

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Friday, November 09, 2012 3:48 PM
To: Godfrey, Rob
Subject: Also on Experian

Can I see the contract and the associated explanation of the emergency as required by law for emergency procurements?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Friday, November 09, 2012 3:52 PM
To: Godfrey, Rob
Subject: RE: Experian questions

Are you serious?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Friday, November 09, 2012 3:49 PM
To: Largen, Stephen
Subject: RE: Experian questions

[cid:image001.jpg@01CDBE91.D7F5ADB0][cid:image002.png@01CDBE91.D7F5ADB0]

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

From: Largen, Stephen [mailto:slargen@postandcourier.com]
Sent: Friday, November 09, 2012 3:46 PM
To: Godfrey, Rob
Subject: Experian questions

When was the initial agreement signed, and then when was the final agreement signed? Did the state look at any other providers, or immediately look at Experian based on experience at HHS?

Stephen Largen

Reporter, The Post and Courier

(864) 641-8172

follow me on Twitter @stephenlargen

Godfrey, Rob

From: Taillon, Jeff
Sent: Friday, November 09, 2012 4:16 PM
To: Godfrey, Rob; Stirling, Bryan; Taillon, Jeff
Subject: Sun News: Hack's Bad Enough, but State Response Made it Worse

Sun News: Hack's Bad Enough, but State Response Made it Worse
<http://www.myrtlebeachonline.com/2012/11/08/3157484/editorial-hacks-bad-enough-but.html>
Editorial

Our focus for the past couple of weeks has largely been on Tuesday's election, but we'd be remiss if we didn't mention the other enormous story that's hit our state: the unprecedented breach of state tax data. The massive scandal exposed millions of taxpayers' information to an unidentified foreign hacker, who authorities have little chance of catching. But as frustrating and disturbing as the crime itself is, the bungled response and unfortunate communication decisions by Gov. Nikki Haley and others in charge have only exacerbated the issue and multiplied that frustration.

To begin with, the governor announced this, a colossal story that affects every South Carolinian, after lunch on a Friday, a time journalists have always been suspicious of, as it's traditionally reserved for dumping bad news in the hope that reporters won't have time to follow up on it before the weekend. This scheduling wasn't because the state had just noticed the problem and were rushing to get the information out as soon as possible. No, the governor had waited a whole 16 days to let everybody in the state know that their sensitive information could be in the hands of a foreign hacker. That delay has already prompted at least one lawsuit.

But don't worry, we were told. You can immediately sign up for free credit monitoring. The only problem: Whoever set up that system apparently had no idea that hundreds of thousands of us would actually be interested in it. The phone lines immediately jammed that Friday afternoon, putting thousands on hold while others couldn't get through at all. What's worse is that much of that frustration could have been avoided with a simple addition to the press release. The only reason many callers were on the phone was to get the activation code for the ID theft website. A bit of forethought would have prevented at least some of the jams. Publicizing that code (SCDOR123) from the beginning could have routed many of us straight to the website rather than tying up phone lines just waiting to learn it.

It was particularly galling for Haley to turn around a couple of days later and blame the media for tying up those phone lines. First of all, we're citizens of this state too, and we have just as much concern about our identities being stolen as any other taxpayer. Second of all, given the size of the state's media, a very generous estimate would put the number of reporters calling the hotline for stories at no more than a few dozen statewide. If the system (which was supposed to help 3.8 million affected residents) wasn't set up to handle even that small number, something was seriously miscalculated.

As for the credit monitoring itself, state senators asked a good question as more details continued to trickle out. Why is the state even requiring residents to sign up for monitoring on their own? Many seniors (who can be particularly vulnerable) may not have Internet access or feel comfortable now giving their information out online. Why not just have the state automatically sign up everybody who was affected? The current solution seems to favor those who are Internet savvy and leave out in the cold anybody who hasn't paid attention to the news in the past week or doesn't have a computer.

We've also seen either a lack of communication or miscommunication by those responding to the breach. Even after waiting more than two weeks to publicly reveal the hacking, the state still didn't have all the information about its full extent at hand. While frustrating, that's understandable as the investigation continues into what is a theft of unprecedented size. What's not understandable is being told not that information is still coming in, but

being fed incorrect information. After first saying that businesses weren't affected, for example, we were told last week that yes, in fact more than 600,000 of them were affected.

We also found out days later that the hacker used agency credentials to gain access to the information. And we found out just Tuesday that 200,000 more taxpayers than initially reported could be affected. All of this information is coming out in drips, day by day, which doesn't inspire much confidence. It leaves us wondering what bad news is coming next.

Also not inspiring much confidence has been Haley's unprofessional demeanor throughout. Though her frustration is understandable, we want reassurance and calm leadership, not angry calls to "brutalize" the hacker and "slam him into the wall." As for her reason that all of the state's tax info wasn't already encrypted – "It's very cumbersome. There's a lot of numbers involved with it." – really? Perhaps she would have been better served by actually taking some of the calm talking point advice that the state paid a PR firm \$150,000 to provide.

Still, Haley deserves at least some slack. An issue of this size is unprecedented, and just as in any investigation, new information surfaces periodically. That's just a reality. If this were combat, we'd call it the fog of war. But at least when it comes to communicating the current situation to residents, the whole thing has been handled spectacularly badly. When our confidence in the state to safeguard our information has already been knocked on its heels, fumbling and bumbling the response certainly doesn't help restore that confidence.

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

Godfrey, Rob

From: Godfrey, Rob
Sent: Friday, November 09, 2012 4:25 PM
To: Godfrey, Rob

“Senators certainly can and should ask any questions they have, but we believe they’ll have the answers they need next week when the governor and other officials update taxpayers. We’ve had daily press conferences to inform the public of information as we received it. The public deserved to know, and we will always inform them as soon as possible – that was true from the moment law enforcement gave us the go ahead and that remains true today.”

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Friday, November 09, 2012 4:50 PM
To: Godfrey, Rob
Subject: Re: Let me know what you need from me. What's outstanding?

Nothing. Samantha's working on answers to the Experian stuff, which I've just been told may have to hold due to a lack of space in tomorrow's paper.

Sent from my iPhone

On Nov 9, 2012, at 4:48 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Slade, David <dslade@postandcourier.com>
Sent: Friday, November 09, 2012 4:52 PM
To: Godfrey, Rob
Subject: RE: looking for comment

Thanks

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

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 09, 2012 4:38 PM
To: Slade, David
Subject: RE: looking for comment

Quote from Rob Godfrey, Haley spokesman: "We proposed additional funding for Consumer Affairs, a great department that does exceptional work and a department with which we work well, in last year's executive budget, and we're in the process of drafting this year's executive budget that will be rolled out ahead of the legislative session."

Background: In the governor's executive budget, which is available online, we recommended resources in the 2012-13 Executive Budget to cover additional witness fees when required for case resolution, staff retention, IT equipment updates, and payment for a national database used to fulfill the department's role in the mortgage industry.

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

From: Slade, David [mailto:dslade@postandcourier.com]
Sent: Friday, November 09, 2012 1:36 PM
To: Godfrey, Rob
Subject: RE: looking for comment

Hey Rob,
Just trying to make sure you got this.
David

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

From: Slade, David
Sent: Friday, November 09, 2012 10:32 AM
To: 'RobGodfrey@gov.sc.gov'
Subject: looking for comment

Hi Rob,

I'm hoping you can provide some comment from the governor's office regarding the budget of the SC Department of Consumer Affairs.

As you know, state residents have been turning to DCA for help following the hacking incident, but DCS today has less than half the staff and only about 30 percent of the state funding that it had just five years ago (in fy 09).

As I understand it, DCA also doesn't have the authority to spend what money it does have (including money from licensing fees from regulated industries).

What does DCA's much-reduced state funding say about the state's role in protecting consumers, and where does the gov's office see taking DCA from here?

Thank you,

David Slade
Staff Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403-4800
843-937-5552 (direct)
dslade@postandcourier.com

Read my Post and Courier stories at:
<http://www.postandcourier.com/apps/pbcs.dll/personalia?ID=78>

Read my personal finance columns at:
<http://www.postandcourier.com/section/PC050202>

Follow me on Twitter: @DSLadeNews

Godfrey, Rob

From: Smith, Gina <gnsmith@thestate.com>
Sent: Friday, November 09, 2012 4:52 PM
To: Godfrey, Rob
Subject: Re: DoA

K. Thanks. Just to make sure I set your quote up accurately, what did last year's DOA bill include that created "a strategic approach to IT security." Is that the CIO position? Or are there other pieces that I'm not remembering -- which is totally possible.

On Fri, Nov 9, 2012 at 4:46 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

> Quote from Rob Godfrey, Haley spokesman: "We are going forward with a plan to better secure South Carolina's systems either way, but the Department of Administration bill that died on the floor of the Senate last year would have allowed us to take a strategic approach to IT security, so it's passage sure would have been helpful."

>

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

> From: Smith, Gina [mailto:gnsmith@thestate.com]

> Sent: Friday, November 09, 2012 04:24 PM

> To: Godfrey, Rob

> Subject: Re: DoA

>

> Rob,

>

> Do y'all hope the new DOA bill (be it Sheheen/Massey's bill or Garry

> Smith's bill) will include efforts to decrease the likelihood of

> hackings? Specifically, both bills are anticipated to create a chief

> information officer position who could set protocols for the computer

> systems used by state agencies. So this person could require

> encrypting or other best practices that would increase security. Does

> the governor favor this approach? Or another one?

>

> On Fri, Nov 9, 2012 at 4:07 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

>> Quote from Rob Godfrey, Haley spokesman: "We appreciate Senator Massey, who fought tremendously hard for this bill last year. Surprising that Senator Sheheen has taken an interest, being that if he had voted for the bill last year, it would already be law and we wouldn't have to talk about it this year. Unfortunately, he didn't, and we are. We hope he shows more political courage this session than he did last."

>

>

>

> --

> Gina Smith

> Reporter

> The State Media Company

> Follow me on Twitter -- GinaNSmith

--

Gina Smith

Reporter
The State Media Company
Follow me on Twitter -- GinaNSmith

Godfrey, Rob

From: Kim Cox <COXKIM@scdhhs.gov>
Sent: Saturday, November 10, 2012 6:57 AM
To: Godfrey, Rob
Subject: Experian Media Inquiry

Hi Rob,

FYI-I just want to make you aware that we received the following request from Steve Largen at The Post and Courier, who is working on a story about Experian and asked about our experience with them during the data breach.

1. What was Experian contracted to do
2. What was the value of the contract
3. What was the overall experience like with them

This is the response we provided.

As an action plan was beginning to be executed during the data breach, SCDHHS received bids from several providers of similar services. Given the time requirements, it was determined that it would be best to have one point of contact and a true coordination of services. Experian was selected because they were able to provide all of the needed services under one roof, as opposed to subcontracting some services as the other vendors would have required. They were selected to provide the following:

- a. Provide personal identity protection services including the credit report, monitoring and theft insurance
- b. Provide call center services to answer calls, questions and register people for the identity protection services
- c. Send letters to each person whose data was released notifying them of the release and providing them information about the identity services

The values of these services was approximately \$750,000. Overall the experience was positive in that they were able to provide the needed services and were able to serve our Medicaid members effectively.

Thanks,
Kim

Confidentiality Note

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responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this information is STRICTLY PROHIBITED.

If you have received this in error, please notify us immediately and destroy the related message.

Godfrey, Rob

From: Kim Cox <COXKIM@scdhhs.gov>
Sent: Saturday, November 10, 2012 9:04 AM
To: Godfrey, Rob
Subject: Automatic reply: Experian Media Inquiry

Please note that SC DHHS will be closed on Monday, November 12 in honor of Veteran's Day. I will return to the office on Tuesday, November 13. If you need immediate assistance over the holiday weekend, please call my cell phone at (803) [REDACTED]

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If you have received this in error, please notify us immediately and destroy the related message.

Godfrey, Rob

From: Stewart, Nathan <njstewart@WLTX.GANNETT.COM>
Sent: Monday, November 12, 2012 9:35 AM
To: Godfrey, Rob
Subject: RE: News 19 WLTX

Can I have their name and email address?

I will send all requests to them in the future.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, November 12, 2012 9:34 AM
To: Stewart, Nathan
Subject: Re: News 19 WLTX

It was forwarded to the appropriate people who handle all FOI requests in our office.

From: Stewart, Nathan [mailto:njstewart@WLTX.GANNETT.COM]
Sent: Monday, November 12, 2012 09:30 AM
To: Godfrey, Rob
Subject: RE: News 19 WLTX

Did you receive my FOIA request last week?

"Under the Freedom of Information Act News 19 WLTX would like to request copies of all email correspondence between Inspector General Pat Maley, the 70+ Chief information Officers of state agencies, and Governor Nikki Haley regarding the South Carolina Department of Revenue security breach during the dates 10/01/2012 through 11/5/2012."

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, November 12, 2012 9:29 AM
To: Stewart, Nathan
Subject: Re: News 19 WLTX

No.

