

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
CC: Ozzie Fonsecaofonseca@experianinteractive.com
Date: 11/19/2012 1:38:44 PM
Subject: RE: **Updates / Please call Senator Williams

Katherine,

This individual has been assisted and is now able to login to his account.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, November 19, 2012 9:41 AM
To: Anel Nevarez
Cc: Debbie Barthe (debbiebarthe@scsenate.gov)
Subject: RE: **Updates / Please call Senator Williams

Yes, please call that number to reach Senator Williams.
Please confirm once his enrollment is complete.
Thank you,
Katherine

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Monday, November 19, 2012 12:27 PM
To: Veldran, Katherine
Subject: RE: **Updates / Please call Senator Williams

Hi Katherine,

My name is Anel Nevarez and I work with Ozzie Fonseca. I just left you a voicemail inquiring about setting up the call with Senator Williams. I can have someone available in about 30 minutes to call the following number 843-430-5983. Please confirm if this will work out or provide feedback as to who and when we should contact him.

Appreciate your assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Monday, November 19, 2012 9:16 AM
To: Ozzie Fonseca
Cc: Greg Young
Subject: RE: **Updates / Please call Senator Williams

Spoke with Senator Williams and he has been trying to call back and not able to get through.
Can we schedule a follow up call from Experian at 1:00pm?

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Monday, November 19, 2012 12:10 PM
To: Veldran, Katherine
Cc: Greg Young
Subject: RE: **Updates / Please call Senator Williams

A message was left for the Senator on Friday and we are waiting on a call back so we can assist.

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

Blog: www.Experian.com/blogs/data-breach
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From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Monday, November 19, 2012 6:24 AM
To: Ozzie Fonseca
Cc: Greg Young
Subject: Re: **Updates / Please call Senator Williams

We have a call with Senator Williams this morning.
What is his status?

On Nov 16, 2012, at 11:31 AM, "Ozzie Fonseca" <ofonseca@experianinteractive.com> wrote:

Katherine:

I'll have the senator called monetarily, and I will call you in a few minutes to discuss to questions.

Thanks

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

<image003.jpg>

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(949) 302-2299 - Cell
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ozzie.fonseca@experian.com

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From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Friday, November 16, 2012 7:45 AM
To: Ozzie Fonseca; Greg Young
Subject: **Updates / Please call Senator Williams

Ozzie and Greg,

Just checking the status of the constituent questions from this week – have they been completed?

We have a Senator who “timed out” during his enrollment process – he called the call center and they told him he would receive a notice in the mail in 10 days with an activation code to complete the process. It’s been 15+ days and he hasn’t received the notice. He is extremely worried at this point. Can you please have someone call Senator Williams to complete his enrollment process?

Senator Kent Williams
843-430-5983
kentlogan@aol.com

He is expecting the call.
Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov