

## Stirling, Bryan

---

**From:** Jon Neiditz <Jon.Neiditz@nelsonmullins.com>  
**Sent:** Friday, October 26, 2012 5:24 PM  
**To:** Stirling, Bryan; Ozzie Fonseca; Rush Smith; Michael.Bruemmer@experianinteractive.com  
**Cc:** Thad Westbrook; Jim Etter; Harry T. Cooper Jr. Esquire;  
rick.silver@chernoffnewman.com; Tim.Kelly@chernoffnewman.com;  
Emily.Brady@chernoffnewman.com  
**Subject:** RE: Experian

The other suggested step is to make it clear in messaging going forward that people have until January 31st to enroll in the Experian product and that there is no reason to think that harm resulted from the delay to date or will result from waiting a day or two now. The message today appears to have made it seem that harm from this incident might be imminent, and appears to have made it sound as if you need to run -- not walk -- to enroll before we run out of spots or close the enrollment tonight. In fact, the information we have received is that the information has not been used yet, and (if you believe law enforcement) will never be used. In that way, what I believe one publication called the "mysterious" statements about law enforcement have made this into a much bigger deal than it truly is. Happy to explain further.

Jon A. Neiditz  
Partner  
jon.neiditz@nelsonmullins.com  
Nelson Mullins Riley & Scarborough LLP  
Atlantic Station  
201 17th Street NW, Suite 1700  
Atlanta, GA 30363  
Tel: 404.322.6139 Fax: 404.322.6033  
<http://www.nelsonmullins.com/attorneys/jon-neiditz>

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]  
Sent: Friday, October 26, 2012 3:36 PM  
To: Jon Neiditz; Ozzie Fonseca; Rush Smith;  
Michael.Bruemmer@experianinteractive.com  
Cc: Thad Westbrook; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

We also need if possible to have a wait time announced on the calls.

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

From: Jon Neiditz [mailto:Jon.Neiditz@nelsonmullins.com]  
Sent: Friday, October 26, 2012 3:21 PM  
To: Stirling, Bryan; Ozzie Fonseca; Rush Smith;  
Michael.Bruemmer@experianinteractive.com

Cc: Thad Westbrook; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

To Bryan's point, the press is all over the call center issues:

<http://www.postandcourier.com/article/20121026/PC16/121029399/1180/36-million-sc-taxpayers-social-security-numbers-hacked-in-cyber-attack-sc-officials-say>

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]  
Sent: Friday, October 26, 2012 3:17 PM  
To: Ozzie Fonseca; Rush Smith  
Cc: Thad Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

Need to change the response from "Costumer Care Department is closed," to something else. Can we add capacity and keep people on hold instead of telling them the department is closed?

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 3:15 PM  
To: Rush Smith  
Cc: Ozzie Fonseca; Stirling, Bryan; Thad H. Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: Re: Experian

Rush:

We have over 200 agents on the phone right now and we are working to add more.

Regarding reporting, let me see what I can do.

Thanks

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<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:

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Visit us at <http://www.experian.com/databreach>

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Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)> wrote:

Ozzie,

In addition to Brian's question I'd like to ask if you could you provide email updates to us about hold times at intervals as we move through the next day or two. Thanks.

Rush

Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com) Nelson Mullins  
Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 2:33 PM, "Stirling, Bryan"  
<[BryanStirling@gov.sc.gov](mailto:BryanStirling@gov.sc.gov)> wrote:

> What progress have we made on adding people at the call center? Media reporting long wait times.

>

> ----- Original Message -----

> From: Rush Smith [<mailto:rush.smith@nelsonmullins.com>]

> Sent: Friday, October 26, 2012 02:25 PM

> To: [ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)

> <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>

> Cc: [jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com) <[jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com)>;

> [KimpsoM@sctax.org](mailto:KimpsoM@sctax.org) <[KimpsoM@sctax.org](mailto:KimpsoM@sctax.org)>;

> [thad.westbrook@nelsonmullins.com](mailto:thad.westbrook@nelsonmullins.com) <[thad.westbrook@nelsonmullins.com](mailto:thad.westbrook@nelsonmullins.com)>;

> [Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com) <[Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com)>;

> [Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com) <[Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com)>;

> [Tim.Kelly@chernoffnewman.com](mailto:Tim.Kelly@chernoffnewman.com) <[Tim.Kelly@chernoffnewman.com](mailto:Tim.Kelly@chernoffnewman.com)>; Pitts,

> Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire <[cooperh@sctax.org](mailto:cooperh@sctax.org)>

> Subject: Re: Experian

>

> Ozzie,  
> We have finished press conference and local news media are continuing  
live with the story. I wanted to let you know.  
> Rush  
>  
> Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com) Nelson  
> Mullins Riley & Scarborough, LLP, Columbia SC  
>  
> Sent from my iPad  
>  
> On Oct 26, 2012, at 1:35 PM, "Stirling, Bryan"  
<[BryanStirling@gov.sc.gov](mailto:BryanStirling@gov.sc.gov)> wrote:  
>  
>> Thank you. Please keep us posted.  
>>  
>> ----- Original Message -----  
>> From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]  
>> Sent: Friday, October 26, 2012 01:34 PM  
>> To: Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)>  
>> Cc: Ozzie Fonseca <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>; Jon Neiditz  
>> <[jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com)>; KimpsoM@sctax.org  
>> <[KimpsoM@sctax.org](mailto:KimpsoM@sctax.org)>; Thad Westbrook  
>> <[thad.westbrook@nelsonmullins.com](mailto:thad.westbrook@nelsonmullins.com)>; Stirling, Bryan; Emily Brady  
>> <[Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com)>; Rick Silver  
>> <[Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com)>; Tim Kelly  
>> <[Tim.Kelly@chernoffnewman.com](mailto:Tim.Kelly@chernoffnewman.com)>; Pitts, Ted  
>> Subject: Re: Experian  
>>  
>> On the phone with our call center management. Additional staffing  
will be allocated as appropriate.  
>>  
>> Current hold time is now 5 minutes and dropping.  
>>  
>> 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](mailto: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>  
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>>

>>

>> Rush Smith <rush.smith@nelsonmullins.com> wrote:

>>

>> Ozzie?