From: Stewart, Nathan [mailto:njstewart@WLTX.GANNETT.COM]
Sent: Monday, November 12, 2012 09:28 AM
To: Godfrey, Rob
Subject: News 19 WLTX

Rob,

Any word on when Haley plans to announce the results of the hacking probe this week?

Nate Stewart
Reporter
Cell: (803) 309-9480
Work: (803) 776-9508 EXT: 274
Twitter: [@WLTXNATESTEWART](https://twitter.com/WLTXNATESTEWART)

Facebook: [Nate Stewart WLTX](#)
Email: NJStewart@WLTX.GANNETT.COM



Godfrey, Rob

From: RKittle@WSPA.com
Sent: Monday, November 12, 2012 10:04 AM
To: Godfrey, Rob
Subject: RE: News conf?

Thanks. I didn't think so since I hadn't heard anything, but my folks said they had heard there would be one.

I had heard last week that she would be giving a report or an update on the hacking situation "at the beginning of next week", meaning this one, so is that still planned? Maybe tomorrow?

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Monday, November 12, 2012 10:01 AM
To: Kittle, Robert C.
Subject: Re: News conf?

No.

From: RKittle@WSPA.com [mailto:RKittle@WSPA.com]
Sent: Monday, November 12, 2012 09:53 AM
To: Godfrey, Rob
Subject: News conf?

Hi Rob,

Are you guys having a news conference today? If so, where and when?

Thanks.

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Monday, November 12, 2012 10:22 AM
To: Samantha Cheek (CheekS@sctax.org)
Cc: Godfrey, Rob
Subject: Questions

Checking in on the contract with Trustwave and what the state has paid them.

Also checking in on the FOIA for 1) copy of all reports and recommendations from Mandiant, 2) copy of the agreement with Nelson Mullins and 3) emails from your agency.

Also, I have some questions about the emails I received from the governor's office, which Rob says only Revenue can answer.

_ Please explain why a chart from Revenue, dated Oct. 28, assumes that 3.945 million taxpayers were compromised from the breach. That assumption is dated two days after officials announced the 3.6 million figure. The number is also higher than the 3.8 million The State reported last week. Director Etter emailed that chart to Bryan Stirling and Ted Pitts at 9:13 p.m. Oct. 28.

_ Explain why Experian needed the agency to clean up its SSN data. Experian officials said in emails on Oct. 27 it was getting SSN in several ways and needed the agency to provide it differently. Since the agency doesn't know whose data was accessed, did y'all just give Experian every SSN found in every tax filing since 1998? And why is the information recorded so haphazardly?

_ When will the agency know precisely whose information was accessed?

_ Detail when the agency reached out to the Department of Defense and how and when military service members will be informed of the breach.

_ Have letters to non-military filers living out of state gone out yet? If so, when were they mailed? If not, when will they be?

Thanks,
Seanna

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, November 12, 2012 9:42 PM
To: Godfrey, Rob
Subject: Fwd: WIS request re: SCDOR Trustwave

Begin forwarded message:

From: "Barr, Jody" <jodybarr@wistv.com>
Date: November 12, 2012, 9:32:55 PM EST
To: "Samantha Cheek" <CheekS@sctax.org>
Cc: "Barr, Jody" <jodybarr@wistv.com>
Subject: RE: WIS request re: SCDOR Trustwave

Samantha,

Tomorrow, we're airing reports concerning the delays in the agency granting our requests for access to the contracts and spending involving Trustwave and DOR. We've had to undertake alternative means to obtain some of the information we've requested. As one last attempt, we'd again request access to and to perhaps copy all contracts involving Trustwave.

Also, could you please clarify exactly what the agency means by "reviewing" the Trustwave contracts? We'd again like to take this opportunity to request an interview with Mr. Etter concerning the hacking and the contracts.

Thank you for your time on this request. We hope your agency's administration releases this information as soon as possible so we can include this in our reports on Wednesday.

Sincerely,

Jody Barr
Investigative Reporter
WIS TV
803-608-5761

Godfrey, Rob

From: Barr, Jody <jodybarr@wistv.com>
Sent: Tuesday, November 13, 2012 8:35 AM
To: Godfrey, Rob
Subject: Re: SCDOR

Thanks much. See you then.

Jody Barr
Investigative Reporter
WIS TV
803.608.5761

On Nov 13, 2012, at 8:25 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

> 2 PM. First floor lobby. Media advisory to drop shortly. Announcing a Cabinet appointment.

>

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

> From: Barr, Jody [mailto:jodybarr@wistv.com]

> Sent: Tuesday, November 13, 2012 08:23 AM

> To: Godfrey, Rob

> Subject: Re: SCDOR

>

> Do you know what time? In the first floor lobby?

>

> Jody Barr

> Investigative Reporter

> WIS TV

> 803.608.5761

>

> On Nov 13, 2012, at 8:22 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

>

>> Jody,

>>

>> Good morning. The governor will have an afternoon media avail today at the Statehouse. Please come by to ask her any questions you have.

>>

>> Rob

>>

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

>> From: Barr, Jody [mailto:jodybarr@wistv.com]

>> Sent: Tuesday, November 13, 2012 08:10 AM

>> To: Godfrey, Rob

>> Subject: SCDOR

>>

>> Rob,

>>

>> Is the governor planning on updating the public today on the hack? If not, we'd like to interview her for an update, if possible.

>>
>> Thanks,
>>
>> Jody Barr
>> Investigative Reporter
>> WIS TV
>> 803.608.5761

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, November 13, 2012 11:42 AM
To: Godfrey, Rob
Subject: Response

_Please explain why a chart from Revenue, dated Oct. 28, assumes that 3.945 million taxpayers were compromised from the breach. That assumption is dated two days after officials announced the 3.6 million figure. The number is also higher than the 3.8 million The State reported last week. Director Etter emailed that chart to Bryan Stirling and Ted Pitts at 9:13 p.m. Oct. 28. As noted on the Projected Incident Costs chart, those were assumptions for that time. The 3.6 million figure was an early estimate of the number of taxpayers that were thought to have been affected in the security breach.

_Explain why Experian needed the agency to clean up its SSN data. Experian officials said in emails on Oct. 27 it was getting SSN in several ways and needed the agency to provide it differently. Since the agency doesn't know whose data was accessed, did y'all just give Experian every SSN found in every tax filing since 1998? And why is the information recorded so haphazardly? DOR provided to Experian the last four digits of taxpayers' social security numbers. The information was recorded as it came straight off of tax returns that were filed with DOR. As taxpayers, we all sometimes make errors in remitting information on our tax returns.

_When will the agency know precisely whose information was accessed? Due to the systems being breached and because of the uncertainty, we should assume that all taxpayer information was compromised. For this reason, it is important for all taxpayers to register for the protection service offered by the state either with Experian or Dun & Bradstreet.

_Detail when the agency reached out to the Department of Defense and how and when military service members will be informed of the breach. Shortly after the security breach, we realized that contacting military members would be especially difficult as they are constantly relocating. The Administration reached out to Senator Lindsey Graham's office for efficient ways to reach these military members via the Department of Defense, and these individuals should be receiving notification.

_Have letters to non-military filers living out of state gone out yet? If so, when were they mailed? If not, when will they be? We are still in the process of contacting these individuals.

Thanks,
Seanna

Godfrey, Rob

From: Julie Rose <jrose@wfae.org>
Sent: Tuesday, November 13, 2012 1:10 PM
To: Godfrey, Rob
Subject: RE: Gov. Nikki Haley's Weekly Schedule: November 13, 2012

Rob, if the Governor ends up holding a press conference this week about the results of the hacking investigation, we're going to send someone from Charlotte. Hopefully we'll get enough notice to make the 1h45 drive down . . . if not, it would be really great to get advance warning so we can put someone on the road – we'll respect an embargo and not report until the release goes out, obviously.

Thanks!
-julie

Julie Rose
Reporter
WFAE/NPR News
Charlotte, NC
O: 704-926-9308
C: 704-████████

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, November 13, 2012 12:06 PM
Subject: Gov. Nikki Haley's Weekly Schedule: November 13, 2012

Gov. Nikki Haley's Weekly Schedule: November 13, 2012

COLUMBIA, S.C. – Governor Nikki Haley's schedule for the week of November 13 includes:

Tuesday, November 13, 2:00 PM: Gov. Haley will hold a press conference to make a cabinet announcement, Statehouse, first floor lobby, Columbia, S.C.

Note: As additional public events are added to the schedule, you'll be notified.

-###-

Gov. Nikki Haley's Schedule: November 5, 2012

COLUMBIA, S.C. – Gov. Nikki Haley's schedule for the week of November 5 included the following:

Monday, November 5

9:45 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

10:00 AM Agency meeting.

11:30 AM: Agency call.

Tuesday, November 6

9:30 AM: Gov. Haley and First Gentleman Michael Haley voted, Mt. Horeb United Methodist Church, Gymnasium, 1205 Old Cherokee Road, Lexington, S.C.

11:30 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

Wednesday, November 7

8:45 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

9:00 AM: Agency meeting.

12:30 PM: Economic development meeting.

2:00 PM: Call with a member of the congressional delegation.

2:45 PM: Agency meeting.

3:35 PM: Legislative meeting.

4:15 PM: Economic development meeting.

Thursday, November 8

8:40 AM: Agency call.

10:00 AM: Agency call.

11:30 AM: Economic development call.

12:00 PM: Gov. Haley was the keynote speaker at the South Carolina Chamber of Commerce's 33rd Annual Summit Luncheon, Wild Dunes, Palms Ballroom, 4600 Palm Boulevard, Isle of Palms, S.C.

1:50 PM: Media availability.

2:00 PM: Economic development meeting.

2:35 PM: Agency call.

4:00 PM: Agency call.

4:50 PM: Newspaper interview.

Friday, November 9

10:00 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

10:10 AM: Constituent meeting.

10:40 AM: Gov. Haley visited with the 345th Bombardment Group and families, Double Tree Hotel, 2100 Bush River Road, Columbia, S.C.

12:00 PM: Gov. Haley was the keynote speaker at the Palmetto Center for Women's Tribute to Women in Industry Awards Luncheon, Columbia Marriott Downtown, 1200 Hampton Street, Columbia, S.C.

1:40 PM: Media availability.

2:05 PM: Agency call.

2:15 PM: Agency call.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Tuesday, November 13, 2012 4:51 PM
To: Godfrey, Rob
Subject: I have yet to hear from Revenue

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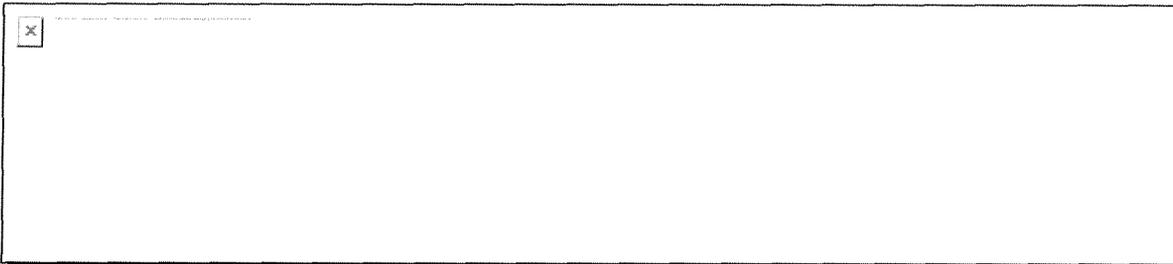
[IP_US_DISC]

mks dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Rep. Bill Taylor <bill@taylorschouse.com>
Sent: Tuesday, November 13, 2012 5:17 PM
To: Godfrey, Rob
Subject: SC Hacking - Protecting Yourself - More FAQs !

You're receiving this email because of your relationship with **TaylorSCHouse**. You may **unsubscribe** if you no longer wish to receive our emails.



HACKING - MORE FAQs

(Informational Newsletter)

If you have not done so - please take steps to protect your identity.

Dear Friends:

Here's the latest information on protecting yourself as a result of the hacking of personal information from the S.C. Department of Revenue computers. The Governor's staff has just prepared another round of FAQ's submitted by legislators and citizens. A review of these items will help insure your information is as safe as possible. Questions are categorized:

- Social Security Numbers
- Coverage
- Out-of-State/Out-of-Country
- Non Profits/Churches
- Other
- Business Questions

SOCIAL SECURITY NUMBERS (SSN)

Q: Why do South Carolina taxpayers have to give Experian® their Social Security Numbers during the enrollment process?

A: In order to protect the identities of those who may have been compromised in the breach, multiple authentication points are required during enrollment, including requiring one's complete SSN.

Q: What assurance do South Carolina taxpayers have that their Social Security Number is protected with Experian®?

A: Experian® has a legal obligation to protect social security numbers, and also offers its customers many assurances regarding security, [Read More](#)

Q: Will hackers be able to redirect Social Security checks since they have Social Security Numbers and bank routing/account information?

A: The answer depends on whether the information compromised was enough to circumvent the authentication processes of your bank and the Social Security Administration. Taxpayers should consult with their banks. Any information on tax returns could have been compromised.

Q: Why weren't South Carolina Social Security Numbers and credit card numbers stored in an encrypted format?

