

**From:** Ozzie Fonseca <ofonseca@experianinteractive.com>  
**To:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
Anel NevarezAnel.Nevarez@experianinteractive.com  
**CC:** Laughlin, ChrystalCLaughlin@oepp.sc.gov  
**Date:** 11/28/2012 12:40:35 PM  
**Subject:** RE: FAQs - from our call

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Katherine:

Here are additional details regarding the 2 outstanding questions I can address:

1. What is the process for people who are currently signed up with Experian because of the HHS situation and now would like to sign up with Experian because of the DOR situation? What is the timeframe of the HHS membership v. the DOR membership? How will this work?

Individuals who are currently receiving a 1 year membership because of the HHS incident should be able to enroll in ProtectMyID Alert without any difficulty. We checked on the status for Ms. McQueen and she can enroll in the SCDOR product any time she wants. If you can send me her phone number and let her know that we'll be calling, we can help her complete the enrollment right away.

If people want to maximize the use of both memberships, they should enroll in ProtectMyID Alert just before January 31, 2013.

2. Please explain how it works when a person calls or goes online and they do not have a credit history?

People without credit should be told that a file could not be located and transferred to another team for assistance.

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



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**From:** Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]  
**Sent:** Wednesday, November 28, 2012 7:50 AM  
**To:** Ozzie Fonseca; Anel Nevarez  
**Cc:** Laughlin, Chrystal  
**Subject:** FAQs - from our call

Ozzie,  
Below were some of the questions we discussed on the call this morning. Can you please elaborate on the following?

1. What is the process for people who are currently signed up with Experian because of the HHS situation and now would like to sign up with Experian because of the DOR situation? What is the timeframe of the HHS membership v. the DOR membership? How will this work?
2. Please explain how it works when a person calls or goes online and they do not have a credit history?
3. Explain why your credit report is only being available for 30 days on the website and why?
  - *Image of your credit report*
  - *Ongoing daily monitoring of the 3 credit agencies*
  - *What the monitoring include – 50 different factors*
4. If the person has filed taxes for their Estate / Trust – what steps should they take?
5. How should out of state companies who file taxes in SC proceed with Experian business? They are being told they are not able to sign up because they are no SC businesses. How will this process work?

Thank you,  
Katherine

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