>>

>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

>> Mullins Riley & Scarborough, LLP, Columbia SC

>>

>> Sent from my iPad

>>

>> On Oct 26, 2012, at 1:29 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:

>>

>>> Called the 866 number am on the phone with rep now wait time was 8 minutes 19 seconds.

>>>

>>> Ted

>>>

>>> -----Original Message-----

>>> From: Rush Smith [mailto:rush.smith@nelsonmullins.com]

>>> Sent: Friday, October 26, 2012 1:27 PM

>>> To: Ozzie Fonseca

>>> Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan;

>>> Pitts, Ted; Emily Brady; Rick Silver; Tim Kelly

>>> Subject: Re: Experian

>>>

>>> Ozzie,

>>> We need some content on the website ASAP so that we can have a happier consumer experience. It should tell people to call the number, get a code, and the return to the website to enroll. Please get that added. Thanks much.

>>> Rush

>>>

>>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

>>> Mullins Riley & Scarborough, LLP, Columbia SC

>>>

>>> Sent from my iPad

>>>

>>> On Oct 26, 2012, at 12:58 PM, "Ozzie Fonseca" <ofonseca@experianinteractive.com> wrote:

>>>

>>>> I just hung up with our call center. They are getting calls already and I are distributing codes to those were interested.

>>>>

>>>> Given the fact that we are already taking calls I am a little concerned by not having enough codes to assign to each individual.

>>>>

>>>> If you decide that 3.6 million is the right number we will do our best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we should create a short addendum to request additional codes later today.

>>>>

>>>> Please let me know your thoughts.

>>>>

>>>> 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<mailto:ozzie.fonseca@experian.com>

>>>>

>>>> Blog:

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>>>>

>>>>

>>>> Rush Smith <rush.smith@nelsonmullins.com> wrote:

>>>>

>>>> Can you give us guidance on this? Story broke and you will start  
>>>> getting calls. Is call center ready? Please let us know when it  
>>>> will be. You should have signed contract soon.  
>>>>  
>>>> Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com) Nelson  
>>>> Mullins Riley & Scarborough, LLP, Columbia SC  
>>>>  
>>>>  
>>>>  
>>>> -----Original Message-----  
>>>> From: Tim Kelly [<mailto:Tim.Kelly@chernoffnewman.com>]  
>>>> Sent: Friday, October 26, 2012 12:52 PM  
>>>> To: Rush Smith  
>>>> Subject: Experian  
>>>>  
>>>> People are going to site and being asked to enter a code.  
>>>>  
>>>> Sent from my iPhone  
>  
>

## Stirling, Bryan

---

**From:** Schimsa, Rebecca  
**Sent:** Friday, October 26, 2012 8:00 PM  
**To:** Stirling, Bryan  
**Subject:** Fw: From the Governor's Office re. cyber-attack at DOR

FYI.

---

**From:** Larry Martin [mailto:lmartin@alicemfgco.com]  
**Sent:** Friday, October 26, 2012 07:38 PM  
**To:** Schimsa, Rebecca  
**Cc:** Pitts, Ted; Veldran, Katherine  
**Subject:** Re: From the Governor's Office re. cyber-attack at DOR

Rebecca:

They did so. Unfortunately, one has to call the toll free number, and it's swamped. If everyone has to make the call as a precursor for signing up, it will take a long time to get everyone signed up.

Our Tigers did well last night! It was good to see a Thursday night game go so well.

Hope you have a great weekend.

Larry

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

**From:** Schimsa, Rebecca  
**To:** 'lmartin@alicemfgco.com'  
**Cc:** Pitts, Ted ; Veldran, Katherine  
**Sent:** Friday, October 26, 2012 7:16 PM  
**Subject:** Re: From the Governor's Office re. cyber-attack at DOR

Thank you for letting us know, Senator. I understand that our Chief of Staff, Bryan Stirling, has reached out to you in addition to our press office to walk you through the steps.

Please let us know if you have any further questions.

---

**From:** Larry Martin [mailto:lmartin@alicemfgco.com]  
**Sent:** Friday, October 26, 2012 07:04 PM  
**To:** Schimsa, Rebecca  
**Cc:** Pitts, Ted; Veldran, Katherine  
**Subject:** Re: From the Governor's Office re. cyber-attack at DOR

Not suggesting you reply to my comment this evening, but just want to report that protectmyid.com/scdor simply takes you to the default homepage of protectmyid.com . I tried it a couple of time and it doesn't take you to the scdor page.

Thanks!

Larry

| ----- Original Message -----



**From:** Schimsa, Rebecca  
**Cc:** Pitts, Ted ; Veldran, Katherine  
**Sent:** Friday, October 26, 2012 4:44 PM  
**Subject:** From the Governor's Office re. cyber-attack at DOR

**\*NEW INFORMATION INCLUDED.\***

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa  
Office of the Governor

## **MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:**

### **S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers**

*Hacker illegally obtained credit card and Social Security numbers*

**COLUMBIA, S.C.** – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers," said DOR Director James Etter. "We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor's office."

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world's top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the

taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

Anyone who has filed a South Carolina tax return since 1998 is urged to visit [protectmyid.com/scdor](http://protectmyid.com/scdor) or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

"From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

-###-

## **VIDEO OF TODAY'S PRESS CONFERENCE:**

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

**Anyone who has filed a South Carolina tax return since 1998 should take the following steps:**

1. Call 1-866-578-5422 where you will 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.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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.

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## **CONFERENCE CALL INFORMATION FOR LEGISLATORS:**

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29<sup>th</sup> at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

**Call Number: 1-800-670-1742** (No access code is needed.)

### **Directions:**

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press \*0.

-###-

## Stirling, Bryan

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**From:** Thad Westbrook <thad.westbrook@nelsonmullins.com>  
**Sent:** Friday, October 26, 2012 8:15 PM  
**To:** Stirling, Bryan  
**Subject:** Re: Experian PR contact

Good news.