A: The vast majority of credit card numbers were stored and protected with strong encryption. SCDOR is moving rapidly toward encryption of SSNs, which should be completed in approximately 60 to 90 days.

Q: Will SCDOR call or email me and ask for my personal information? If we receive an email or call like this, what should we do?

A: SCDOR would not initiate contact with a taxpayer and ask for personal information. If you do receive this type of call or email, hang up the call or don't respond to the email. If you are suspicious of any such email or phone call, please contact SCDOR at (803) 898-5000.

COVERAGE

Q: Can a taxpayer without a credit history sign up for ProtectMyID®?

A: Experian's National Consumer Assistance Center will attempt to assist consumers that do not have a credit file. This can be coordinated by calling 1-866-578-5422.

Q: When does the Experian® coverage begin and end both for an individual and for Family Secure™?

A: Taxpayers can register for a one-year membership of Experian's ProtectMyID® and Family Secure™ products beginning on the date that they register with each product. The last date to register is January 31, 2013.

Q: What happens after the state-provided one-year membership with ProtectMyID® and Family Secure™ expires?

A: When the one-year membership expires, South Carolina taxpayers will, at their own expense, have the opportunity to enroll in the retail offerings of ProtectMyID® and/or Family Secure™.

Q: If I see anything I consider potentially fraudulent on my credit report, who should I call?

A: If you have reviewed your credit report and believe that certain information may be the result of fraud, your ProtectMyID® membership gives you access to a fraud resolution specialist who will assist you. Please call 1-866-578-5422 and they will assign you a fraud resolution specialist.

Q: When will Experian® alert me if there is any fraudulent activity on our credit report, banking, or debit card information?

A: ProtectMyID® alerts are issued when a credit report reflects new activity - for example, the addition of a new credit card or personal loan or a lender's review of the report as part of the process to approve a loan application. It is the responsibility of the individual who receives the alert to determine if the new information is accurate and reflects recent financial activity known to the individual or if it is unknown and possibly fraudulent.

OUT-OF-STATE / OUT-OF-COUNTRY

Q: What if I no longer live in the U.S. but have filed taxes sometime between 1998 to the present?

A: A U.S. address must be provided when enrolling. If you are an expat or otherwise living abroad, you should provide the U.S. address you utilized to obtain credit within the U.S., as address-matching is one of the pieces of data used by Experian® for credit file authentication. We recommend out-of-country South Carolina taxpayers impacted by the breach sign up using their last U.S. mailing address and, if issues arise, they should speak to an Experian® customer care representative.

Q: When will people be notified who no longer live in the U.S.?

A: They will be notified, along with residents of other states who are South Carolina taxpayers, over the next month.

NON-PROFITS / CHURCHES

Q: Are non-profits included in the "businesses" that were possible victims of the security breach?

A: Yes, non-profits may have been exposed.

Q: Are church EIN numbers being compromised, because they appear on the 941 and W-2 forms issued?

A: Church EIN numbers could have been compromised from W-2 forms. Form 941 would be filed with the federal government.

Q: Should churches enroll for identity theft protection as "businesses"?

A: Churches should enroll for the identity protection. Form 941 would be filed with the federal government. However, W-2 filings or individuals filing personal returns with attached W-2s may cause churches to be included with the possibly affected "businesses".

OTHER

Q: If taxpayers had their tax returns directly deposited into their bank account (and therefore their bank account numbers and routing numbers were written on their return forms), were the bank account and routing numbers also exposed to the hackers?

A: Any information contained on a tax return may have been compromised.

Q: Can someone without an email address sign up online for the protection service?

A: An email address is required to register online; however, ProtectMyID® is also available by calling 1-866-578-5422.

Q: Where are the Experian® Call Centers located?

A: Experian® call centers are located in Arkansas and Texas.

Q: Will Experian® ever ask me for my credit card number?

A: Not for enrollment in the State's free one-year membership. Once those memberships expire, a credit card will be required to renew at the individual's expense.

Q: Why can't the State register me?

A: To enroll South Carolina taxpayers for the fraud protection services offered, without their knowledge or consent, would be a violation of federal law. In addition, registration would require answering personal questions that SCDOR would not have information to answer.

BUSINESS QUESTIONS

Dun & Bradstreet (D&B)

Q: Why is Dun & Bradstreet Credibility Corp. offering CreditAlert to South Carolina businesses?

A: Dun & Bradstreet Credibility Corp. will give South Carolina businesses affected by the security breach a free CreditAlert product that will help them stay alerted to changes in their scores or ratings and other indicators of fraudulent activity that could be taking place on their business.

Q: Is there a charge for CreditAlert?

A: There is no charge for the CreditAlert product.

Q: Will I be required to provide a credit card to register for CreditAlert?

A: No credit card is required to register for CreditAlert.

Q: What is CreditAlert?

A: CreditAlert helps businesses stay alerted to changes in their D&B® business scores and ratings and other indicators of fraudulent activity that could be taking place on your business.

Q: Why is it important for me to use CreditAlert for my business?

A: This product will alert customers to changes taking place in their D&B® business credit file. Even something as simple as a change to a business address or a company officer would set off an alert to the business owner.

Q: How do I get CreditAlert for my business?

A: Visit www.DandB.com/SC anytime beginning Friday, November 2, 2012 or call customer service toll free at 800-279-9881.

Q: How will I be alerted to activity in my D&B® business credit file?

A: Businesses will receive email alerts when there are changes in their D&B business credit files. Businesses may also sign into their account on DandB.com to view the recent alerts that have occurred in their credit file.

Q: How long will I have access to the CreditAlert product?

A: Businesses who have registered for CreditAlert will have free access for the life of the business or the life of the product.

Q: Can any business register for the free CreditAlert product?

A: CreditAlert will be made available for free to any business that has filed a tax return from 1998 to the security breach date.

Q: Will I be able to see my D&B® scores and ratings?

A: CreditAlert provides real-time alert notifications to changes that occur on your D&B® credit file. To view actual scores and ratings in your D&B® credit file or to learn about industries that have inquired on your business, we recommend that you upgrade to one of D&B's credit monitoring or credit building solutions.

Experian® - Business Credit AdvantageSM monitoring service

Q: Why is Experian® offering Business Credit Advantage to South Carolina businesses?

A: Experian® takes data security very seriously and is committed to protecting U.S. consumers and businesses from fraudulent misuse of their information. Experian® is providing Business Credit Advantage to South Carolina businesses to alert them of changes in their business credit report as well as deliver the resources to view their full business credit report and score as often as they need for one year.

Q: Is there a charge for Business Credit Advantage?

A: There is no charge for Business Credit Advantage, which includes one-year of unlimited business credit report access and monitoring.

Q: Will I be required to provide a credit card to register for Business Credit Advantage?

A: No credit card is required to register for Business Credit Advantage.

Q: What is Business Credit Advantage?

A: This membership service offers South Carolina business owners and principals unlimited access to the most comprehensive business credit report Experian has on the company for one-year. It also includes notifications via email alerts. Examples of some key changes include: business address changes, notice of inquiries from others on the business credit profile, newly opened credit lines formed in the business name, score changes, detected derogatory payments, postings of business public records and legal filings, and more.

Q: How do I get Business Credit Advantage for my business?

A: Visit www.SmartBusinessReports.com/SouthCarolina to register online to get an Experian Business Credit Advantage access code. An email is sent to the registrant's email address instantly with the access code. Then they need to follow instructions on the email to redeem the access code from the website provided.

Q: How will I be alerted to activity in my Experian® business credit file?

A: Business owners and subscribers to the service will receive email alerts when there are changes in their Experian® business credit report. Business owners and principals may also

sign into their account on SmartBusinessReports.com to view their current business credit report as often as they choose.

Q: How long will I have access to the Business Credit Advantage product?

A: Businesses who have registered for Business Credit Advantage will have free unlimited access to their report and alerts for one-year.

Q: Can any business register for the Free Business Credit Advantage product?

A: Business Credit Advantage will be made available for free to any South Carolina business (whether Sole Proprietor, Partnership, LLC, or Corporation of any size) that has filed a tax return from 1998 to the breach date with South Carolina.

Q: Will I be able to see my Experian® business credit score and report details?

A: Yes, Business Credit Advantage provides real-time access to view your business credit score and complete business credit report. These included features make Business Credit Advantage a great way for business owners to keep aware of key changes and protect their business from fraudulent activity.

More Questions?

These FAQ's don't answer everything, so if you have a question send it to me. I'll do my best to get you an answer.

Please take this issue seriously and IF YOU HAVE NOT DONE SO - I urge you take advantage of the protection offer by going to <http://www.protectmyid.com/scdor> and enter the code "**scdor123**" to enroll in one year of credit monitoring provided by Experian. You need to click the button that says "Click to redeem your activation code" instead of pressing enter. Or, call 1-866-578-5422 to determine if your information is affected and to enroll in one year of credit monitoring provided by Experian. **REMEMBER:** We all have to be personally vigilant and smart.

In your Service,

Bill Taylor

803-270-2012

Representative
South Carolina General
Assembly

Bill@taylorschouse.com

www.Taylorschouse.com

Newsletter not paid for by
taxpayer funds.

Paid for by TaylorSCHouse



This email was sent to robgodfrey@gov.sc.gov by bill@taylorschouse.com
[Update Profile/Email Address](#) Instant removal with [SafeUnsubscribe™](#) [Privacy Policy](#).
Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

Godfrey, Rob

From: Godfrey, Rob
Sent: Wednesday, November 14, 2012 9:43 AM
Subject: Gov. Nikki Haley and state officials to hold press conference TODAY

Gov. Nikki Haley and state officials to hold press conference TODAY
Administration will deliver update on S.C. DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley and state officials will hold a press conference on Wednesday, November 14, at 2:00 PM to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, state officials

WHAT: DOR information security breach update

WHEN: TODAY, Wednesday, November 14, 2:00 PM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

~~###~~

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Johnson, Randy <randyjohnson@wistv.com>
Sent: Wednesday, November 14, 2012 9:51 AM
To: Godfrey, Rob
Subject: RE: Newser today

No, I didn't. Hmmm.

Can you resend it to me?

Thanks!

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 14, 2012 9:51 AM
To: Johnson, Randy
Subject: RE: Newser today

Yes. Advisory went out a few minutes ago. Y'all didn't get it?

From: Johnson, Randy [mailto:randyjohnson@wistv.com]
Sent: Wednesday, November 14, 2012 9:50 AM
To: Godfrey, Rob
Subject: Newser today

Are you planning on a news conference today? At 2:00, in regards to DOR/Hacking?

Thanks!

Randy Johnson
Assignments Manager
WIS TV
Columbia, SC
803-758-1261
803-758-1217
rjohnson@wistv.com

Godfrey, Rob

From: Charles Sowell <csowell@communityjournals.com>
Sent: Wednesday, November 14, 2012 10:21 AM
To: Godfrey, Rob
Subject: Re: Gov. Nikki Haley and state officials to hold press conference TODAY

OK

Charlie Sowell, Reporter
Community Journals, LLC
cell 864-████████
company email csowell@communityjournals.com secondary email csowell3@gmail.com

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

From: "Rob Godfrey" <RobGodfrey@gov.sc.gov>
Sent: Wednesday, November 14, 2012 9:42:46 AM
Subject: Gov. Nikki Haley and state officials to hold press conference TODAY

Gov. Nikki Haley and state officials to hold press conference TODAY

Administration will deliver update on S.C. DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley and state officials will hold a press conference on Wednesday, November 14, at 2:00 PM to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, state officials

WHAT: DOR information security breach update

WHEN: TODAY, Wednesday, November 14, 2:00 PM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

Rob Godfrey
Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Julie Rose <jrose@wfae.org>
Sent: Wednesday, November 14, 2012 10:46 AM
To: Godfrey, Rob
Subject: Re: Gov. Nikki Haley and state officials to hold press conference TODAY

Thanks Rob. We may still just have to monitor it remotely. Understaffed severely today, unfortunately.

Julie
Julie Rose, WFAE News

From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Wed, 14 Nov 2012 09:42:46 -0500
Subject: Gov. Nikki Haley and state officials to hold press conference TODAY

Gov. Nikki Haley and state officials to hold press conference TODAY *Administration will deliver update on S.C. DOR information security breach*

COLUMBIA, S.C. – Governor Nikki Haley and state officials will hold a press conference on Wednesday, November 14, at 2:00 PM to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, state officials

WHAT: DOR information security breach update

WHEN: TODAY, Wednesday, November 14, 2:00 PM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Taillon, Jeff
Sent: Wednesday, November 14, 2012 11:29 AM
To: Godfrey, Rob; Stirling, Bryan; Taillon, Jeff
Subject: The State: Hacker-thieves could steal hundreds of millions from South Carolinians

The State: Hacker-thieves could steal hundreds of millions from South Carolinians
That amount could be raised by emptying bank accounts of only 1 percent of taxpayers
<http://www.thestate.com/2012/11/14/2518761/hacker-thieves-could-steal-hundreds.html#storylink=cpy>
By ANDREW SHAIN

COLUMBIA, SC — Using state tax information belonging to just a small fraction of the 4.5 million S.C. consumers and businesses could net hackers enough money to buy every ticket at Williams-Brice Stadium for a dozen years.

