possibly give you information you can share with these individuals in order to resolve quicker.

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: Wednesday, December 12, 2012 12:26 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 19**

Please assist the following SC constituent in registering for protection.

Please confirm when their enrollment is complete.

Name: Monroe [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, December 12, 2012 3:26 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 19**

Please assist the following SC constituent in registering for protection.

Please confirm when their enrollment is complete.

Name: Monroe [REDACTED]
Phone: 843 [REDACTED]. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, December 12, 2012 3:24 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 18**

Please assist the following SC constituent in registering her daughter for protection. Her daughter cannot be registered under the Family Secure Plan because she is over the age of [REDACTED] months.

Please confirm when the daughter's enrollment is complete.

Mother's Name: Cynthia [REDACTED]
Phone: 803. [REDACTED] [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, December 12, 2012 8:35 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **Question from SC Constituent**

Ozzie and Anel,

Can you please confirm if Jerry [REDACTED] is registered correctly for ProtectMyID? He registered online, but is unsure if he completed the process. His email address is [REDACTED]@juno.com if that helps.

Also, if a constituent wishes to continue enrollment in ProtectMyID after the 1 year of service has ended, what is the cost of that?

Thank you for your help.
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 10:08 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 12**

Chrystal,

Our agent has contacted the individual and connected them with the 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

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, December 10, 2012 8:46 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 12**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Marjorie [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 10:04 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 10**

Chrystal,

Our agent has contacted Ms. [REDACTED] and assisted her with the enrollment process.

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: Wednesday, December 05, 2012 12:48 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 10**

Please assist the following SC constituent. She is having trouble registering for ProtectMyID online.

Please confirm when she is registered.

Name: Kathy [REDACTED]
Phone: 843-[REDACTED]

Thank you,
Chrystal Laughlin

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 4:34 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 17**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Rachel [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 4:22 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 16**

Please assist the following SC constituent. She tried to register for Protect My ID online and got a message stating there was a problem.

Please confirm when she has been registered.

Name: Gale [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 3:46 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 15**

Please assist the following SC constituent. She received a copy of her credit report and it has incorrect addresses, names and social security numbers.

Please confirm when she has been assisted.

Name: Carrie [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 3:01 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: RE: **SC Escalation 14**

Please see the correction below. The constituent's name is Charles [REDACTED], not [REDACTED]. My apologies.

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 2:59 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 14**

Please assist the following SC constituent. He was able to register online, however, he would like a hard copy of his Experian credit report mailed to his address.

If he is re-registered over the phone, will he be mailed a copy of his credit report?

Please confirm when the issue is resolved.

Name: Charles [REDACTED]
Phone: 843 [REDACTED]
Address: [REDACTED]
North Charleston, SC 29406

Thank you,
Chrystal Laughlin
803.734.6299