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]  
Sent: Friday, October 26, 2012 07:38 PM  
To: Ozzie Fonseca <ofonseca@experianinteractive.com>  
Cc: Greg Young <Greg.Young@experianinteractive.com>; Thad Westbrook  
Subject: RE: Experian PR contact

New voice reply is up and running.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 6:51 PM  
To: Stirling, Bryan  
Cc: Ozzie Fonseca; Greg Young; Thad Westbrook  
Subject: RE: Experian PR contact

Perfect. Thank you

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 -  
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ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

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"Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

That works for me. Thank you.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]

Sent: Friday, October 26, 2012 6:47 PM

To: Stirling, Bryan

Cc: Ozzie Fonseca; Greg Young; Thad Westbrook

Subject: RE: Experian PR contact

Bryan:

As long as the call center is recording the message, I would suggest stating that people have until January 31st ,2013 to request an activation code. If that works for you I'll have them add that language immediately.

Thanks

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<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><<http://www.Experian.com/blogs/data-breach>>>

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"Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

Thank you.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]

Sent: Friday, October 26, 2012 6:35 PM

To: Stirling, Bryan  
Cc: Greg Young; Thad Westbrook  
Subject: RE: Experian PR contact

Bryan:

I spoke with our call center and they found a way to record the message in eastern terms. That will be done within the next 60 minutes.

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

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

From: Stirling, Bryan [mailto:[BryanStirling@gov.sc.gov](mailto:BryanStirling@gov.sc.gov)]  
Sent: Friday, October 26, 2012 3:23 PM  
To: Ozzie Fonseca  
Cc: Greg Young; Thad Westbrook  
Subject: RE: Experian PR contact

Thank you, call him now.

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

From: Ozzie Fonseca [mailto:[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)]  
Sent: Friday, October 26, 2012 6:22 PM  
To: Stirling, Bryan  
Cc: Greg Young; Thad Westbrook  
Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young  
949 567-3791  
Greg.Young@experianinteractive.com

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](http://www.Experian.com/blogs/data-breach)  
<http://www.Experian.com/blogs/data-breach><<http://www.Experian.com/blogs/data-breach>>>

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## Stirling, Bryan

---

**From:** Schimsa, Rebecca  
**Sent:** Friday, October 26, 2012 10:41 PM  
**To:** Stirling, Bryan  
**Subject:** Fw: From the Governor's Office re. cyber-attack at DOR

FYI.

---

**From:** Leon Stavrinakis [mailto:lstavrinakis@msn.com]  
**Sent:** Friday, October 26, 2012 10:28 PM  
**To:** Schimsa, Rebecca  
**Cc:** Pitts, Ted; Veldran, Katherine  
**Subject:** RE: From the Governor's Office re. cyber-attack at DOR

He did. Thank you all very much for the prompt reply.

Leon E. Stavrinakis / Attorney at Law / Stavrinakis Law Firm  
S.C. House of Representatives / District 119, Charleston County  
One Cool Blow Street, Suite 201 / Charleston, SC 29403  
843.724.1060 (Law Office) / 843.853.7816 (Law Fax)  
803.734.3039 (State House Office) / 888.626.9708 (E-Fax)  
[stavlaw.net](mailto:stavlaw.net) / [leonforhouse.com](http://leonforhouse.com)

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---

**From:** RebeccaSchimsa@gov.sc.gov  
**To:** lstavrinakis@msn.com  
**CC:** TedPitts@gov.sc.gov; KatherineVeldran@gov.sc.gov  
**Date:** Fri, 26 Oct 2012 19:19:16 -0400  
**Subject:** Re: From the Governor's Office re. cyber-attack at DOR

Thank you for your questions, Representative. I understand that our Chief of Staff, Bryan Stirling, has reached out to you.

If you have any further questions, please let Bryan know.

---

**From:** Leon Stavrinakis [mailto:lstavrinakis@msn.com]  
**Sent:** Friday, October 26, 2012 06:32 PM  
**To:** Schimsa, Rebecca  
**Cc:** Pitts, Ted; Veldran, Katherine



**Subject:** Re: From the Governor's Office re. cyber-attack at DOR

How will you control access to this conf call now that the time and number have been published in the media?

Representative Leon Stavrinakis  
Stavrinakis Law Firm  
843-813-2800  
[leon@stavlaw.net](mailto:leon@stavlaw.net)  
[leonstav@schouse.gov](mailto:leonstav@schouse.gov)

On Oct 26, 2012, at 4:44 PM, "Schimsa, Rebecca" <[RebeccaSchimsa@gov.sc.gov](mailto:RebeccaSchimsa@gov.sc.gov)> wrote:

**\*NEW INFORMATION INCLUDED.\***

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa  
Office of the Governor

## **MEDIA RELEASE FROM THE GOVERNOR'S OFFICE:**

### **S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers**

*Hacker illegally obtained credit card and Social Security numbers*

**COLUMBIA, S.C.** – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

"On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers," said DOR Director James Etter. "We worked with them throughout that day to determine what may have

happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor's office."

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world's top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

Anyone who has filed a South Carolina tax return since 1998 is urged to visit [protectmyid.com/scdor](https://protectmyid.com/scdor) or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

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.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

"From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

## **VIDEO OF TODAY'S PRESS CONFERENCE:**

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here:

<http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

**Anyone who has filed a South Carolina tax return since 1998 should take the following steps:**

1. Call 1-866-578-5422 where you will 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.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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.

## **CONFERENCE CALL INFORMATION FOR LEGISLATORS:**

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29<sup>th</sup> at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

**Call Number: 1-800-670-1742** (No access code is needed.)

**Directions:**

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press \*0.

-###-

<Media Release from DOR 10.26.2012.pdf>

## Stirling, Bryan

---

**From:** Tim Kelly <Tim.Kelly@chernoffnewman.com>  
**Sent:** Friday, October 26, 2012 3:13 PM  
**To:** Ozzie Fonseca; Jon Neiditz  
**Cc:** Rush Smith; Pitts, Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire  
**Subject:** RE: Experian

The current message on the number is stating that the call center is closed.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 2:51 PM  
To: Jon Neiditz  
Cc: Rush Smith; Ozzie Fonseca; KimpsoM@sctax.org; Thad Westbrook; Emily Brady; Rick Silver; Tim Kelly; Pitts, Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

Jon:

And FAQ regarding minors would certainly be useful. We have received a few calls regarding children.

