

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 12/5/2012 6:03:30 PM
Subject: RE: **Please assist SC constituent**

We've left a voicemail asking individual to call us back for further assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Tuesday, November 27, 2012 7:06 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **Please assist SC constituent**

Please reference the email below.
Please let me know once she has been contacted.
Thank you,
Katherine

Emily Sands
1201 Briarwood Street
Anderson, SC 29621
864-225-8660

From: sandsg1@bellsouth.net [sandsg1@bellsouth.net]
Sent: Monday, November 26, 2012 12:18 PM
Subject: Identity Theft Protection ~ Website email from Emily Sands

Dear Anne: I am having trouble signing my son, George L. Sands, III., up for the credit monitoring service that is being offered to all South Carolinians whose information has been breached. George is twenty-five years old and is listed as a disabled dependent on the joint tax return that husband, George, and I file each year. As you may recall, our son, George III., was born with Down's Syndrome and lives with us. According to what I have read in the news, George III.'s social security number and information has been exposed to the hackers and he needs to be included in the credit monitoring protection as well. However, George III. has no credit history and I have been told by Experian that he is not eligible for protection. What should I do? I have spent a considerable amount of time trying to resolve this issue with unsuccessful results. Also, it is a great disappointment to me that most of the people that I have talked to at Experian are not from the United States and have very distinct accents that are difficult to understand. Where do I go from here? What do the residents of our state do that have no credit history and are disabled adults like George III.? At least I am comforted by the fact knowing that you are in Columbia representing us so superbly. Gratefully, Emily Sands

Emily Sands

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