Using state tax information belonging to just a small fraction of the 4.5 million S.C. consumers and businesses could net hackers enough money to buy every ticket at Williams-Brice Stadium for a dozen years.

Thieves could swipe \$360 million by emptying bank accounts from 1 percent of affected taxpayers, said security expert Chris Swecker, who headed the FBI office in Charlotte and corporate security at Bank of America. His estimate was based on estimates used by the FBI.

“Tax returns are the holy grail for the bad guys,” Swecker said Tuesday after speaking at a state data-security symposium organized by S.C. Treasurer Curtis Loftis that drew more than 200 people. “That’s toxic waste now. That’s out there in the wild.”

More than two weeks after revealing the massive data breach at the S.C. Department of Revenue, state officials said they still are awaiting a report from investigators to share with the public. Gov. Nikki Haley said she expects to release details this week.

“I desperately want to know what happened, how it happened, why it happened,” she said Tuesday.

Haley repeated she has not singled out any state employee or workers as responsible for the breach. “I constantly want somebody to blame, but the last thing I’m going to do is pass judgment on someone when I’m not sure who that person is,” she said.

Few details have been released about the investigation except that state-approved credentials were used to take tax data going back to 1998. Using a rogue program, hackers tricked someone into opening a file to gain access to the Revenue Department system, The (Charleston) Post and Courier reported last week.

Swecker said crooks use malicious programs to gather intelligence about people with the broadest access in organizations they hit. “They understand where they want to go,” he said.

Swecker said South Carolina should have a central authority over information technology. It also needs policies that allow employees quickly to report that they might have opened a suspicious email or visited a bogus website so security teams can catch viruses and malware as soon as possible. State agencies now operate their own information-technology departments.

The state inspector general is working on a plan to coordinate computer security among agencies.

Swecker said he did know why South Carolina was targeted, but the state might not be alone. “I wouldn’t be surprised this didn’t happen in other places and they don’t know it.”

South Carolina has not released what data was taken, but tax returns typically have all the identifying information hackers want in one spot – names, addresses, birth dates, Social Security numbers and income amounts. Crooks will look to hit high-income taxpayers and businesses, Swecker said.

Thieves will apply for credit cards and loans, file false tax returns and medical claims, and empty bank accounts. Though few accounts are likely to be hit, banks will replace stolen money if thefts are reported within 60 days of receiving account statements.

The state likely learned about the breach when the Secret Service noticed S.C. information being sold on the black market, Swecker said. The Secret Service told state officials about the data hacking on Oct. 10, nearly a month after it happened.

“You can close the vulnerability now, but the data is out there, and it’s going to get sold and resold and resold and resold for years to come,” Swecker said. “They might sit on it for a year.”

SC data theft help

Consumers: Sign up for one year of free credit monitoring and insurance, and lifetime ID theft-resolution services – protectmyid.com/scdor (use the code “scdor123”) or call (866) 578-5422.

Businesses: Sign up for free monitoring from Dun & Bradstreet Credibility Corp. – dandb.com/sc or (800) 279-9881 – or Experian – smartbusinessreports/southcarolina.

Additional steps

From the SC Department of Consumer Affairs

1. Place an initial fraud alert on your credit report. To place an initial fraud alert on your credit report, you only have to call one of the Credit Reporting Agencies (CRA) and it will notify the other two. This is a FREE service. Once you place the alert, you will receive notice that you can get one free copy of your credit report from each of the Credit Reporting Agencies (CRAs). See No. 3 below for phone numbers.

2. Place a security freeze on your report. You must call each of the CRAs to do this. It is FREE to place, thaw, and lift the freeze for SC Residents. Once you place the freeze, you will receive a PIN number you can use to thaw or lift the freeze. Make sure to keep it in a safe place. You can place the freeze online at the addresses below or by calling the numbers listed in No. 3:

- freeze.equifax.com
- experian.com/freeze
- freeze.transunion.com

3. The phone numbers are the same to place a fraud alert and to place a security freeze on your credit report:

- Equifax: 800-525-6285
- TransUnion: 800-680-7289
- Experian: 888-397-3742

4. Perform these steps for any Social Security number you think might be affected. The fraud alert and security freeze are linked to your Social Security number, so each person in the household must place it separately.

5. Remember to track your finances. Always review your banking statements as soon as you receive them. Also review your credit report regularly. You are entitled to a free credit report from each one of the three major credit reporting agencies annually. You can obtain your report by visiting annualcreditreport.com or calling (877) 322-8228. Check your statements and credit report for unauthorized purchases/accounts and incorrect information.

6. For more information on protecting against ID Theft, including information on placing a security freeze, visit the SC Department of Consumer Affairs "Identity Theft Resources" webpage.

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

Godfrey, Rob

From: Taillon, Jeff
Sent: Wednesday, November 14, 2012 11:36 AM
To: Godfrey, Rob; Stirling, Bryan; Taillon, Jeff
Subject: Fox Carolina: Haley: Report on hacking could come by end of week

Fox Carolina: Haley: Report on hacking could come by end of week
<http://www.foxcarolina.com/story/20090139/haley-report-on-hacking-could-come-by-end-of-the-week>
By Derek Dellinger

COLUMBIA, SC (FOX Carolina) - South Carolina Gov. Nikki Haley said results of the Department of Revenue hacking investigation could come by the end of this week.

Haley spoke Tuesday afternoon at the State House in Columbia, initially announcing the appointment to the Department of Insurance. But questions quickly turned to the SCDOR hacking investigation.

"We have heard back and forth on why were things 'drip drip dripped,'" said Haley, referring to the information that's trickled out since the state revealed 3.8 million taxpayers had their social security numbers compromised after officials found a hacker had breached the Department of Revenue's computer network.

"I had two options as your governor and that was either retain all the information until I had it all, which would still be sitting, or tell you as I know," Haley said.

The information that has come out is either updating, or sometimes contradicting what was originally thought to have happened. But Haley said Tuesday that she hopes the report from security company Mandiant will clear up any confusion.

"I think we've given them a good amount of time. I think they've done great work. And I think the information that is starting to come back that they can come back about. It may be a preliminary report, but I still think you need to see the preliminary report," she said.

At a symposium hosted by state treasurer Curtis Loftis in Columbia, a security expert said that the Secret Service likely found out about the Department of Revenue data breach after seeing the hacked information available for sale online.

Haley told reporters Tuesday afternoon that she could not confirm that information, as it is a part of the ongoing investigation.

The state has set up a year of daily monitoring of the three credit bureaus and a lifetime of over-the-phone help on resolving identity theft after it happens. People are asked to visit protectmyid.com/scdor and enter code SCDOR123 or call 1-866-578-5422 to determine if their Social Security number was accessed.

Haley said Wednesday that Dun and Bradstreet Credibility Corp. will offer free credit-monitoring service to any businesses affected by the hacking case. She said the businesses can sign up for the service at dandb.com/sc or by calling 800-279-9881 beginning at 8 a.m. Friday.

Jeff Taillon

(803) 734-5129|Direct Line
(803) 767-7653|Cell

Godfrey, Rob

From: Catherine Templeton <templecb@dhec.sc.gov>
Sent: Wednesday, November 14, 2012 12:38 PM
To: Godfrey, Rob; Mark Plowden

Rob,

I understand the Governor has gotten a few press inquiries about why our website is down - so have we. In case she gets a question at her 2:00 press conference, the answer is simple.

This will go to those who have inquired.

I hired a Chief Security Officer before the DOR breach and we have been taking proactive steps to ensure the security of some of the state's most valuable and sensitive information (health, nuclear, vital records). As part of our ongoing assessments, we have taken the website down to verify that there are no issues and have conducted full website vulnerability testing. We have no evidence of any compromise and are working through our entire system. We will have the website partially operational today, but will keep portions of it down until I am satisfied that we are diligently protecting the information we are charged with keeping secure. In the meantime, our customers can contact us at 803-898-DHEC (3432).

Catherine Templeton

Godfrey, Rob

From: Microsoft Exchange
To: 'tvanvlake@cpc.sc.gov'
Sent: Wednesday, November 14, 2012 4:00 PM
Subject: Undeliverable: State officials announce new Cabinet-wide cyber-security measures

Delivery has failed to these recipients or distribution lists:

'tvanvlake@cpc.sc.gov'

An error occurred while trying to deliver this message to the recipient's e-mail address. Microsoft Exchange will not try to redeliver this message for you. Please try resending this message, or provide the following diagnostic text to your system administrator.

Sent by Microsoft Exchange Server 2007

Diagnostic information for administrators:

Generating server: sccasht02.bcbad.state.sc.us

tvanvlake@cpc.sc.gov

#

Original message headers:

Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht02.bcbad.state.sc.us ([167.7.136.59]) with mapi; Wed, 14 Nov 2012 16:00:17 -0500
Content-Type: application/ms-tnef; name="winmail.dat"
Content-Transfer-Encoding: binary
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Wed, 14 Nov 2012 16:00:00 -0500
Subject: State officials announce new Cabinet-wide cyber-security measures
Thread-Topic: State officials announce new Cabinet-wide cyber-security measures
Thread-Index: Ac3CocZQXkcRq57cQRStSYMMdDfX9A==
Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01D3F87F@SCMBXC02.bcbad.state.sc.us>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator: <B0A6515D1E2B5D48B936DC213B3B8F8E01D3F87F@SCMBXC02.bcbad.state.sc.us>

MIME-Version: 1.0



State officials
announce new ...

Godfrey, Rob

From: Dana Wachter <Dana.Wachter@foxcarolina.com>
Sent: Wednesday, November 14, 2012 4:44 PM
To: Godfrey, Rob
Subject: Re: State officials announce new Cabinet-wide cyber-security measures

I guess the question really is, when? Apparently people who have signed up for their kids still haven't been sent the extra information, and yes it's been weeks.

Sent from my iPhone

On Nov 14, 2012, at 4:23 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

From press release below (this paragraph has actually gone out multiple times over the last three weeks):

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 775,500 calls and approximately 789,500 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.

From: Godfrey, Rob
Sent: Wednesday, November 14, 2012 4:00 PM
Subject: State officials announce new Cabinet-wide cyber-security measures

State officials announce new Cabinet-wide cyber-security measures *Executive Order directs all Cabinet agencies to begin twenty-four hour a day monitoring*

COLUMBIA, S.C. – Governor Nikki Haley, Budget and Control Board Executive Director Marcia Adams, Division of State Information Technology (DSIT) Director Jimmy Earley and State Inspector General Patrick Maley today announced new cyber-security measures to minimize the risk of cyber attacks and data breaches in state government.

An executive order signed by the governor today directs Cabinet agencies to work with DSIT to implement Network Monitoring to include twenty-four hour a day monitoring as well as intervention and interrupting of unusual events or viruses. The governor also encouraged all non-Cabinet agencies to work with DSIT to identify weaknesses in current network monitoring and implement stronger monitoring services where needed.

A copy of the governor's executive order is attached. Video of today's press conference is available here: <http://www.youtube.com/watch?v=QGhI5DEDG0M&>

Using equipment and trained IT personnel to monitor IT systems around the clock, Network Monitoring identifies potential security breaches, such as the downloading of viruses and malware, collects and monitors network traffic, intercedes and interrupts in real time the download of detected viruses and malware to a specific network computer, and collects and

correlates this information across all agencies so that they can better identify trends and common IT vulnerabilities.

Once a potential threat or attack is identified, DSIT will notify the agency and request that agency's IT staff remove the infected computer from the network and begin remediation action. Agency networks will be monitored around the clock by DSIT staff and by six agency personnel who will be dedicated to this task. The new approach will minimize cost and increase agency knowledge and experience in IT security.

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-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

<2012-12 Directing Cabinet Agencies to Implement Network Monitoring.PDF>

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Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Wednesday, November 14, 2012 4:46 PM
To: Godfrey, Rob
Subject: Cost breakdown

So, I want to make sure I'm straight on this. Is the following correct?

_ Each of the 16 Cabinet agencies will pay about \$13,000 for the 24/7 monitoring by DSIT?
_ The Mandiant equipment for "the hand" is \$160,000.
_ SLED is paying \$87,835 and the other four agencies that don't currently use DSIT must pay \$101,335 each for
general DSIT services? I'm unclear on this.

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msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Dana Wachter <Dana.Wachter@foxcarolina.com>
Sent: Wednesday, November 14, 2012 4:54 PM
To: Godfrey, Rob
Subject: Re: State officials announce new Cabinet-wide cyber-security measures

Hello again!

I believe Gov. Haley did talk about the cost of the 24/7 monitoring at the presser, so I'll go bck and listen to that. But a couple more questions.. will the monitoring create jobs?

Also, are all state agencies (including universities) now PCI compliant/encrypted or does the Governor only know for sure about her cabinet?

Thanks!