Thanks

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<mailto:ozzie.fonseca@experian.com>

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Jon Neiditz <Jon.Neiditz@nelsonmullins.com> wrote:

Hats off to Jim Etter, the calming voice in the storm. Ozzie, the reporters (in addition to telling everyone the state has probably paid \$50 per enrollee, and calculating that out at 100% participation) have suggested that children should be enrolled. Do you have or need an FAQ on the likelihood of children's SSNs being included in the records?

Jon A. Neiditz  
Partner  
jon.neiditz@nelsonmullins.com  
Nelson Mullins Riley & Scarborough LLP  
Atlantic Station  
201 17th Street NW, Suite 1700  
Atlanta, GA 30363  
Tel: 404.322.6139 Fax: 404.322.6033  
<http://www.nelsonmullins.com/attorneys/jon-neiditz>

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

From: Rush Smith  
Sent: Friday, October 26, 2012 2:25 PM  
To: ofonseca@experianinteractive.com  
Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Emily.Brady@chernoffnewman.com; Rick.Silver@chernoffnewman.com; Tim.Kelly@chernoffnewman.com; Pitts, Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire  
Subject: Re: Experian

Ozzie,  
We have finished press conference and local news media are continuing live with the story. I wanted to let you know.  
Rush

Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)

Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 1:35 PM, "Stirling, Bryan"  
<[BryanStirling@gov.sc.gov](mailto:BryanStirling@gov.sc.gov)> wrote:

> Thank you. Please keep us posted.

>

> ----- Original Message -----

> From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]

> Sent: Friday, October 26, 2012 01:34 PM

> To: Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)>

> Cc: Ozzie Fonseca <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>; Jon Neiditz

> <[jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com)>; KimpsoM@sctax.org

> <[KimpsoM@sctax.org](mailto:KimpsoM@sctax.org)>; Thad Westbrook

> <thad.westbrook@nelsonmullins.com>; Stirling, Bryan; Emily Brady  
> <Emily.Brady@chernoffnewman.com>; Rick Silver  
> <Rick.Silver@chernoffnewman.com>; Tim Kelly  
> <Tim.Kelly@chernoffnewman.com>; Pitts, Ted  
> Subject: Re: Experian  
>  
> On the phone with our call center management. Additional staffing  
will be allocated as appropriate.  
>  
> Current hold time is now 5 minutes and dropping.  
>  
> 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<mailto:ozzie.fonseca@experian.com>  
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applicable privilege.  
>  
>  
> Rush Smith <rush.smith@nelsonmullins.com> wrote:  
>  
> Ozzie?  
>  
> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson  
> Mullins Riley & Scarborough, LLP, Columbia SC  
>  
> Sent from my iPad  
>  
> On Oct 26, 2012, at 1:29 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:  
>  
>> Called the 866 number am on the phone with rep now wait time was 8

minutes 19 seconds.

>>

>> Ted

>>

>> -----Original Message-----

>> From: Rush Smith [mailto:rush.smith@nelsonmullins.com]

>> Sent: Friday, October 26, 2012 1:27 PM

>> To: Ozzie Fonseca

>> Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan;

>> Pitts, Ted; Emily Brady; Rick Silver; Tim Kelly

>> Subject: Re: Experian

>>

>> Ozzie,

>> We need some content on the website ASAP so that we can have a happier consumer experience. It should tell people to call the number, get a code, and the return to the website to enroll. Please get that added. Thanks much.

>> Rush

>>

>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

>> Mullins Riley & Scarborough, LLP, Columbia SC

>>

>> Sent from my iPad

>>

>> On Oct 26, 2012, at 12:58 PM, "Ozzie Fonseca"

<ofonseca@experianinteractive.com> wrote:

>>

>>> I just hung up with our call center. They are getting calls already and I are distributing codes to those were interested.

>>>

>>> Given the fact that we are already taking calls I am a little concerned by not having enough codes to assign to each individual.

>>>

>>> If you decide that 3.6 million is the right number we will do our best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we should create a short addendum to request additional codes later today.

>>>

>>> Please let me know your thoughts.

>>>

>>> 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<mailto:ozzie.fonseca@experian.com>

>>>

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>>> <<http://www.Experian.com/blogs/data-breach><<http://www.Experian.com/b>



>>> logs/dat>

>>> a-<http://www.Experian.com/blogs/data-breach<http://www.Experian.com

>>> /blogs/data->

>>> breach> Follow us on Twitter:

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>>> <http://www.Twitter.com/Experian\_DBR<http://www.Twitter.com/Experian

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>>>

>>>

>>> Rush Smith <rush.smith@nelsonmullins.com> wrote:

>>>

>>> Can you give us guidance on this? Story broke and you will start

>>> getting calls. Is call center ready? Please let us know when it

>>> will be. You should have signed contract soon.

>>>

>>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

>>> Mullins Riley & Scarborough, LLP, Columbia SC

>>>

>>>

>>>

>>> -----Original Message-----

>>> From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]

>>> Sent: Friday, October 26, 2012 12:52 PM

>>> To: Rush Smith

>>> Subject: Experian

>>>

>>> People are going to site and being asked to enter a code.

>>>

>>> Sent from my iPhone

>

>

## Stirling, Bryan

---

**From:** Ozzie Fonseca <ofonseca@experianinteractive.com>  
**Sent:** Friday, October 26, 2012 3:39 PM  
**To:** Jon Neiditz  
**Cc:** Stirling, Bryan; Ozzie Fonseca; Rush Smith; Michael Bruemmer; Thad Westbrook; Jim Etter; Harry T. Cooper Jr. Esquire  
**Subject:** RE: Experian

Jon:

We're continuing to add more staff for the calls. Let me look into the issue described below I'll send an update as soon as possible

thanks

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<mailto:ozzie.fonseca@experian.com>

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Jon Neiditz <Jon.Neiditz@nelsonmullins.com> wrote:

To Bryan's point, the press is all over the call center issues:

<http://www.postandcourier.com/article/20121026/PC16/121029399/1180/36-million-sc-taxpayers-social-security-numbers-hacked-in-cyber-attack-sc-officials-say>

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]  
Sent: Friday, October 26, 2012 3:17 PM  
To: Ozzie Fonseca; Rush Smith  
Cc: Thad Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

Need to change the response from "Costumer Care Department is closed,"  
to something else. Can we add capacity and keep people on hold instead of telling them the department is closed?

