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To: [Veldran, KatherineKatherineVeldran@gov.sc.gov](mailto:Veldran,KatherineKatherineVeldran@gov.sc.gov)
CC: [Stirling, BryanBryanStirling@gov.sc.gov](mailto:Stirling,BryanBryanStirling@gov.sc.gov)
[Pitts, TedTedPitts@gov.sc.gov](mailto:Pitts,TedTedPitts@gov.sc.gov)
Date: 11/2/2012 11:03:55 AM
Subject: Re: FAQ

Katherine:

This information is great. Many thanks! An older gentleman called me yesterday about his experience with the call center. He said he could barely understand the person that he was talking with and that person could barely understand him. It then occurred to him that he was giving his private confidential information to someone who was likely in another country. Is the Experian call center in a foreign country? If so, my constituent want to know what assurance does he have that his social security number is protected in that setting?

Larry

From: [Veldran, Katherine](#)
Sent: Friday, November 02, 2012 10:28 AM
To: [Veldran, Katherine](#)
Cc: [Stirling, Bryan](#) ; [Pitts, Ted](#)
Subject: FAQ

Attached are some frequently asked questions that weâ€™ve received from constituents and legislators regarding the SC DOR security breach.

We will continue to send updates. Please email or call me with any questions.

Thank you,

Katherine

Katherine F. Veldran
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