Sent from my iPhone

On Nov 14, 2012, at 4:23 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

From press release below (this paragraph has actually gone out multiple times over the last three weeks):

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From: Godfrey, Rob
Sent: Wednesday, November 14, 2012 4:00 PM
Subject: State officials announce new Cabinet-wide cyber-security measures

State officials announce new Cabinet-wide cyber-security measures *Executive Order directs all Cabinet agencies to begin twenty-four hour a day monitoring*

COLUMBIA, S.C. – Governor Nikki Haley, Budget and Control Board Executive Director Marcia Adams, Division of State Information Technology (DSIT) Director Jimmy Earley and State Inspector General Patrick Maley today announced new cyber-security measures to minimize the risk of cyber attacks and data breaches in state government.

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A copy of the governor's executive order is attached. Video of today's press conference is available here: <http://www.youtube.com/watch?v=QGhI5DEDG0M&>

Using equipment and trained IT personnel to monitor IT systems around the clock, Network Monitoring identifies potential security breaches, such as the downloading of viruses and malware, collects and monitors network traffic, intercedes and interrupts in real time the download of detected viruses and malware to a specific network computer, and collects and correlates this information across all agencies so that they can better identify trends and common IT vulnerabilities.

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

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Rob Godfrey
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Godfrey, Rob

From: Tony Clyburn <tony.clyburn@cumulus.com>
Sent: Wednesday, November 14, 2012 5:39 PM
To: Godfrey, Rob
Subject: RE: Message from Tony Clyburn WTCB-FM Columbia SC b106.7 today's hits & yesterday's favorites

Thanks. You have the important numbers. Both numbers go On The AIR so, when calling, please assume that you are live. Available next week and after Thanksgiving.

Best,

Tony Clyburn
Afternoon Personality 2 p.m. to 7 p.m.
wtcb 106.7 columbia, sc
tony.clyburn@cumulus.com

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 14, 2012 5:31 PM
To: Tony Clyburn
Subject: RE: Message from Tony Clyburn WTCB-FM Columbia SC b106.7 today's hits & yesterday's favorites

Tony,

Thank you for reaching out. Although the governor didn't have any availability this afternoon, I'd like to talk about having her on the show going forward. Let me know of some time you have for her, and I'll see what the schedule looks like.

Again, thanks for reaching out.

Rob

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

From: Tony Clyburn [mailto:tony.clyburn@cumulus.com]
Sent: Wednesday, November 14, 2012 3:19 PM
To: Godfrey, Rob
Subject: Message from Tony Clyburn WTCB-FM Columbia SC b106.7 today's hits & yesterday's favorites

Rob,

Just talked to Jeff... Like to get the Governor for 3-5 minutes this afternoon for exclusive on the cyber attack, update, etc. on this 100,000 watt powerhouse in Columbia. The press meeting the past hour was too vague, too much inside baseball, acronymns, etc. Tell me where my money is, is it safe and how the state is working to prevent a recurrence. Is the gov open to the invitation. Give me a call on the Hotline (803) 739-3016 or (803) 794-2237.

Cheers,

Tony Clyburn
Afternoon Personality 2 p.m. to 7 p.m.

w tcb 106.7 columbia, sc
tony.clyburn@cumulus.com<mailto:tony.clyburn@cumulus.com>

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Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Wednesday, November 14, 2012 5:44 PM
To: Godfrey, Rob
Subject: RE: State officials announce new Cabinet-wide cyber-security measures

So, here's my math: \$160,000 for the equipment paid for by Homeland Security. \$560,000 the five agencies will split in one-time money, plus \$65,000 in recurring costs.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 14, 2012 4:00 PM
Subject: State officials announce new Cabinet-wide cyber-security measures

State officials announce new Cabinet-wide cyber-security measures *Executive Order directs all Cabinet agencies to begin twenty-four hour a day monitoring*

COLUMBIA, S.C. – Governor Nikki Haley, Budget and Control Board Executive Director Marcia Adams, Division of State Information Technology (DSIT) Director Jimmy Earley and State Inspector General Patrick Maley today announced new cyber-security measures to minimize the risk of cyber attacks and data breaches in state government.

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Rob Godfrey
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O: (803) 734-5074 | C: (803) 429-5086

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Godfrey, Rob

From: Smith, Tim <tcsmith@greenvillenews.com>
Sent: Wednesday, November 14, 2012 6:15 PM
To: Godfrey, Rob
Subject: RE: State officials announce new Cabinet-wide cyber-security measures

Rob,

Were you going to send out a cost breakdown?

The governor talked about the Hand costing \$160,300 but then detailed charges to agencies that I think total something like \$500,000, which is what AP is reporting the equipment cost plus \$65,000 in recurring costs, which are for fees? or employees?

Thanks!

Tim Smith

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 14, 2012 4:00 PM
Subject: State officials announce new Cabinet-wide cyber-security measures

State officials announce new Cabinet-wide cyber-security measures Executive Order directs all Cabinet agencies to begin twenty-four hour a day monitoring

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Office of Gov. Nikki Haley
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Godfrey, Rob

From: Godfrey, Rob
Sent: Thursday, November 15, 2012 9:59 AM
Subject: Clips - Thursday, November 15, 2012

Governor Nikki Haley News

Haley's right on target (LTE)

<http://www.greenvilleonline.com/article/20121115/OPINION/311150003?odyssey=mod%7Cmostcom>

Haley orders agencies to use state IT monitoring (AP)

http://www.theitem.com/news/ap_state_news/haley-orders-agencies-to-use-state-it-monitoring/article_6f003985-c0d8-53ca-883f-17f5a2ab0611.html

<http://www.heraldonline.com/2012/11/14/4414516/sc-haley-skipping-annual-rga-conference.html#storylink=cpy>

<http://www.myrtlebeachonline.com/2012/11/14/3170330/haley-orders-agencies-to-use-state.html#storylink=cpy>

<http://www.islandpacket.com/2012/11/14/2277805/sc-haley-skipping-annual-rga-conference.html#storylink=cpy>

Hack Update: Gov. Haley Announces New Cyber-Security Measures

<http://northeastcolumbia.patch.com/articles/hack-update-gov-haley-announces-new-cyber-security-measures>

Haley orders new security measures following breach

<http://www.postandcourier.com/article/20121115/PC16/121119530/1005/haley-orders-new-security-measures-following-breach>

Haley calls for 24-7 monitoring of computers at Cabinet agencies

<http://www.aikenstandard.com/article/20121114/AIK0105/121119733/1004/haley-calls-for-24-7-monitoring-of-computers-at-cabinet-agencies>

S.C. Gov. Nikki Haley skipping Republican Governors Association conference to deal with hacking (AP)

<http://chronicle.augusta.com/news/metro/2012-11-14/sc-gov-nikki-haley-skipping-republican-governors-association-conference-deal>

Haley announces SC computer security upgrades (Video)

<http://www2.wbtw.com/news/2012/nov/14/haley-announces-sc-computer-security-upgrades-ar-4971254/>

"My Hugo" -- Haley compares response to hacking case to storm response (Video)

<http://www.wbtv.com/story/20097136/haley-to-update-on-sc-hacking-case>

Haley Announces New Network Security Measures In Wake Of Hacking (Video)

<http://www2.wspa.com/news/2012/nov/14/gov-haley-skipping-annual-rga-conference-vegas-ar-4969344/>

SC Revenue Department 'believed ... safeguards were in place'

<http://www.thestate.com/2012/11/15/2520133/sc-revenue-department-believed.html#.UKTsXLRUPfg#storylink=cpy>

Security contractor didn't detect hacker from SCDOR website

<http://www.goupstate.com/article/20121114/WIRE/211151017/1088/SPORTS?Title=Security-contractor-didn-t-detect-hacker-from-SCDOR-website>

Firm hired by DOR for security targeted credit, debit cards, not other data

<http://www.greenvilleonline.com/proart/20121115/news/311150008/firm-hired-by-dor-security-targeted-credit-debit-cards-not-other-data?odyssey=tab|topnews|text|frontpage&pagerestricted=1>

DHEC website down in wake of breach at Revenue Department

<http://www.goupstate.com/article/20121114/ARTICLES/121119847/1083/ARTICLES?Title=DHEC-website-down-in-wake-of-breach-at-Revenue-Department>

Haley skipping annual Republican Governors Association

<http://www.goupstate.com/article/20121114/WIRE/121119853/1083/ARTICLES?Title=Haley-skipping-annual-Republican-Governors-Association>

Winthrop Poll hasn't missed in predicting election outcomes

<http://www.heraldonline.com/2012/11/14/4416722/winthrop-poll-hasnt-missed-in.html#storylink=cpy>

Forget Fort Sumter, SC governor rules out state seceding

<http://www.thestate.com/2012/11/15/2520018/forget-fort-sumter-sc-governor.html#.UKTsZrRUPfg#storylink=cpy>

Haley says of secession petitions: 'Didn't we try that once before?'

<http://www.goupstate.com/article/20121114/WIRE/211151019/1088/SPORTS?Title=Haley-says-of-secession-petitions-Didn-t-we-try-that-once-before->

Residents In All 50 States File Petitions To Secede From United States

http://www.huffingtonpost.com/2012/11/14/secession-50-states-_n_2131447.html

Filing opens for Don Wells' at-large seat on City Council

<http://www.aikenstandard.com/article/20121114/AIK0101/121119697/1113/RSSGoogle/filing-opens-for-don-wells-at-large-seat-on-city-council&source=RSS>

Editorial | We'll Stick with the Union

<http://www.myrtlebeachonline.com/2012/11/14/3169586/editorial-well-stick-with-the.html#storylink=cpy>

South Carolina News

SC Senator Graham rips Rice, riles Obama

<http://www.thestate.com/2012/11/15/2520013/sc-senator-graham-rips-rice-riles.html#.UKTsYLRUPfg#storylink=cpy>

Graham, Obama lock horns on Benghazi

<http://www.postandcourier.com/article/20121115/PC16/121119543/1005/graham-obama-lock-horns-on-benghazi>

Let Graham lead GOP on immigration

<http://www.greenvilleonline.com/proart/20121115/opinion/311150004/let-graham-lead-gop-immigration?pagerestricted=1>

Scott re-elected to leadership post

<http://www.postandcourier.com/article/20121115/PC16/121119548/1005/scott-re-elected-to-leadership-post>

SC legislator elected to both House and Senate, forcing special vote

<http://www.thestate.com/2012/11/15/2520052/sc-legislator-elected-to-both.html#.UKTsabRUPfg#storylink=cpy>

Officials: Voters fared better in Lowcountry

<http://www.postandcourier.com/article/20121115/PC16/121119552/1005/officials-voters-fared-better-in-lowcountry>

Unofficial results: Finlay beats McCulloch for House 75

<http://www.wistv.com/story/20102178/unofficial-results-finlay-beats-mcculloch-for-house-75>

Richland vote: Finlay, Dixon, Penny Tax appear winners in count
<http://www.thestate.com/2012/11/15/2520306/richland-vote-count-finlay-dixon.html#.UKTsTbRUPfg#storylink=cpy>

Special election set to fill District 17 seat
<http://www.greenvilleonline.com/proart/20121115/news/311150014/special-election-set-fill-district-17-seat?pagerestricted=1>

'Scrooges and Angels' charities list being released
<http://www.greenvilleonline.com/viewart/20121115/NEWS/311150025/-Scrooges-Angels-charities-list-being-released>

Education board: Letter grades won't work
<http://www.greenvilleonline.com/viewart/20121115/NEWS/311150027/Education-board-Letter-grades-won-t-work>

Cracks found at nuclear power plant north of Columbia
SCE&G has begun repairs to reactor head; watchdogs worry about long-term safety
<http://www.thestate.com/2012/11/15/2520136/cracks-found-at-nuclear-power.html#.UKTsVrRUPfg#storylink=cpy>

Engineer: Improvements needed to prevent flooding at S.C. nuclear plant
<http://www.thestate.com/2012/11/15/2520034/engineer-improvements-needed-to.html#.UKTsdLRUPfg#storylink=cpy>

GILBRETH COLUMN: What's in order and what's not for GOP
<http://www.postandcourier.com/article/20121115/PC1606/121119590/1005/gilbreth-column-what-s-in-order-and-what-s-not-for-gop>

DePass: Early voting, other simple changes would speed Election Day lines
<http://www.thestate.com/2012/11/15/2519812/depass-early-voting-other-simple.html#.UKTtGrRUPfg#storylink=cpy>

Burse: Bad law, bad machines added to Richland County voting problems
<http://www.thestate.com/2012/11/15/2519810/burse-bad-law-bad-machines-added.html#.UKTtHrRUPfg#storylink=cpy>

Ballentine: Richland County voting fiasco demands criminal probe
<http://www.thestate.com/2012/11/15/2519807/ballentine-richland-county-voting.html#.UKTtI7RUPfg#storylink=cpy>

Clyburn seeks to maintain leadership role in House
http://thetandd.com/news/clyburn-seeks-to-maintain-leadership-role-in-house/article_1cda8fb8-2ee5-11e2-89c1-0019bb2963f4.html

Skelton addresses past, future legislative topics
<https://upstatetoday.com/2012/11/skelton-addresses-past-future-legislative-topics/>

Skelton expects Legislature to address election
<https://upstatetoday.com/2012/11/skelton-expects-legislature-to-address-election/>

