

From: Martha Anderson <summrshere@btinternet.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 11/6/2012 5:08:46 PM
Subject: Re: SCDOR FW: SC constituent living outside the US

Hi Katharine,

I want to get enrolled however I can..right now, cannot get through on the phones, cannot enrolled online and have Experian (in a snotty way) telling me even with those options, because I have no SC address, I cannot enrolled at all.

Martha-Elizabeth

"Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

I am sorry for the delay. We are working on solving this problem.

You are enrolling through the online option, correct?

From: Martha Anderson [mailto:summrshere@btinternet.com]
Sent: Tuesday, November 06, 2012 04:16 PM
To: Veldran, Katherine
Subject: Re: SCDOR FW: SC constituent living outside the US

Hi Katharine;

Have been waiting but didn't know if there is a problem? We will be up for about half and hour more.

Please let me know!

Thanks, ME

On 6 Nov 2012, at 18:23, Veldran, Katherine wrote:

By chance are you able to do a call at 3:30pm est instead of 4:00pm est?

From: Veldran, Katherine
Sent: Tuesday, November 06, 2012 09:19 AM
To: 'summrshere@btinternet.com' <summrshere@btinternet.com>
Subject: Re: SCDOR FW: SC constituent living outside the US

4:00 works for me.

From: Martha Anderson [mailto:summrshere@btinternet.com]
Sent: Tuesday, November 06, 2012 06:37 AM
To: Veldran, Katherine
Subject: Re: SCDOR FW: SC constituent living outside the US

Dear Katharine;

The best time to call me would be 4pm your time. Would that work for you?

Thanks.

Martha-Elizabeth

On 5 Nov 2012, at 22:36, Veldran, Katherine wrote:

Martha,

Are you available for a call tomorrow? If so, what time? I will call you.

Thank you,

Katherine

From: Martha Anderson [mailto:summrshere@btinternet.com]

Sent: Monday, November 05, 2012 4:51 PM

To: Schwanda Grant

Cc: Veldran, Katherine; Louise Spong; Harriet Showman

Subject: Re: SCDOR FW: SC constituent living outside the US

Dear Shwanda,

Please email me with the name of your immediate supervisor and their email address. Thank you.

Regards,

Martha Anderson

On 5 Nov 2012, at 21:45, Schwanda Grant wrote:

I do understand your frustration but for enrollment purposes, we will need a U.S. address to complete the application to monitor your account.

Schwanda Grant

Consumer Relations Group

ConsumerInfo.com, Inc., an Experian Company

949.567.3885

From: Martha Anderson [mailto:summrshere@btinternet.com]

Sent: Monday, November 05, 2012 11:13 AM

To: Schwanda Grant

Cc: Katherine Veldran; Louise Spong; Bryan.r.anderson@bt.com Anderson; Harriet Showman

Subject: Re: SCDOR FW: SC constituent living outside the US

Dear Ms Grant;

What exactly am I supposed to then? I am a US citizen and a registered voter in the state of SC. Inconvenience? Misunderstanding? How would you feel?

Martha-Elizabeth Anderson

On 5 Nov 2012, at 18:39, Schwanda Grant wrote:

Dear Martha Anderson,

Thank you for giving us the opportunity to address your concerns. We will not be able to monitor your account without a U.S. address. I apologize for any inconvenience or misunderstanding. Please feel free to contact me if you have additional questions.

Regards,

Schwanda Grant
Consumer Relations Group
ConsumerInfo.com, Inc., an Experian Company
949.567.3885

From: Martha Anderson [<mailto:summrshere@btinternet.com>]
Sent: Monday, November 05, 2012 10:39 AM
To: Veldran, Katherine
Cc: Bryan.r.anderson@bt.com Anderson
Subject: Re: SC constituent living outside the US

Dear Katharine;

Thank you for writing me. I am a US citizen living in Scotland, having married a Scotsman in 2007. I was born in SC and lived there until 2006. I filed tax returns, in my old life, since 1998. I am absolutely shocked that this could happen-how in the world was our id/credit info not protected? I vote and am registered in Georgetown County, and am a Republican!

1. I heard about this through a BBC report actually-and have tried to call the number . Calling from Scotland and being on hold for long periods of time without being able to connect to anyone. I cannot afford to be on hold for hours on need. it is just not in our budget.

2. Experian is only accepting American address, which I do not have and have not had for years.

I am very worried about my Social security and Id. I have read the form you attached and simply need help. I find it bizarre that no provision for folks living abroad has been arranged? I especially do not want my husband's good credit affected by this as well as mine or our home ownership put into jeopardy!

Any assistance you can give me is greatly appreciated. You are welcome, of course to call me. We are 5 hours ahead of you. The number here is 0044 1224 861400 . It is best to reach me now. I have a doctor's appointment from 6:00our time and it will take an hour. You can call here up until 4:30 USA time.

All the Best,
Martha-Elizabeth Anderson (nee Ferguson)

