

SC Department of Revenue
1452 W. Evans Street – PO Box 5418
Florence, SC 29502
Ph. 843.519.1420
Fx. 843.662.4876

CONFIDENTIALITY NOTICE: This e-mail contains information that may be confidential and privileged. Unless you are the addressee, you may not use, copy, print or disclose to anyone the e-mail or any information contained in the e-mail. If you have received this e-mail in error, please advise us with a reply and delete the message. Thank you.

Laughlin, Chrystal

From: Liz Mason [MasonL@sctax.org]
Sent: Thursday, December 27, 2012 11:27 AM
To: Harry Cooper; Samantha Cheek; Perry Mathis
Cc: Laughlin, Chrystal; Patrick Kane; Carol Pierce; Meredith Cleland
Subject: RE: Overflow Phone-Call

Samantha – send me your disclaimer and I'll get someone to put it up.

Liz Mason, PMP
SC Department of Revenue, Sr. SCBOS & DOR Network Support Systems Manager,
(803) 898-5424 desk phone, (803) 240-1194 work cell

From: Harry Cooper
Sent: Thursday, December 27, 2012 11:25 AM
To: Samantha Cheek; Perry Mathis
Cc: claughlin@oepp.sc.gov; Patrick Kane; Carol Pierce; Meredith Cleland; Liz Mason
Subject: RE: Overflow Phone-Call

...yes, let's get something up on this. Thanks.

From: Samantha Cheek
Sent: Friday, December 21, 2012 3:26 PM
To: Perry Mathis
Cc: claughlin@oepp.sc.gov; Patrick Kane; Carol Pierce; Meredith Cleland; Harry Cooper
Subject: Re: Overflow Phone-Call

Thanks.... We may need to put some sort of disclaimer on our website advising against scams like this.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Dec 21, 2012, at 3:14 PM, "Perry Mathis" <MathisP@sctax.org> wrote:

FYI – Please see below. Just wanted to let you know that some TP's are getting suspicious people contacting them claiming to be with the SCDOR.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Ashley Rogers
Sent: Friday, December 21, 2012 12:51 PM
To: Perry Mathis
Subject: Overflow Phone-Call

Perry,

I just got a call on the Bat phone from a Jenel [REDACTED] ssn [REDACTED]. She stated she rcvd a call from the Department of Revenue from a person by the name of Alex rep id# [REDACTED] ph# 202-[REDACTED] x [REDACTED]. She stated that he said we processed her tax returns incorrectly and she was due an extra refund. The caller gave her, her address, ssn and bank info and stated that if she sent them money they would send her a refund to her bank on file or to a green dot card. The tp stated that when she calls the above number it answers internal review. Her phone number is 803-[REDACTED]. She is now calling Experian to sign up for the protection. She doesn't believe it is identity theft since she was a victim 1 year ago. It was a strange call so I thought I would let you know.

Ashley G. Rogers

Revenue Officer

SC Department of Revenue

1452 W. Evans Street – PO Box 5418

Florence, SC 29502

Ph. 843.519.1420

Fx. 843.662.4876

CONFIDENTIALITY NOTICE: This e-mail contains information that may be confidential and privileged. Unless you are the addressee, you may not use, copy, print or disclose to anyone the e-mail or any information contained in the e-mail. If you have received this e-mail in error, please advise us with a reply and delete the message. Thank you.

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 2:33 PM
To: Laughlin, Chrystal; Anel Nevarez
Subject: RE: **SC Escalation 33**

Chrystal:

I just left you a voicemail about this in response to your message. It is not possible to put the membership on hold, but we can cancel it and then the individual can re-enroll when he is ready.

Do we have permission from the individual to cancel the retail membership?

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 27, 2012 11:29 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 33**

Please assist the following SC constituent. He has been paying for Experian's monitoring services for years. Now that the State is paying for one free year, he would like to put the coverage he previously had on hold for 1 year while the State's coverage is free.

Please confirm when he has been assisted.

Name: William [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 2:45 PM
To: Laughlin, Chrystal; Anel Nevarez
Subject: RE: **SC Escalation 33**

I just checked with customer care and we must have the individual call to cancel. We are unable to have a third party initiate the cancellation.

As an alternative, the member can simply send the cancellation request via email to you and you can forward it to me (please include the membership number). I'll have the membership cancelled soon after receiving the note.

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Ozzie Fonseca
Sent: Thursday, December 27, 2012 11:33 AM
To: 'Laughlin, Chrystal'; Anel Nevarez
Subject: RE: **SC Escalation 33**

Chrystal:

I just left you a voicemail about this in response to your message. It is not possible to put the membership on hold, but we can cancel it and then the individual can re-enroll when he is ready.

