

**From:** Ozzie Fonseca <ofonseca@experianinteractive.com>  
**To:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
**CC:** Pitts, TedTedPitts@gov.sc.gov  
**Date:** 11/8/2012 12:42:07 AM  
**Subject:** RE: using hyphenated names

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I've been traveling today so I apologize for the delayed response. I'm unfamiliar with the issue but will research it right away.

Thanks

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



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

Blog: [www.Experian.com/blogs/data-breach](http://www.Experian.com/blogs/data-breach)  
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**From:** Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]  
**Sent:** Wednesday, November 07, 2012 10:35 AM  
**To:** Ozzie Fonseca  
**Cc:** Pitts, Ted  
**Subject:** using hyphenated names

Ozzie,  
I was told by an Experian agent that using hyphenated names causes problems when enrolling online and prompts the email below.  
Is this accurate?  
Thank you,  
Katherine

**From:** "ProtectMyID.com" <[support@exprpt.com](mailto:support@exprpt.com)>  
**Date:** 7 November 2012 17:38:02 GMT  
**To:** [summrshere@btinternet.com](mailto:summrshere@btinternet.com)  
**Subject:** Action required on your **ProtectMyID.com**(TM) Identity Theft Protection membership  
**Reply-To:** "ProtectMyID.com Customer Care" <[support-](mailto:support-)

b7qf3myau2a4vmawkdgfaqcz41zc1a@exprpt.com>

To ensure our emails are delivered to your inbox, please add [protectmyid@exprpt.com](mailto:protectmyid@exprpt.com) to your address book.

[Our Product](#)

[About ID Theft](#)

[FAQ](#)

[Blog](#)

Dear martha-elizabeth anderson,  
[Customer Number:](#)

**Action Needed! Additional information is needed so that we can provide you with full access to your membership.**

Welcome to [ProtectMyID.com](https://ProtectMyID.com)(TM) Identity Theft Protection! Thank you for signing up.

We take your security seriously and want to ensure that only your personal credit information is released to you. During your sign up for [ProtectMyID.com](https://ProtectMyID.com)(TM) Identity Theft Protection, you did not pass our identity verification procedure.

In order to get complete access to your membership, simply call us at 1-866-960-6943. We are open Mon-Fri 6am-6pm and Sat-Sun 8am-5pm Pacific Time. Our Customer Care representatives will ask you a few questions in order to confirm your identity. Alternatively, you can log in and gain access to your account by using the Personal Access Code (PAC) that we sent to the current address on your credit report. You should expect to receive this in the mail within 7-10 business days.

Please note you are in a recurring subscription, so the sooner you finish the process, the sooner you can start enjoying all your benefits!

We thank you again and look forward to providing you with the full-range of membership benefits very soon.

Sincerely,

Douglas Sash

Vice President of Customer Care  
ProtectMyID

**Phone:**  
1-877-371-7902

**Email:**  
[support@protectmyid.com](mailto:support@protectmyid.com)

**Customer Care Hours:**  
Mon-Fri: 6am - 6pm (PT)  
Sat-Sun: 8am - 5pm (PT)



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