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 3:15 PM  
To: Rush Smith  
Cc: Ozzie Fonseca; Stirling, Bryan; Thad H. Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: Re: Experian

Rush:

We have over 200 agents on the phone right now and we are working to add more.

Regarding reporting, let me see what I can do.

Thanks

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

Experian Consumer Direct  
535 Anton, Suite 100.  
Costa Mesa, CA 92626  
(949) 567-3851 - Desk  
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ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

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Rush Smith <rush.smith@nelsonmullins.com> wrote:

Ozzie,

In addition to Brian's question I'd like to ask if you could you provide email updates to us about hold times at intervals as we move through the next day or two. Thanks.

Rush

Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 2:33 PM, "Stirling, Bryan"  
<BryanStirling@gov.sc.gov> wrote:

> What progress have we made on adding people at the call center? Media reporting long wait times.

>

> ----- Original Message -----

> From: Rush Smith [mailto:rush.smith@nelsonmullins.com]

> Sent: Friday, October 26, 2012 02:25 PM

> To: ofonseca@experianinteractive.com

> <ofonseca@experianinteractive.com>

> Cc: jon.neiditz@nelsonmullins.com <jon.neiditz@nelsonmullins.com>;

> KimpsoM@sctax.org <KimpsoM@sctax.org>;

> thad.westbrook@nelsonmullins.com <thad.westbrook@nelsonmullins.com>;

> Emily.Brady@chernoffnewman.com <Emily.Brady@chernoffnewman.com>;

> Rick.Silver@chernoffnewman.com <Rick.Silver@chernoffnewman.com>;

> Tim.Kelly@chernoffnewman.com <Tim.Kelly@chernoffnewman.com>; Pitts,

> Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire <cooperh@sctax.org>

> Subject: Re: Experian

>

> Ozzie,

> We have finished press conference and local news media are continuing live with the story. I wanted to let you know.

> Rush

>

> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

> Mullins Riley & Scarborough, LLP, Columbia SC

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> On Oct 26, 2012, at 1:35 PM, "Stirling, Bryan"  
<BryanStirling@gov.sc.gov> wrote:

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>> Thank you. Please keep us posted.

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>> <KimpsoM@sctax.org>; Thad Westbrook  
>> <thad.westbrook@nelsonmullins.com>; Stirling, Bryan; Emily Brady  
>> <Emily.Brady@chernoffnewman.com>; Rick Silver  
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>> Senior Director, Data Breach Resolution

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>> Experian Consumer Direct  
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>> Costa Mesa, CA 92626  
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>> ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

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and I are distributing codes to those were interested.  
>>>>  
>>>> Given the fact that we are already taking calls I am a little  
concerned by not having enough codes to assign to each individual.  
>>>>  
>>>> If you decide that 3.6 million is the right number we will do our  
best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we  
should create a short addendum to request additional codes later today.  
>>>>  
>>>> Please let me know your thoughts.  
>>>>  
>>>> Ozzie Fonseca, CIPP/US  
>>>> Senior Director, Data Breach Resolution  
>>>>  
>>>> Experian Consumer Direct

>>>> 535 Anton, Suite 100.  
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applicable privilege.  
>>>>  
>>>>  
>>>> Rush Smith <rush.smith@nelsonmullins.com> wrote:  
>>>>  
>>>> Can you give us guidance on this? Story broke and you will start  
>>>> getting calls. Is call center ready? Please let us know when it  
>>>> will be. You should have signed contract soon.  
>>>>  
>>>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson  
>>>> Mullins Riley & Scarborough, LLP, Columbia SC  
>>>>  
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>>>> -----Original Message-----  
>>>> From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]  
>>>> Sent: Friday, October 26, 2012 12:52 PM  
>>>> To: Rush Smith  
>>>> Subject: Experian  
>>>>  
>>>> People are going to site and being asked to enter a code.

>>>>  
>>>> Sent from my iPhone  
>  
>



## Stirling, Bryan

---

**From:** Jon Neiditz <Jon.Neiditz@nelsonmullins.com>  
**Sent:** Friday, October 26, 2012 3:21 PM  
**To:** Stirling, Bryan; Ozzie Fonseca; Rush Smith; Michael.Bruegger@experianinteractive.com  
**Cc:** Thad Westbrook; Jim Etter; Harry T. Cooper Jr. Esquire  
**Subject:** RE: Experian

To Bryan's point, the press is all over the call center issues:

<http://www.postandcourier.com/article/20121026/PC16/121029399/1180/36-million-sc-taxpayers-social-security-numbers-hacked-in-cyber-attack-sc-officials-say>

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From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]  
Sent: Friday, October 26, 2012 3:17 PM  
To: Ozzie Fonseca; Rush Smith  
Cc: Thad Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

Need to change the response from "Customer Care Department is closed," to something else. Can we add capacity and keep people on hold instead of telling them the department is closed?

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From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 3:15 PM  
To: Rush Smith  
Cc: Ozzie Fonseca; Stirling, Bryan; Thad H. Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: Re: Experian

Rush:

We have over 200 agents on the phone right now and we are working to add more.

Regarding reporting, let me see what I can do.

Thanks

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

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Sent from my iPad

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> Sent: Friday, October 26, 2012 02:25 PM

> To: [ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)

> <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>

> Cc: [jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com) <[jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com)>;

> [KimpsoM@sctax.org](mailto:KimpsoM@sctax.org) <[KimpsoM@sctax.org](mailto:KimpsoM@sctax.org)>;

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> [Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com) <[Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com)>;

> [Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com) <[Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com)>;

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> Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire <[cooperh@sctax.org](mailto:cooperh@sctax.org)>

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> We have finished press conference and local news media are continuing live with the story. I wanted to let you know.