Do we have permission from the individual to cancel the retail membership?

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 11:29 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 33**

Please assist the following SC constituent. He has been paying for Experian's monitoring services for years. Now that the State is paying for one free year, he would like to put the coverage he previously had on hold for 1 year while the State's coverage is free.

Please confirm when he has been assisted.

Name: William [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 2:51 PM
To: Ozzie Fonseca
Subject: RE: **SC Escalation 33**

Thanks for the voicemail. I will call Mr. [REDACTED] tomorrow and see if he would like to cancel his retail membership. He mentioned that he would not be available this afternoon.

I will let you know what he says.
Thank you,
Chrystal
803.734.6299

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 2:33 PM
To: Laughlin, Chrystal; Anel Nevarez
Subject: RE: **SC Escalation 33**

Chrystal:

I just left you a voicemail about this in response to your message. It is not possible to put the membership on hold, but we can cancel it and then the individual can re-enroll when he is ready.

Do we have permission from the individual to cancel the retail membership?

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 11:29 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 33**

Please assist the following SC constituent. He has been paying for Experian's monitoring services for years. Now that the State is paying for one free year, he would like to put the coverage he previously had on hold for 1 year while the State's coverage is free.

Please confirm when he has been assisted.

Name: William [REDACTED]

Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 2:56 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 33**

Yes. In case he has both memberships already he should clarify that he is looking to cancel his retail membership.

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 11:52 AM
To: Ozzie Fonseca
Subject: RE: **SC Escalation 33**

Thanks. I will explain that to him. Would he call the 866-578-5422 number to cancel?

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 2:45 PM
To: Laughlin, Chrystal; Anel Nevarez
Subject: RE: **SC Escalation 33**

I just checked with customer care and we must have the individual call to cancel. We are unable to have a third party initiate the cancellation.

As an alternative, the member can simply send the cancellation request via email to you and you can forward it to me (please include the membership number). I'll have the membership cancelled soon after receiving the note.

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Ozzie Fonseca
Sent: Thursday, December 27, 2012 11:33 AM
To: 'Laughlin, Chrystal'; Anel Nevarez
Subject: RE: **SC Escalation 33**

Chrystal:

I just left you a voicemail about this in response to your message. It is not possible to put the membership on hold, but we can cancel it and then the individual can re-enroll when he is ready.

Do we have permission from the individual to cancel the retail membership?

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 27, 2012 11:29 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 33**

Please assist the following SC constituent. He has been paying for Experian's monitoring services for years. Now that the State is paying for one free year, he would like to put the coverage he previously had on hold for 1 year while the State's coverage is free.

Please confirm when he has been assisted.

Name: William [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 4:07 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Chrystal:

I'm happy to have someone call the constituent. Please note that the issues that were brought up are not mentioned on the link you sent.

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 12:55 PM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,

Can I provide the constituent's number for you to call? I think that speaking with him directly would be helpful. The constituent read this information in the Terms and Conditions on the website. I provided the link below.

I would like to ask the constituent first if it is ok to provide his name and phone number to you.

Thanks,
Chrystal

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Sunday, December 23, 2012 5:58 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Chrystal:

We do work with third parties, like the other 2 bureaus, and share information as needed. Compliance asked me to clarify the concerns about other third parties and unfortunately I did not have all the information they wanted.

In order to provide a comprehensive answer, compliance asked me to get the specific language that the individual is referencing. In addition, they asked for more details about the "opt out" process that the person followed but was unsure if it was done correctly.

As soon as I have that information from you, I will press compliance for a quick answer.

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 20, 2012 6:05 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,

Do you have any information on the issue below? What, if any, information is provided to third parties?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:23 PM
To: 'Ozzie Fonseca'; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,
The constituent said he saw this in the Terms and Conditions on Experian's website.

<http://www.protectmyid.com/terms/>

He said there was an option to opt out of providing information to third parties. He said he tried to do this, but is unsure if he completed the process. He basically wants to ensure that his SSN will not be provided to third parties.

Hope this helps,
Chrystal

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 1:49 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Crystal:

I checked with compliance and legal and they were a bit confused by the assertion made by the constituent. Can you please point out where this information appears?

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 8:20 AM

To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

Ozzie,

A constituent claims that in the contract for ProtectMylD, Experian states they can give customer information to 3rd party associate partners. The constituent also claims that there are over 90 3rd party associate partners.

Can you confirm this? What information is being given? Credit card information, SSNs?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Thursday, December 27, 2012 5:57 PM
To: Samantha Cheek
Cc: Patrick Kane; Laughlin, Chrystal
Subject: Fwd: id theft

Samantha

Please see below as FYI.