No recount in Horry's House 56 race
<http://www.myrtlebeachonline.com/2012/11/14/3169578/no-recount-in-horrys-house-56.html#storylink=cpy>

Tax evasion case against SC Rep back in court

<http://www.heraldonline.com/2012/11/14/4413952/tax-evasion-case-against-sc-rep.html#storylink=cpy>

SC education board: Teacher letter grades won't happen

<http://www.heraldonline.com/2012/11/14/4416732/sc-education-board-teacher-letter.html#storylink=cpy>

Despite what they say, voters favor local taxes

http://www.theitem.com/news/ap_news/despite-what-they-say-voters-favor-local-taxes/article_53d9e204-2e89-11e2-b6d1-001a4bcf887a.html

Did school board comply with FOIA requirements?

http://www.theitem.com/news/local_news/did-school-board-comply-with-foia-requirements/article_c1ed555c-5729-5b3c-ab7b-98e5d97fdc86.html

Judge to decide whether Santee Cooper pollution lawsuit proceeds

<http://www.myrtlebeachonline.com/2012/11/14/3170159/judge-to-decide-whether-santee.html#storylink=cpy>

Repairs begun on cracks at SC nuclear power plant

<http://www.heraldonline.com/2012/11/14/4416736/repairs-begun-on-cracks-at-nuclear.html#storylink=cpy>

GOP needs candidate voters believe in

http://thetandd.com/news/opinion/columns/gop-needs-candidate-voters-believe-in/article_b1dd490e-2df8-11e2-8400-001a4bcf887a.html

Secession movement gaining steam in SC ... again

http://www.scnow.com/news/local/article_570e383c-2ebe-11e2-922a-0019bb30f31a.html

Talk of secession not healthy for US (Opinion)

<http://www.indexjournal.com/main.asp?SectionID=8&SubSectionID=154&ArticleID=15133>

Rob Godfrey

Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: [REDACTED]@aol.com
Sent: Thursday, November 15, 2012 10:18 AM
To: Godfrey, Rob
Subject: Re: State officials announce new Cabinet-wide cyber-security measures

Locking the barn door...

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

From: Godfrey, Rob <RobGodfrey@gov.sc.gov>
Sent: Wed, Nov 14, 2012 4:12 pm
Subject: State officials announce new Cabinet-wide cyber-security measures

State officials announce new Cabinet-wide cyber-security measures

Executive Order directs all Cabinet agencies to begin twenty-four hour a day monitoring

COLUMBIA, S.C. – Governor Nikki Haley, Budget and Control Board Executive Director Marcia Adams, Division of State Information Technology (DSIT) Director Jimmy Earley and State Inspector General Patrick Maley today announced new cyber-security measures to minimize the risk of cyber attacks and data breaches in state government.

An executive order signed by the governor today directs Cabinet agencies to work with DSIT to implement Network Monitoring to include twenty-four hour a day monitoring as well as intervention and interrupting of unusual events or viruses. The governor also encouraged all non-Cabinet agencies to work with DSIT to identify weaknesses in current network monitoring and implement stronger monitoring services where needed.

A copy of the governor's executive order is attached. Video of today's press conference is available here:
<http://www.youtube.com/watch?v=QGhI5DEDG0M&>

Using equipment and trained IT personnel to monitor IT systems around the clock, Network Monitoring identifies potential security breaches, such as the downloading of viruses and malware, collects and monitors network traffic, intercedes and interrupts in real time the download of detected viruses and malware to a specific network computer, and collects and correlates this information across all agencies so that they can better identify trends and common IT vulnerabilities.

Once a potential threat or attack is identified, DSIT will notify the agency and request that agency's IT staff remove the infected computer from the network and begin remediation action. Agency networks will be monitored around the clock by DSIT staff and by six agency personnel who will be dedicated to this task. The new approach will minimize cost and increase agency knowledge and experience in IT security.

The device DSIT Network Monitoring will employ to intercede and interrupt in real time the download of detected viruses and malware is the Mandiant Intelligent Response (MIR) appliance. A Mandiant product also known as "The Hand," MIR was put in place at DSIT to help monitor and manage the South Carolina Department of Revenue network in the wake of the breach, and the equipment will be re-positioned to cover all Cabinet agencies.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 775,500 calls and approximately 789,500 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.

Dun & Bradstreet Credibility Corp offers 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/> or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

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

Gov. Haley 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.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Isikoff, Michael (NBCUniversal) <Michael.Isikoff@nbcuni.com>
Sent: Thursday, November 15, 2012 11:11 AM
To: Godfrey, Rob
Subject: RE: NBC News story on SC tax breach

Rob—So is Mandiant report likely tomorrow or Monday?
Mike Isikoff
C 202- [REDACTED] [REDACTED]

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 09, 2012 2:20 PM
To: Isikoff, Michael (NBCUniversal)
Subject: RE: NBC News story on SC tax breach

Not yet. But as soon as we know something I'll let you know. I'll also add you to the press list for all updates on the breach. Thanks.

From: Isikoff, Michael (NBCUniversal) [mailto:Michael.Isikoff@nbcuni.com]
Sent: Friday, November 09, 2012 2:19 PM
To: Godfrey, Rob
Subject: NBC News story on SC tax breach

Rob—Thanks for all the background. I understand that the gov. has said she plans to give a press update next week. We may peg our story to do that night. Do you know when that will be?
Mike Isikoff
NBC News
O 202-885-4993
C 202- [REDACTED] [REDACTED]

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 08, 2012 4:16 PM
To: Isikoff, Michael (NBCUniversal)
Subject: More background

FAQ on breach.

Godfrey, Rob

From: Padgett, Beth <BPADGETT@greenvillenews.com>
Sent: Thursday, November 15, 2012 12:21 PM
To: Godfrey, Rob
Subject: RE: Invitation from Gov. Nikki Haley for editorial writers

Rob,

Yes, I will be glad to do this.

Beth Padgett
Editorial Page Editor
The Greenville News
bpadgett@greenvillenews.com
864-298-4321

Thanks and look forward to hearing back from you.

Beth Padgett
Editorial Page Editor
The Greenville News
P.O. Box 1688
Greenville, SC 29602
864-298-4321 (Office)
864-298-4805 (Fax)
Twitter: @bethpadgett

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 15, 2012 12:17 PM
Subject: Invitation from Gov. Nikki Haley for editorial writers
Importance: High

Editorial Writers,

Governor Nikki Haley invites you to participate in a conference call with her on Friday, November 16, at 12:30 PM. The purpose of the call is to discuss the South Carolina Department of Revenue's information security breach and answer any questions you have for the governor about it. **If you would like to join the governor on the call, please respond to this email with your name, email address, news organization and phone number, and we will get you call-in information ahead of the call.**

We look forward to talking to you tomorrow. And, as always, don't hesitate to let us know if you need anything else.

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Marion Edmonds <medmonds@scprt.com>
Sent: Thursday, November 15, 2012 12:22 PM
Subject: Daily Press Clippings: Thursday, November 15, 2012

Daily Press Clippings: Thursday, November 15, 2012

National Geographic names Jocassee Gorges as a must see site or sight (works either way)
<http://www.independentmail.com/news/2012/nov/14/national-geographic-names-jocassee-gorges-as-see/>

Charleston company shooting movie that provides local employment
<http://www2.counton2.com/news/2012/nov/14/charleston-company-shooting-movie-and-hope-shoot-m-ar-4971370/>

SCDOR said yesterday the department believed the proper safeguards were in place at the time of the attack
[The State](#)

Gov. Haley to skip the annual Republican Governors' Association meeting to deal with the recent security breach, ordering cabinet agencies yesterday to use state-provided computer monitoring services
[Rock Hill Herald](#); [South Carolina Radio Network](#); [The Post and Courier](#); [The State](#)

S.C. Secretary of State Hammond to release "Scrooges and Angels" list, listing charities that spend the most on their programs
[Associated Press](#)

Myrtle Beach City Council moving forward with plans for a referendum next year on tax increase to pay for new performing arts center
[Myrtle Beach Sun News](#)

Workers making last minute preparations as they prepare to open downtown Spartanburg's outdoor ice skating rink for the winter
[Spartanburg Herald Journal](#)

Nuclear safety engineer says flooding from a dam break at Lake Jocassee could damage Oconee County's nuclear plant
[The State](#)

Utility engineers are working to seal cracks at a Fairfield County nuclear power plant
[The State](#)

Charleston City Council has voted to ask the county to let the city take over completion of I-526

Associated Press; Charleston Regional Business Journal

The National Weather Service has placed Charleston under a coastal flood warning today
The Post and Courier

Right whales have been spotted off the Charleston coast and will likely be there all winter, so boaters are being asked to exercise caution
The Post and Courier

Despite online petitions asking for secession from the United States, Gov. Haley says the state won't be seceding
The State; Florence Morning News

Marion Edmonds

Communications Director
SC Department of Parks, Recreation & Tourism
1205 Pendleton St.
Columbia, SC 29201

Phone: (803) 734-1370

Mobile: (803) 361-6144

medmonds@scprt.com

www.scmearoom.com

www.DiscoverSouthCarolina.com

Godfrey, Rob

From: CMitchell@florencenews.com
Sent: Thursday, November 15, 2012 12:38 PM
To: Godfrey, Rob
Subject: RE: Invitation from Gov. Nikki Haley for editorial writers

Rob:

Would like to join in. Send the info.

Tucker Mitchell
Regional Editor
Florence Morning News
843-317-7250

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 15, 2012 12:17 PM
Subject: Invitation from Gov. Nikki Haley for editorial writers
Importance: High

Editorial Writers,

Governor Nikki Haley invites you to participate in a conference call with her on Friday, November 16, at 12:30 PM. The purpose of the call is to discuss the South Carolina Department of Revenue's information security breach and answer any questions you have for the governor about it. **If you would like to join the governor on the call, please respond to this email with your name, email address, news organization and phone number, and we will get you call-in information ahead of the call.**

We look forward to talking to you tomorrow. And, as always, don't hesitate to let us know if you need anything else.

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Veldran, Katherine
Sent: Thursday, November 15, 2012 12:39 PM
To: Veldran, Katherine
Subject: Updates: SC DOR Security Breach

Importance: High

Our office has arranged a conference call for members of the General Assembly to be held on Friday, November 16th at 9:00 a.m. The purpose of this call is to go over updates about the security breach at the Department of Revenue. **Please reply if you are interested in participating on the call and I will email you instructions.**

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

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 12:05 AM
To: Godfrey, Rob; Stirling, Bryan
Cc: Ken Chaplin
Subject: RE: From Greg Young, re: proposed statement

Rob –

Talked to Bryan. We'll kill the quote drop the "unprepared" and keep it to reading that the solution is in place and what folks can expect when they call. We want to encourage folks to call and get that code.

Also, we'll respond directly to those media that have contacted us. However, I prefer we are not listed as the contact for media to call in regards to this situation. We will be happy to participate in responses, but feel strongly that the state, armed with the information we are providing (revised statement below) should take the lead.

Happy to discuss, but the vendor should not be talking for the State. -- GY

Statement related to South Carolina citizens' inability to access breach protection services via phone.

The Office of the Governor has worked closely with Experian's ProtectMyID™ to offer taxpayers affected by the recent data breach the opportunity to sign up for one year of credit monitoring and identity protection. The offer has already generated hundreds of thousands of calls. Unfortunately, some residents have experienced challenges getting through due to the high call volume. The Office of the Governor has worked closely with Experian to implement a solution that will help remedy this.

Starting Saturday, October 27 at callers will have the option to enroll online.

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safelyopen.com

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, October 26, 2012 8:10 PM
To: Greg Young; Stirling, Bryan

Cc: Ken Chaplin

Subject: Re: From Greg Young, re: proposed statement

Is this statement/release coming from Experian?

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]

Sent: Friday, October 26, 2012 10:56 PM

To: Stirling, Bryan

Cc: Godfrey, Rob; Ken Chaplin <Ken.Chaplin@experianinteractive.com>

Subject: From Greg Young, re: proposed statement

Statement related to South Carolina citizens' inability to access breach protection services via phone.

The Office of the Governor has worked closely with Experian's ProtectMyID™ to offer taxpayers affected by the recent data breach the opportunity to sign up for one year of credit monitoring and identity protection. The offer has already generated hundreds of thousands of calls. Unfortunately, some residents have experienced challenges getting through due to the high call volume. The Office of the Governor has worked closely with Experian to implement a solution that will help remedy this.

Starting Saturday, October 27 at 11 a.m. Eastern Time, callers will immediately receive a pre-recorded message offering the option to wait for a live operator, or follow instructions to initialize the ProtectMyID product online.

"Despite our preparation, we -- along with our partner, Experian -- were unprepared for the overwhelming response to the breach announcement," said [NAME]. "Unintentionally, an exaggerated sense of urgency was created by omitting to note the registration process will be available for weeks. We deeply regret the inconvenience and anxiety this has caused the citizens of South Carolina and have moved as quickly as possible with Experian to implement a solution."