> Rush

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>> Cc: Ozzie Fonseca <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>; Jon Neiditz

>> <[jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com)>; KimpsoM@sctax.org

>> <[KimpsoM@sctax.org](mailto:KimpsoM@sctax.org)>; Thad Westbrook

>> <[thad.westbrook@nelsonmullins.com](mailto:thad.westbrook@nelsonmullins.com)>; Stirling, Bryan; Emily Brady

>> <[Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com)>; Rick Silver

>> <[Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com)>; Tim Kelly

>> <[Tim.Kelly@chernoffnewman.com](mailto:Tim.Kelly@chernoffnewman.com)>; Pitts, Ted

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>> Senior Director, Data Breach Resolution

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>> Cell (949) 242-2938 - Fax

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>> Blog:

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>>> Subject: Re: Experian

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>>> Ozzie,

>>> We need some content on the website ASAP so that we can have a happier consumer experience. It should tell people to call the number, get a code, and the return to the website to enroll. Please get that added. Thanks much.

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>>>> [ozzie.fonseca@experian.com](mailto:ozzie.fonseca@experian.com)<<mailto:ozzie.fonseca@experian.com>>

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Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)> wrote:

Ozzie,  
In addition to Brian's question I'd like to ask if you could you provide email updates to us about hold times at intervals as we move through the next day or two. Thanks.  
Rush

Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com) Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 2:33 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

> What progress have we made on adding people at the call center? Media reporting long wait times.

>

> ----- Original Message -----

> From: Rush Smith [mailto:rush.smith@nelsonmullins.com]

> Sent: Friday, October 26, 2012 02:25 PM

> To: ofonseca@experianinteractive.com

> <ofonseca@experianinteractive.com>

> Cc: jon.neiditz@nelsonmullins.com <jon.neiditz@nelsonmullins.com>;

> KimpsoM@sctax.org <KimpsoM@sctax.org>;

> thad.westbrook@nelsonmullins.com <thad.westbrook@nelsonmullins.com>;

> Emily.Brady@chernoffnewman.com <Emily.Brady@chernoffnewman.com>;

> Rick.Silver@chernoffnewman.com <Rick.Silver@chernoffnewman.com>;

> Tim.Kelly@chernoffnewman.com <Tim.Kelly@chernoffnewman.com>; Pitts,

> Ted; Stirling, Bryan; Harry T. Cooper Jr. Esquire <cooperh@sctax.org>

> Subject: Re: Experian

>

> Ozzie,

> We have finished press conference and local news media are continuing live with the story. I wanted to let you know.

> Rush

>

> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

> Mullins Riley & Scarborough, LLP, Columbia SC

>

> Sent from my iPad

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> On Oct 26, 2012, at 1:35 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

>

>> Thank you. Please keep us posted.

>>

>> ----- Original Message -----

>> From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]

>> Sent: Friday, October 26, 2012 01:34 PM

>> To: Rush Smith <rush.smith@nelsonmullins.com>

>> Cc: Ozzie Fonseca <ofonseca@experianinteractive.com>; Jon Neiditz

>> <jon.neiditz@nelsonmullins.com>; KimpsoM@sctax.org

>> <KimpsoM@sctax.org>; Thad Westbrook

>> <thad.westbrook@nelsonmullins.com>; Stirling, Bryan; Emily Brady

>> <Emily.Brady@chernoffnewman.com>; Rick Silver

>> <Rick.Silver@chernoffnewman.com>; Tim Kelly

>> <Tim.Kelly@chernoffnewman.com>; Pitts, Ted

>> Subject: Re: Experian

>>

>> On the phone with our call center management. Additional staffing will be allocated as appropriate.

>>

>> Current hold time is now 5 minutes and dropping.

>>

>> Ozzie Fonseca, CIPP/US

>> Senior Director, Data Breach Resolution

>>



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>> Costa Mesa, CA 92626  
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>> ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>  
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>>>> Given the fact that we are already taking calls I am a little concerned by not having enough codes to assign to each individual.  
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>>>> If you decide that 3.6 million is the right number we will do our best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we should create a short addendum to request additional codes later today.  
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>>>> Please let me know your thoughts.  
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>>>> Ozzie Fonseca, CIPP/US  
>>>> Senior Director, Data Breach Resolution  
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>>>>  
>>>>  
>>>> Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)> wrote:

>>>>  
>>>> Can you give us guidance on this? Story broke and you will start  
>>>> getting calls. Is call center ready? Please let us know when it  
>>>> will be. You should have signed contract soon.  
>>>>  
>>>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson  
>>>> Mullins Riley & Scarborough, LLP, Columbia SC  
>>>>  
>>>>  
>>>>  
>>>> -----Original Message-----  
>>>> From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]  
>>>> Sent: Friday, October 26, 2012 12:52 PM  
>>>> To: Rush Smith  
>>>> Subject: Experian  
>>>>  
>>>> People are going to site and being asked to enter a code.  
>>>>  
>>>> Sent from my iPhone  
>  
>

## Stirling, Bryan

---

**From:** Ozzie Fonseca <ofonseca@experianinteractive.com>  
**Sent:** Friday, October 26, 2012 4:16 PM  
**To:** Stirling, Bryan  
**Cc:** Ozzie Fonseca  
**Subject:** RE: Experian

The call center hours are 9 a.m. to 9 p.m. Monday through Friday and 11 a.m. to 8 p.m. Saturday and Sunday ( all times are eastern)

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

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"Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

We also need to have the hours on the answer East Coast time.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 3:39 PM  
To: Jon Neiditz  
Cc: Stirling, Bryan; Ozzie Fonseca; Rush Smith; Michael Bruemmer; Thad Westbrook; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

Jon:

We're continuing to add more staff for the calls. Let me look into the issue described below I'll send an update as soon as possible

thanks

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

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Jon Neiditz <Jon.Neiditz@nelsonmullins.com> wrote:

To Bryan's point, the press is all over the call center issues:

<http://www.postandcourier.com/article/20121026/PC16/121029399/1180/36-million-sc-taxpayers-social-security-numbers-hacked-in-cyber-attack-sc-officials-say>

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]  
Sent: Friday, October 26, 2012 3:17 PM  
To: Ozzie Fonseca; Rush Smith  
Cc: Thad Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: RE: Experian

Need to change the response from "Costumer Care Department is closed," to something else. Can we add capacity and keep people on hold instead of telling them the department is closed?

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
Sent: Friday, October 26, 2012 3:15 PM  
To: Rush Smith  
Cc: Ozzie Fonseca; Stirling, Bryan; Thad H. Westbrook; Jon Neiditz; Jim Etter; Harry T. Cooper Jr. Esquire  
Subject: Re: Experian

Rush:

We have over 200 agents on the phone right now and we are working to add more.