Perry

Sent from my iPhone

Begin forwarded message:

From: "Deborah Dawkins" <DawkinD@sctax.org>
Date: December 27, 2012 2:46:36 PM EST
To: "Perry Mathis" <MathisP@sctax.org>
Subject: id theft

Just received a call from Helen [REDACTED] ssn [REDACTED], ph# 843-[REDACTED]. She said her bank informed her this morning that she was a victim of id theft. They sent her some paperwork to be filled out. She was upset that DOR had not sent her a letter regarding the compromise I explained that we were in the process of sending these letters out and she should get one soon. Then transferred her to 734-6299.

Debi Dawkins

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Friday, December 28, 2012 8:56 AM
To: Laughlin, Chrystal
Subject: Re: id theft

No I am not counting those. Thanks for the follow up.

Sent from my iPhone

On Dec 28, 2012, at 8:18 AM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Thanks Perry. I spoke with her. She read me the letter from her bank. The bank was telling her that her account was part of the compromise, but she has not seen any fraudulent charges on her account.

I don't know if you are counting these situations as "identity theft victims."

From: Perry Mathis [mailto:MathisP@sctax.org]
Sent: Thursday, December 27, 2012 5:57 PM
To: Samantha Cheek
Cc: Patrick Kane; Laughlin, Chrystal
Subject: Fwd: id theft

Samantha

Please see below as FYI.

Perry

Sent from my iPhone

Begin forwarded message:

From: "Deborah Dawkins" <DawkinD@sctax.org>
Date: December 27, 2012 2:46:36 PM EST
To: "Perry Mathis" <MathisP@sctax.org>
Subject: id theft

Just received a call from Helen [REDACTED] ssn [REDACTED], ph# 843 [REDACTED]. She said her bank informed her this morning that she was a victim of id theft. They sent her some paperwork to be filled out. She was upset that DOR had not sent her a letter regarding the compromise I explained that we were in the process of sending these letters out and she should get one soon. Then transferred her to 734-6299.

Debi Dawkins

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 28, 2012 9:21 AM
To: ofonseca@experianinteractive.com; anel.nevarez@experianinteractive.com
Subject: RE: **SC Escalation 31**

Would it be possible to contact this constituent today? She has called the Governor's Office again today.

Thank you,
Chrystal
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 11:09 AM
To: 'ofonseca@experianinteractive.com'; 'anel.nevarez@experianinteractive.com'
Subject: **SC Escalation 31**

Please assist the following SC constituent in registering her minor dependents in the Family Secure Plan. She could not enroll her children because of an error message. There was some confusion with her maiden name when she registered herself as well.

Please confirm when their enrollment is complete.

Name: Lisa [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Friday, December 28, 2012 10:17 AM
To: Laughlin, Chrystal
Cc: Anel Nevarez
Subject: RE: **SC Escalation 33**
Attachments: image001.jpg

Understood. Thank you

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>>
Follow us on Twitter: www.Twitter.com/Experian_DBR<http://www.Twitter.com/Experian_DBR>
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE: This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

"Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

This individual will call Experian and cancel his retail membership. He will re-enroll when the year is up.

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 2:53 PM
To: 'Ozzie Fonseca'
Subject: RE: **SC Escalation 33**

Thanks. I will explain that to him. Would he call the 866-578-5422 number to cancel?

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Thursday, December 27, 2012 2:45 PM
To: Laughlin, Chrystal; Anel Nevarez
Subject: RE: **SC Escalation 33**

I just checked with customer care and we must have the individual call to cancel. We are unable to have a third party initiate the cancellation.

As an alternative, the member can simply send the cancellation request via email to you and you can forward it to me (please include the membership number). I'll have the membership cancelled soon after receiving the note.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution
[Description: Image Detail]
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>>
Follow us on Twitter: www.Twitter.com/Experian_DBR<http://www.twitter.com/Experian_DBR>
Visit us at <http://www.experian.com/databreach><<http://www.experian.com/data-breach/data-breach-resources.html>>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Ozzie Fonseca
Sent: Thursday, December 27, 2012 11:33 AM
To: 'Laughlin, Chrystal'; Anel Nevarez
Subject: RE: **SC Escalation 33**

Chrystal:

I just left you a voicemail about this in response to your message. It is not possible to put the membership on hold, but we can cancel it and then the individual can re-enroll when he is ready.

Do we have permission from the individual to cancel the retail membership?