[please edit as you see fit and we can review]

Greg Young, APR

Director

Public Relations/Consumer Engagement

Experian Consumer Services

535 Anton, suite 100

Costa Mesa, CA 92626

Direct: 949-567-3791

Mobile: 949-294-5701

greg.young@experianinteractive.com

freecreditreport.com

freecreditscore.com

creditreport.com

protectmyid.com

safetyweb.com

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Saturday, October 27, 2012 11:49 AM
To: Godfrey, Rob
Cc: Taillon, Jeff
Subject: RE: Follow up on SC Cyber Attack

Followed up on this and Mr. Etter is getting in touch with WIS for a potential interview today.

Thanks for your help with everything.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Sat 10/27/2012 10:31 AM
To: Samantha Cheek
Cc: Taillon, Jeff
Subject: Fw: Follow up on SC Cyber Attack

Samantha,

Good morning. Please follow up with this reporter and email him answers to his questions.

Confirm when this is finished.

Let me know how you're doing today.

Rob

From: Fraendy Clervaud [mailto:fclervaud@wach.com]
Sent: Saturday, October 27, 2012 10:24 AM
To: Taillon, Jeff
Cc: Godfrey, Rob
Subject: Follow up on SC Cyber Attack

Hey Jeff,

Per our conversation this morning I would like to interview someone on-camera today regarding the SC cyber attack. Anyone from the governor's office, SLED, SC Dept of Revenue would be fine. Here are some of the questions:

1. Any new information on the number of people affected?
2. Phone lines yesterday were extremely busy. Are there new numbers to call? Are there more customer service reps?
3. Any word on WHEN they'll have an idea exactly whose information was compromised?
4. Explain the \$1 million id theft insurance policy?
5. Has there been any complaints from SC residents about accounts, credit cards, loans being opened in their names?

Thanks again Jeff. Btw I wanted to know if I could have these questions answered or an interview set up by 3pm today. Let me know.

Fraendy Clervaud

Anchor/Reporter

Good Day Columbia

1400 Pickens Street

Columbia SC, 29201

803-609-0269 (Cell)

803-252-6397 (Newsroom)

www.midlandsconnect.com

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Sunday, October 28, 2012 10:01 AM
To: Stirling, Bryan; Godfrey, Rob
Subject: From Greg Young, re: Post and Courier article

Gentlemen,

The article itself was not nearly as sharp-ended as the reporter, but I wanted to get your input on her last question. I feel it is bad for both of us to leave it unanswered, but I obviously did not want to jump in and say that it is definitely a risk and folks should continue to monitor, possibly implying the State is giving residents the short end of the stick.

If you are open to it, I'd like to craft messaging that addresses this question in a more holistic manner, reflecting the need to maintain vigilance all the time and providing other methods to monitor, in addition to the credit monitoring. It may benefit the messaging to also identify the difference between credit card fraud and identity theft, of which there seems to be confusion in the media, as well.

This would obviously be part of the FAQ document, but I think it may be something we want to provide separately, prior to the FAQ.

Thoughts?

Greg Young, APR

Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

Godfrey, Rob

From: Tim Pearson <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 8:17 PM
To: Godfrey, Rob; 'Greg.Young@experianinteractive.com'; Stirling, Bryan
Cc: 'Ken.Chaplin@experianinteractive.com'; 'Joshua.Light@experianconsumerdirect.com'; 'Ken.Bixler@experianinteractive.com'; 'ofonseca@experianinteractive.com'
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Thanks, Greg. I think the answers to questions 3 and 4 are fine. I don't think the answers to questions 1 and 2 do enough to address the concerns of the reporter, and ultimately, the reader. And honestly, we don't know the answers - y'all do - so we'll have to rely on you for the information.

On question #1:

Will we be providing service to everyone in the state, or just those who we know to be compromised? Either option seems to me to be totally appropriate, but if it's the former, we should say so, if it is the latter, we should say so and also be prepared to explain how we distinguish the two.

On question #2:

What does the code that everyone is getting them enable them to do? Does it give them the ability to enter further information and then receive services? That was my understanding, and if that is true, we should say so.

Thanks -

Tim

Sent from my Verizon Wireless BlackBerry

From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Sat, 27 Oct 2012 20:01:25 -0400
To: 'Greg.Young@experianinteractive.com' <Greg.Young@experianinteractive.com>; Stirling, Bryan <BryanStirling@gov.sc.gov>
Cc: 'Ken.Chaplin@experianinteractive.com' <Ken.Chaplin@experianinteractive.com>; 'Joshua.Light@experianconsumerdirect.com' <Joshua.Light@experianconsumerdirect.com>; 'Ken.Bixler@experianinteractive.com' <Ken.Bixler@experianinteractive.com>; 'ofonseca@experianinteractive.com' <ofonseca@experianinteractive.com>; 'tpearson@gmail.com' <tpearson@gmail.com>
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Looping Tim Pearson in.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 07:58 PM
To: Godfrey, Rob; Stirling, Bryan
Cc: Ken Chaplin <Ken.Chaplin@experianinteractive.com>; Joshua Light <Joshua.Light@experianconsumerdirect.com>; Ken Bixler <Ken.Bixler@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>
Subject: Rob and Bryan, please review - TIME SENSITIVE

Rob and Bryan,

I am not prepared to answer all of the Post and Courier questions at this point, but here are answers for the ones I feel we can answer. Obviously the paper needs this soon for EOD publishing.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **THE STATE HAS INDICATED THAT SOUTH CAROLINA TAXPAYERS DATING BACK TO 1998 SHOULD REGISTER.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?**THE CURRENT CODE OPTION IS IN PLACE TO HELP WITH THE TREMENDOUS CALL VOLUME AND PROVIDE A BETTER EXPERIENCE FOR CALLERS. THE INTENT IS TO RETURN TO LIVE SUPPORT FOR ALL CALLERS ONCE THE CALL VOLUME DECREASES.**
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Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 8:10 PM
To: Godfrey, Rob; Stirling, Bryan
Cc: [REDACTED]@gmail.com'
Subject: RE: Rob and Bryan, please review - TIME SENSITIVE

Gentlemen,

Something to think about for our call tomorrow morning:

Is there a blog or State digital publishing property that we could assemble what would amount to an FAQ and get a lot of the basic information out there? Then we could point media there?

GY

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Saturday, October 27, 2012 5:01 PM
To: Greg Young; Stirling, Bryan
Cc: Ken Chaplin; Joshua Light; Ken Bixler; Ozzie Fonseca; 'tcpearson@gmail.com'
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Looping Tim Pearson in.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 07:58 PM
To: Godfrey, Rob; Stirling, Bryan
Cc: Ken Chaplin <Ken.Chaplin@experianinteractive.com>; Joshua Light <Joshua.Light@experianconsumerdirect.com>; Ken Bixler <Ken.Bixler@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>
Subject: Rob and Bryan, please review - TIME SENSITIVE

Rob and Bryan,

I am not prepared to answer all of the Post and Courier questions at this point, but here are answers for the ones I feel we can answer. Obviously the paper needs this soon for EOD publishing.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **THE STATE HAS INDICATED THAT SOUTH CAROLINA TAXPAYERS DATING BACK TO 1998 SHOULD REGISTER.**
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Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 8:42 PM
To: [REDACTED]@gmail.com; Godfrey, Rob; Stirling, Bryan
Subject: RE: FINALS FOR POST AND COURIER

Yes – but I didn't read that as the question. Why don't I submit to her and tell her she can contact me with additional questions related to these four. If that comes up, I can clarify?

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Tim Pearson [mailto:[REDACTED]@gmail.com]
Sent: Saturday, October 27, 2012 5:40 PM
To: Greg Young; Godfrey, Rob (RobGodfrey@gov.sc.gov); Stirling, Bryan (BryanStirling@gov.sc.gov)
Subject: Re: FINALS FOR POST AND COURIER

Sorry Greg - not trying to be difficult here, and the answer to 1 is perfect, but not sure 2 answers the question yet. Does entering the code the first time mean that they will never have to enter it again, and we will take care of contacting them if anything is necessary going forward?
Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>
Date: Sun, 28 Oct 2012 00:33:58 +0000
To: Godfrey, Rob (RobGodfrey@gov.sc.gov)<RobGodfrey@gov.sc.gov>; Stirling, Bryan (BryanStirling@gov.sc.gov)<BryanStirling@gov.sc.gov>; [REDACTED]@gmail.com' ([REDACTED]@gmail.com)<[REDACTED]@gmail.com>
Subject: FINALS FOR POST AND COURIER

Gents,

She is definitely ready for this, per her last email. Can I send?

GY

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS.**
3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
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Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Emily Brady <Emily.Brady@chernoffnewman.com>
Sent: Wednesday, October 31, 2012 4:56 PM
To: [REDACTED]@gmail.com; Godfrey, Rob
Subject: dandb website

Media is already tweeting the SC DandB website. Is it running now or will not be open until Friday morning? Media needs to be re-informed on this before the public starts trying to access now and get frustrated, etc.

Emily Brady



Manager of Public Affairs
Chernoff Newman
1411 Gervais St., 5th Floor
Columbia, SC 29201
P 803.233.2452
F 803.252.2016
Emily.Brady@chernoffnewman.com
www.chernoffnewman.com

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Thursday, November 01, 2012 11:35 AM
To: Godfrey, Rob
Subject: FW: Data security breach expands to 657K SC businesses; suit filed against state

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Thursday, November 01, 2012 11:20 AM
To: Samantha Cheek
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Also I did not get an answer this question from yesterday:

-How is DOR exempting itself from the state bidding process in awarding these contracts?

Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Thursday, November 01, 2012 10:30 AM
To: Godfrey, Rob
Subject: FW: SC 's HACKED - FAQs

Rob,
Saw this come over from Bill Taylor. The item that caught my attention was:

“Were checking account routing numbers compromised?
Of the files accessed an individual's entire return was accessed. The Social Security #'s and bank information were not encrypted. Credit cards were encrypted on returns after 2003. Any unencrypted credit card information would be for cards that have expired.”

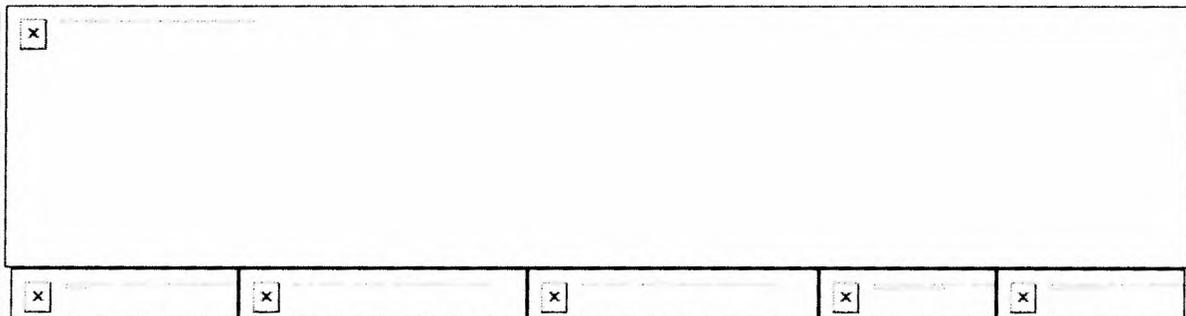
Is that so? Did the hackers access entire tax returns and potentially steal all of the included information? If so, that would be a treasure trove of personal and financial data. Just let me know.

Thanks.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/
Glenn

From: Rep. Bill Taylor [<mailto:bill@taylorschouse.com>]
Sent: Wednesday, October 31, 2012 3:54 PM
To: Kearney, Brendan
Subject: SC 's HACKED - FAQs

You're receiving this email because of your relationship with **TaylorSCHouse**. You may **unsubscribe** if you no longer wish to receive our emails.



HACKING - FAQs

(Informational Newsletter)

Dear Friends:

I trust you're keeping up-to-date on the S.C. cyber hacking situation through various news media reports. As you know, the Department of Revenue's computer system was hacked and 3.6 million Social Security numbers were stolen along with nearly 400,000 credit card numbers. This is a troubling situation for every South Carolinian and for state government. Every day there are new developments with more questions. To help provide answers, here are the most Frequently Asked Questions:

How bad is the situation?

Information hacked from DOR could haunt SC taxpayers for years to come. Hackers could have in their possession taxpayer information that would allow crooks to take over bank accounts, file for bogus tax refunds or get fraudulent loans. One security analyst was quoted. "This is about the worst you can get."

How do I sign up for credit monitoring?

Anyone who has filed a South Carolina tax return since 1998 should visit <http://www.protectmyid.com/scdor> and enter the code "**scdor123**" to enroll in one year of credit monitoring provided by Experian. **You need to click the button that says "Click to redeem your activation code"** instead of pressing enter. Or, call 1-866-578-5422 to determine if your information is affected and to enroll in one year of credit monitoring provided by Experian.

Could we not have a portal provided that would allow quicker, more direct and easier access?

Based on my experience today, using the Experian website is easy; it took me about two minutes to complete the form. A way to confirm that you are on the correct page is the picture of the person/model on the page should be a female. Some people are being bounced directly to the Experian home page (the picture on this page is a male) this is a problem on the user's end not Experian's. If you don't have access to the internet, please call 1-866-578-5422. The wait times are getting shorter.