Regarding reporting, let me see what I can do.

Thanks

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

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Rush Smith <rush.smith@nelsonmullins.com> wrote:

Ozzie,  
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Rush

Sent from my iPad

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> Ozzie,

> We have finished press conference and local news media are continuing live with the story. I wanted to let you know.

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> Mullins Riley & Scarborough, LLP, Columbia SC

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> Sent from my iPad

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>> <Rick.Silver@chernoffnewman.com>; Tim Kelly

>> <Tim.Kelly@chernoffnewman.com>; Pitts, Ted

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>>> Ozzie,

>>> We need some content on the website ASAP so that we can have a happier consumer experience. It should tell people to call the number, get a code, and then return to the website to enroll. Please get that added. Thanks much.

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>>>> Given the fact that we are already taking calls I am a little concerned by not having enough codes to assign to each individual.

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>>>> If you decide that 3.6 million is the right number we will do our best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we should create a short addendum to request additional codes later today.

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>>>> Ozzie Fonseca, CIPP/US

>>>> Senior Director, Data Breach Resolution

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## Stirling, Bryan

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**Subject:** Re: Experian

Thank you very much.

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>  
> Ozzie?

>

> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

> Mullins Riley & Scarborough, LLP, Columbia SC

>

> Sent from my iPad

>

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>> Cc: Jon Neiditz; KimpsoM@sctax.org; Thad Westbrook; Stirling, Bryan;

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>> Rush

>>

>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

>> Mullins Riley & Scarborough, LLP, Columbia SC

>>

>> Sent from my iPad

>>

>> On Oct 26, 2012, at 12:58 PM, "Ozzie Fonseca" <ofonseca@experianinteractive.com> wrote:

>>

>>> I just hung up with our call center. They are getting calls already and I are distributing codes to those were interested.

>>>

>>> Given the fact that we are already taking calls I am a little concerned by not having enough codes to assign to each individual.

>>>

>>> If you decide that 3.6 million is the right number we will do our best, but in the interest of the best customer experience I would suggest ordering the correct amount. Otherwise, we should create a short addendum to request additional codes later today.

>>>

>>> Please let me know your thoughts.

>>>

>>> 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<mailto:ozzie.fonseca@experian.com>

>>>

>>> Blog:

>>> www.Experian.com/blogs/data-breach<http://www.Experian.com/blogs/dat

>>> a-<http://www.Experian.com/blogs/data-breach<http://www.Experian.com

>>> /blogs/data->

>>> breach> Follow us on Twitter:

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>>> p://www.Twitter.com/Experian\_DBR<http://www.Twitter.com/Experian\_DBR

>>> >> Visit us at http://www.experian.com/databreach

>>>

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>>>

>>>

>>> Rush Smith <rush.smith@nelsonmullins.com> wrote:

>>>

>>> Can you give us guidance on this? Story broke and you will start

>>> getting calls. Is call center ready? Please let us know when it

>>> will be. You should have signed contract soon.

>>>

>>> Rush Smith | 803-255-9492 | rush.smith@nelsonmullins.com Nelson

>>> Mullins Riley & Scarborough, LLP, Columbia SC

>>>

>>>

>>> -----Original Message-----

>>> From: Tim Kelly [mailto:Tim.Kelly@chernoffnewman.com]

>>> Sent: Friday, October 26, 2012 12:52 PM

>>> To: Rush Smith

>>> Subject: Experian

>>>

>>> People are going to site and being asked to enter a code.

>>>

>>> Sent from my iPhone

>

>

## Stirling, Bryan

---

**From:** Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)>  
**Sent:** Friday, October 26, 2012 1:36 PM  
**To:** Stirling, Bryan  
**Subject:** Fwd: Experian

We should condition folks to hold times today.

Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)  
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

Begin forwarded message:

**From:** Ozzie Fonseca <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>  
**Date:** October 26, 2012, 1:34:01 PM EDT  
**To:** Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)>  
**Cc:** Ozzie Fonseca <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)>, Jon Neiditz <[jon.neiditz@nelsonmullins.com](mailto:jon.neiditz@nelsonmullins.com)>, "KimpsoM@sctax.org" <[KimpsoM@sctax.org](mailto:KimpsoM@sctax.org)>, Thad Westbrook <[thad.westbrook@nelsonmullins.com](mailto:thad.westbrook@nelsonmullins.com)>, "Stirling, Bryan" <[BryanStirling@gov.sc.gov](mailto:BryanStirling@gov.sc.gov)>, Emily Brady <[Emily.Brady@chernoffnewman.com](mailto:Emily.Brady@chernoffnewman.com)>, Rick Silver <[Rick.Silver@chernoffnewman.com](mailto:Rick.Silver@chernoffnewman.com)>, Tim Kelly <[Tim.Kelly@chernoffnewman.com](mailto:Tim.Kelly@chernoffnewman.com)>, "Pitts, Ted" <[TedPitts@gov.sc.gov](mailto:TedPitts@gov.sc.gov)>  
**Subject: Re: Experian**

On the phone with our call center management. Additional staffing will be allocated as appropriate.

Current hold time is now 5 minutes and dropping.

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

Experian Consumer Direct  
535 Anton, Suite 100.  
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[ozzie.fonseca@experian.com](mailto: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](http://www.Twitter.com/Experian_DBR)>  
Visit us at <http://www.experian.com/databreach>

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Rush Smith <[rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)> wrote:

Ozzie?

Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)  
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

Sent from my iPad

On Oct 26, 2012, at 1:29 PM, "Pitts, Ted" <[TedPitts@gov.sc.gov](mailto:TedPitts@gov.sc.gov)> wrote:

Called the 866 number am on the phone with rep now wait time was 8 minutes 19 seconds.

Ted

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

From: Rush Smith [<mailto:rush.smith@nelsonmullins.com>]

Sent: Friday, October 26, 2012 1:27 PM

To: Ozzie Fonseca

Cc: Jon Neiditz; [KimpsoM@sctax.org](mailto:KimpsoM@sctax.org); Thad Westbrook; Stirling, Bryan; Pitts, Ted; Emily Brady; Rick Silver; Tim Kelly

Subject: Re: Experian

Ozzie,

We need some content on the website ASAP so that we can have a happier consumer experience. It should tell people to call the number, get a code, and the return to the website to enroll. Please get that added. Thanks much.

