

From: Sara Hazzard <sara@myscma.com>
To: Veldran, Katherine KatherineVeldran@gov.sc.gov
Date: 11/1/2012 2:04:54 PM
Subject: RE: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Thanks for sending. Have been thinking about you guys. I know it's been a crazy week.

Sara

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From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, October 31, 2012 7:18 PM
To: 'darrell.scott@scchamber.net'; 'Benhomeyer@1101publicaffairs.com'; 'sunnie@sunnieanddeworken.com'; Sara Hazzard
Subject: Fw: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach
Importance: High

From: Godfrey, Rob
Sent: Wednesday, October 31, 2012 06:57 PM
Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Protection for individuals and businesses available at no charge

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach. They outlined additional safety solutions – including fraud monitoring for businesses from Dun & Bradstreet Credibility Corp and Experian in addition to extended fraud resolution for individuals and coverage for dependents who are minors from Experian – available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here: <http://www.youtube.com/watch?v=rYohFHnQaE8>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and today state officials said that information from up to 657,000 businesses was also exposed.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 620,000 calls and approximately 418,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

The governor also announced that, starting Friday, Dun & Bradstreet Credibility Corp will offer South Carolina businesses that have filed a tax return since 1998 a CreditAlert product that will alert customers to

changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner. The cost will be waived for business filing tax returns since 1998. Business owners can visit <http://www.dandb.com/sc/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Dun & Bradstreet Credibility Corp Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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