Why was it so difficult to get through on the phone lines over the weekend?

Even with 300+ phone operators, the Experian call center was overwhelmed. To alleviate the congestion the code "**scdor123**" was made available publically rather than forcing people to call the phone center.

What's my protection against future fraud?

Experian's ProtectMyID™ Alert is designed to detect, protect, and resolve potential identity theft and includes daily monitoring of all three credit bureaus.

How long will state government protect me from fraud?

Under a deal negotiated with a credit monitoring agency Experian. SC citizens whose tax returns were hacked will be eligible for credit fraud resolution for life.

Are young adults that previously filed in SC covered?

If a tax return was filed from 1998 until present and a person's SS# was listed on the return as the filer or a dependent - they can sign up for the protection. Individuals currently 18 and older must enroll themselves. Individuals currently 17 and younger must be added on the family plan by their parent or legal guardian. Laws do not allow them to consent to this agreement on their own. SCDOR will cross check SS#s with all enrollments.

Why doesn't SCDOR just enroll taxpayers?

It is against the law to enroll taxpayers without their consent.

How much time should deployed, overseas military expect to wait before they are

contacted? Is there any "extra" contact, perhaps specifically assigned to this group, that we can share to get them in touch with the right people without having a phone line wait?

The Governor's office and DOR are in the process of working with the Department of Defense to make the notification enrollment process as easy as possible. Details will be released when confirmed.

Were checking account routing numbers compromised?

Of the files accessed an individual's entire return was accessed. The Social Security #'s and bank information were not encrypted. Credit cards were encrypted on returns after 2003. Any unencrypted credit card information would be for cards that have expired.

Were business accounts compromised?

The state DOR doesn't know if business accounts were compromised by a hacker who broke into the agency's computer files of tax returns. As the investigation is still ongoing, a DOR spokesperson says it cannot determine at this time exactly who was affected.

What about my credit card I had on file with DOR?

DOR says that the vast majority of credit cards are protected by strong encryption, but about 16,000 of the card numbers are not encrypted.

Why wasn't the DOR database information encrypted?

The state had used the same standards as banks and other private institutions when it decided not to encrypt your data. The state has now opted to begin encrypting all of the agency's files - a process that should be completed in the next several months. Increasing security for all of the state's informational technology has also become a priority.

Should we be concerned with scammers taking advantage of the situation?

Yes! One constituent wrote me that she received two e-mails already from what appeared to be American Express asking for her to update some of her information. She says the Web Site looked OK, but the information requested was too detailed. She didn't fall for the scam and instead called Amex. They confirmed both emails are from hackers. Amex has put a fraud alert on her account. We all have to be personally vigilant and smart.

Who is to blame?

Sophisticated international cyber crooks are at fault. No one at DOR has been cited for being at fault. A senate legislative committee is investigating.

What's being done to see this doesn't happen again?

Gov. Haley has signed an executive order directing all of her Cabinet agencies to designate someone to cooperate with state Inspector General Patrick Maley on a new effort to improve the state's cyber-security. She's stated, "State government's fragmented approach to IT security makes South Carolina vulnerable to serious cyber and information breaches,"

More Questions?

These FAQ's don't answer everything, so if you have a question send it to me and I'll do my best to get you an answer. Please be patient because with the process - it's a dynamic situation.

OF SPECIAL NOTE: I urge you take advantage of the protection offer by going to <http://www.protectmyid.com/scdor> and enter the code "**scdor123**" to enroll in one year of credit monitoring provided by Experian. You need to click the button that says "Click to redeem your activation code" instead of pressing enter. Or, call 1-866-578-5422 to determine if your information is affected and to enroll in one year of credit monitoring provided by Experian. **REMEMBER:** We all have to be personally vigilant and smart.

In your Service,

Bill Taylor

803-270-2012

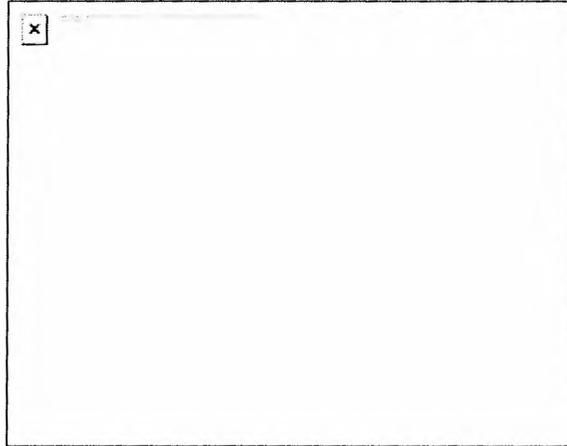
Representative

South Carolina General

Picture of the Week

Assembly
Bill@taylorschouse.com
www.Taylorschouse.com

Newsletter not paid for by
taxpayer funds.
Paid for by TaylorSCHouse



Aiken's Vocational Rehabilitation Center is about a 'Hand Up' as opposed to a 'Hand Out'. House Candidate Don Wells and I were accompanied by Center Manager John McMurtrie on a tour of the York Street facility. These folks partner with local industries to train and re-train people who want to work. It's all about JOBS!



This email was sent to bkearney@postandcourier.com by bill@taylorschouse.com
[Update Profile/Email Address](#) Instant removal with [SafeUnsubscribe™](#) [Privacy Policy](#).
Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Thursday, November 01, 2012 12:07 PM
To: Godfrey, Rob
Subject: RE: Experian

Describe vetted. Were bids put out? Has the state ever looked at other services that also monitor other public records beyond credit agencies?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 01, 2012 12:03 PM
To: Adcox, Seanna M.
Subject: Re: Experian

The administration had a pre-existing, positive relationship with Experian, the best company in the business, through the South Carolina Department of Health and Human Services, which dealt with and vetted the company earlier this year. Experian was also willing and able to get services for taxpayers up on an expedited timeline.

From: Adcox, Seanna M. [mailto:SAdcox@ap.org]
Sent: Thursday, November 01, 2012 11:54 AM
To: Godfrey, Rob
Subject: Experian

I know Etter addressed this to senators but wanted to give you the opportunity to answer for the governor:

Why was Experian the only company even considered for the service, and is Haley OK with that?

Seanna

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Thursday, November 01, 2012 12:24 PM
To: Godfrey, Rob
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Who is the purchasing agency in this case? Etter has said the governor's office in negotiating the Experian contract.

On Thu, Nov 1, 2012 at 11:55 AM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:
SECTION 11-35-1570. Emergency procurements.

Notwithstanding any other provision of this code, the chief procurement officer, the head of a purchasing agency, or a designee of either officer may make or authorize others to make emergency procurements only when there exists an immediate threat to public health, welfare, critical economy and efficiency, or safety under emergency conditions as defined in regulations promulgated by the board; and provided, that such emergency procurements shall be made with as much competition as is practicable under the circumstances. A written determination of the basis for the emergency and for the selection of the particular contractor shall be included in the contract file.

19-445.2110. Emergency Procurements.

A. Application.

The provisions of this Regulation apply to every procurement made under emergency conditions that will not permit other source selection methods to be used.

B. Definition.

An emergency condition is a situation which creates a threat to public health, welfare, or safety such as may arise by reason of floods, epidemics, riots, equipment failures, fire loss, or such other reason as may be proclaimed by either the Chief Procurement Officer or the head of a purchasing agency or a designee of either office. The existence of such conditions must create an immediate and serious need for supplies, services, information technology, or construction that cannot be met through normal procurement methods and the lack of which would seriously threaten:

- (1) the functioning of State government;
- (2) the preservation or protection of property; or
- (3) the health or safety of any person.

C. Limitations.

Emergency procurement shall be limited to those supplies, services, information technology, or construction items necessary to meet the emergency.

D. Conditions.

Any governmental body may make emergency procurements when an emergency condition arises and the need cannot

be met through normal procurement methods, provided that whenever practical, approval by either the head of a purchasing agency or his designee or the Chief Procurement Officer shall be obtained prior to the procurement.

E. Selection of Method of Procurement.

The procedure used shall be selected to assure that the required supplies, services, information technology, or construction items are procured in time to meet the emergency. Given this constraint, such competition as is practicable shall be obtained.

F. Written Determination.

The Chief Procurement Officer or the head of the purchasing agency or a designee of either office shall make a written determination stating the basis for an emergency procurement and for the selection of the particular contractor. The determination must contain sufficient factual grounds and reasoning to provide an informed, objective explanation for the decision.

From: Samantha Cheek [mailto:CheekS@sctax.org]

Sent: Thursday, November 01, 2012 11:35 AM

To: Godfrey, Rob

Subject: FW: Data security breach expands to 657K SC businesses; suit filed against state

From: Shain, Andy [mailto:ashain@thestate.com]

Sent: Thursday, November 01, 2012 11:20 AM

To: Samantha Cheek

Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Also I did not get an answer this question from yesterday:

-How is DOR exempting itself from the state bidding process in awarding these contracts?

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Thursday, November 01, 2012 12:31 PM
To: Godfrey, Rob
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Also the governor is a procurement agency, right?

On Thu, Nov 1, 2012 at 12:25 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:
DOR, but the governor is actively engaged in making sure state government, and our taxpayers, get the best possible service at the lowest possible cost.

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Thursday, November 01, 2012 12:23 PM
To: Godfrey, Rob
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

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19-445.2110. Emergency Procurements.

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- (2) the preservation or protection of property; or

(3) the health or safety of any person.

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From: Samantha Cheek [mailto:CheekS@sctax.org]

Sent: Thursday, November 01, 2012 11:35 AM

To: Godfrey, Rob

Subject: FW: Data security breach expands to 657K SC businesses; suit filed against state

From: Shain, Andy [mailto:ashain@thestate.com]

Sent: Thursday, November 01, 2012 11:20 AM

To: Samantha Cheek

Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

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-How is DOR exempting itself from the state bidding process in awarding these contracts?

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Andrew Shain
Reporter/Editor
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1401 Shop Road
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Twitter: [@andyshain](https://twitter.com/andyshain)

--

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Columbia, S.C. 29201
[\(803\) 771-8619](tel:(803)771-8619)
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Jim Etter <[REDACTED]@gmail.com>
Sent: Sunday, October 28, 2012 12:14 PM
To: Samantha Cheek
Cc: Godfrey, Rob
Subject: Re: Phone interview

Ron,
Are handling this????
Jim

Sent from my iPhone

On Oct 28, 2012, at 10:27 AM, "Samantha Cheek" <CheekS@sctax.org> wrote:

> Later this morning with WPDE to answer questions.
>
> Samantha Cheek
> SC Department of Revenue
> (803) 898-5281

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 8:52 PM
To: tcpearson@gmail.com; Godfrey, Rob; Stirling, Bryan
Subject: RE: FINALS FOR POST AND COURIER

OK -

I sent her three and told her we are close to giving her the 4th. Let's get it done.

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetywithfin

From: Tim Pearson [mailto:████████@gmail.com]
Sent: Saturday, October 27, 2012 5:48 PM
To: Greg Young; Godfrey, Rob (RobGodfrey@gov.sc.gov); Stirling, Bryan (BryanStirling@gov.sc.gov)
Subject: Re: FINALS FOR POST AND COURIER

What we have doesn't answer their question, or mine. Let's get it right and fire it off in the next 10 minutes.
Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>
Date: Sun, 28 Oct 2012 00:46:10 +0000
To: ██████████@gmail.com <████████@gmail.com>; Godfrey, Rob
(RobGodfrey@gov.sc.gov) <RobGodfrey@gov.sc.gov>; Stirling, Bryan
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Subject: RE: FINALS FOR POST AND COURIER

Latest from PC:

Greg, I know you're trying to do this as fast as you can, but we're running up against deadline. If I don't have it by 9, it's going to start causing some problems for us. Is there any way you can send me whatever you've got? Obviously, some of those questions are far more important for the reader to understand tomorrow.

I think we can go with what we have and I can clarify anything. Otherwise we miss the window, which I know Rob didn't want to do.

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Subject: Re: FINALS FOR POST AND COURIER

Sorry Greg - not trying to be difficult here, and the answer to 1 is perfect, but not sure 2 answers the question yet. Does entering the code the first time mean that they will never have to enter it again, and we will take care of contacting them if anything is necessary going forward?
Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>
Date: Sun, 28 Oct 2012 00:33:58 +0000
To: Godfrey, Rob (RobGodfrey@gov.sc.gov)<RobGodfrey@gov.sc.gov>; Stirling, Bryan (BryanStirling@gov.sc.gov)<BryanStirling@gov.sc.gov>; 'tpearson@gmail.com' (tpearson@gmail.com)<tpearson@gmail.com>
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1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH**

CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS.

3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
4. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Tim Pearson <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 8:57 PM
To: Greg Young; Godfrey, Rob; Stirling, Bryan
Subject: Re: FINALS FOR POST AND COURIER

I think that's great.

Thanks, Greg.
Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>
Date: Sun, 28 Oct 2012 00:55:54 +0000
To: [REDACTED]@gmail.com<[REDACTED]@gmail.com>; Godfrey, Rob
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