Rush

Rush Smith | 803-255-9492 | [rush.smith@nelsonmullins.com](mailto:rush.smith@nelsonmullins.com)  
Nelson Mullins Riley & Scarborough, LLP, Columbia SC

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On Oct 26, 2012, at 12:58 PM, "Ozzie Fonseca"  
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Ozzie Fonseca, CIPP/US  
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[ozzie.fonseca@experian.com](mailto: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><<http://www.Experian.com/blogs/data-breach><<http://www.Experian.com/blogs/data-breach>>

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Visit us at <http://www.experian.com/databreach>

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Nelson  
Mullins Riley & Scarborough, LLP, Columbia SC

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Sent: Friday, October 26, 2012 12:52 PM  
To: Rush Smith  
Subject: Experian

People are going to site and being asked to enter a code.

Sent from my iPhone

## Stirling, Bryan

---

**From:** Schimsa, Rebecca  
**Sent:** Friday, October 26, 2012 9:08 AM  
**To:** Godfrey, Rob  
**Cc:** Patel, Swati; Stirling, Bryan; Pitts, Ted; Soura, Christian  
**Subject:** Executive Order 2012-10 and Letter to Maley  
**Attachments:** 2012-10 Reviewing IT Security.PDF; Letter to Maley re EO 2012-10.PDF

Two attachments.

Rebecca S. Schimsa  
Office of Governor Nikki R. Haley  
Staff Attorney & Commerce Liaison  
O: (803) 734-6068 | C: (803) 429-4561

State of South Carolina  
Executive Department

**FILED**

OCT 26 2012

*Mark Hammond*  
SECRETARY OF STATE



Office of the Governor

EXECUTIVE ORDER NO.

2012-10

**WHEREAS**, the State's information technology (IT) policy for governance of IT initiatives throughout state government, including security procedures and protocols, has been largely uncoordinated and outdated exposing the State to greater risks of internal and external cyber-attacks on IT infrastructure and records; and

**WHEREAS**, state government's fragmented approach to IT security makes South Carolina vulnerable to serious cyber and information breaches and requires immediate action to minimize cyber-attacks and protect personal information of our State's citizens; and

**WHEREAS**, Section 1-6-30 of the South Carolina Code of Laws authorizes the State Inspector General to "coordinate investigations" and "recommend policies and carry out other activities designed to deter, detect, and eradicate fraud, waste, abuse, mismanagement . . ."; and

**WHEREAS**, Section 1-6-20(E) states, "Upon request of the State Inspector General for information or assistance, all agencies are directed to fully cooperate with and furnish the State Inspector General with all documents, reports, answers, records, accounts, papers, and other necessary data and documentary information to perform the mission of the State Inspector General[;]" and

**WHEREAS**, the State Inspector General is authorized to recommend policies to address holistic mismanagement of state government's information security policies and procedures and state agencies are required to fully cooperate with the State Inspector General to perform his mission.

**NOW, THEREFORE**, I hereby direct all cabinet agencies to immediately designate an information technology officer to cooperate with the State Inspector General who is authorized to make recommendations to improve information security policies and procedures in state agencies, on a comprehensive and holistic basis,

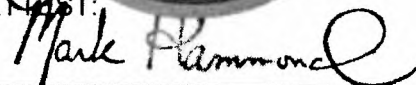
pursuant to his authority under Chapter 6 of Title 1 of the South Carolina Code of Laws with the following additional guidance:

1. Collaborate with the Division of State Information Technology of the Budget and Control Board to identify weaknesses in current statewide cyber-security systems, to include vulnerabilities to internal and external cyber-attacks, and develop a holistic strategy to improve information security;
2. Consult with national cyber-security sources including, but not limited to, the Multi-State Information and Sharing Analysis Center;
3. Determine state agencies' current information security staffing and their specific duties, and work with agencies to identify designated information security officers (ISOs) and their duties at each agency where appropriate; and
4. Improve and increase training of ISOs and all state government employees on information security measures to include cyber-security and records protection.

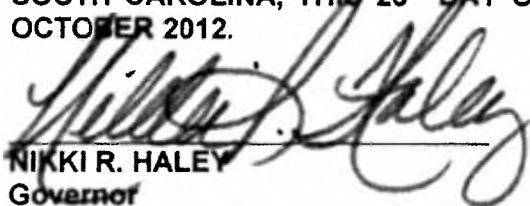
This Order shall take effect immediately.



ATTEST:

  
MARK HAMMOND  
SECRETARY OF STATE

GIVEN UNDER MY HAND AND THE  
GREAT SEAL OF THE STATE OF  
SOUTH CAROLINA, THIS 26<sup>th</sup> DAY OF  
OCTOBER 2012.

  
NIKKI R. HALEY  
Governor



## State of South Carolina Office of the Governor

NIKKI R. HALEY  
GOVERNOR

1205 PENDLETON STREET  
COLUMBIA 29201

October 26, 2012

The Honorable Patrick Maley  
State Inspector General  
110 Centerview Drive, Suite 201  
Columbia, South Carolina 29210

Dear Inspector General Maley,

On behalf of the state agencies of South Carolina, I request your assistance in addressing a serious issue affecting state government information security.

Throughout state government, our information technology (IT) policy for security procedures and protocols has been largely uncoordinated and outdated exposing our state to greater risks of internal and external cyber-attacks.

I am committed to ensuring that state government minimize the risk of cyber-attacks and protect the personal information of our citizens kept by state agencies. Accordingly, today, I signed Executive Order 2012-10 directing the IT officers in my Cabinet agencies to take immediate action to work with the Office of the State Inspector General to review and strengthen IT security procedures and protocols.

Pursuant to your authority in Chapter 6 of Title 1 of the South Carolina Code of Laws, I ask that you make recommendations, on a comprehensive and holistic basis, to improve information security policies and procedures in our state agencies. I would appreciate your immediate attention to this matter. My staff is available to assist as needed.

Sincerely,

A handwritten signature in black ink, appearing to read "Nikki R. Haley".

Nikki R. Haley