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution
[Description: Image Detail]
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>>
Follow us on Twitter: www.Twitter.com/Experian_DBR<http://www.twitter.com/Experian_DBR>

Visit us at <http://www.experian.com/databreach><<http://www.experian.com/data-breach/data-breach-resources.html>>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Laughlin, Chrystal [mailto:Cloughlin@oepp.sc.gov]
Sent: Thursday, December 27, 2012 11:29 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 33**

Please assist the following SC constituent. He has been paying for Experian's monitoring services for years. Now that the State is paying for one free year, he would like to put the coverage he previously had on hold for 1 year while the State's coverage is free.

Please confirm when he has been assisted.

Name: William [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 2:48 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 31**

Chrystal,

Our agent has called the number multiple times to no avail. It seems the number provided for this individual does not have a voicemail option either. Can you provide an alternate number?

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 28, 2012 6:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 31**

Would it be possible to contact this constituent today? She has called the Governor's Office again today.

Thank you,
Chrystal
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 11:09 AM
To: 'ofonseca@experianinteractive.com'; 'anel.nevarez@experianinteractive.com'
Subject: **SC Escalation 31**

Please assist the following SC constituent in registering her minor dependents in the Family Secure Plan. She could not enroll her children because of an error message. There was some confusion with her maiden name when she registered herself as well.

Please confirm when their enrollment is complete.

Name: Lisa [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 28, 2012 3:03 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 31**

Hi Anel. I just called Ms. [REDACTED] at the number listed below. She is at home now, so if you could try to call her soon I would appreciate it.

Thank you so much,
Chrystal

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 2:48 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 31**

Chrystal,

Our agent has called the number multiple times to no avail. It seems the number provided for this individual does not have a voicemail option either. Can you provide an alternate number?

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 28, 2012 6:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 31**

Would it be possible to contact this constituent today? She has called the Governor's Office again today.

Thank you,
Chrystal
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 11:09 AM
To: 'ofonseca@experianinteractive.com'; 'anel.nevarez@experianinteractive.com'
Subject: **SC Escalation 31**

Please assist the following SC constituent in registering her minor dependents in the Family Secure Plan. She could not enroll her children because of an error message. There was some confusion with her maiden name when she registered herself as well.

Please confirm when their enrollment is complete.

Name: Lisa [REDACTED]

Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 28, 2012 3:28 PM
To: Anel Nevarez; ofonseca@experianinteractive.com
Subject: FW: **SC Escalation 34**

Anel and Ozzie,

Is it possible to call Ms. Crumpton today? 803.364.2376 She said she has not heard from anyone, however someone named Ronnie left her a message but did not leave a return phone number.

Thank you,
Chrystal
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 2:33 PM
To: 'ofonseca@experianinteractive.com'; 'anel.nevarez@experianinteractive.com'
Subject: **SC Escalation 34**

Please assist the following SC constituent in registering for ProtectMyID. She is an elderly citizen that is having trouble registering. She called the Experian automated line (800-397-3742) and ended up speaking to someone named Bob at 800-613-1332 (Fair Credit Bureau). Bob says she has to pay \$285 for coverage.

Please confirm when she has been registered.

Name: Kathleen [REDACTED]
Phone: 803 [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 5:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 32**

Individual has been assisted.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 27, 2012 8:43 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 32**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependents in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Nancy [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 5:36 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 35**

Individual has been assisted with enrollment.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 28, 2012 6:19 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 35**

Please assist the following SC constituent in registering for protection. She was told she did not have a credit history, however, she says she has several credit cards.

Please confirm when she has been registered.

Name: Sarah [REDACTED]
Phone: 864 [REDACTED] Home
864 [REDACTED] Cell

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 5:44 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 34**

Chrystal,

Our agent has left a voicemail asking to call 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: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 27, 2012 11:33 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 34**

Please assist the following SC constituent in registering for ProtectMyID. She is an elderly citizen that is having trouble registering. She called the Experian automated line (800-397-3742) and ended up speaking to someone named Bob at 800-613-1332 (Fair Credit Bureau). Bob says she has to pay \$285 for coverage.

Please confirm when she has been registered.

Name: Kathleen [REDACTED]
Phone: 803 [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, December 31, 2012 8:56 AM
To: Laughlin, Chrystal
Subject: Automatic reply: **SC Escalation 36**

Happy New Year !

Our office will be closed Monday, December 31st and Tuesday, January 1st. I will have limited access to my emails and will reply as needed.

Best,
Anel Nevarez Linsenbardt

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, January 02, 2013 7:58 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 31**

Chrystal,

Our agent spoke to this individual on the 28th and provided assistance as needed.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 28, 2012 12:03 PM
To: Anel Nevarez
Subject: RE: **SC Escalation 31**

Hi Anel. I just called Ms. [REDACTED] at the number listed below. She is at home now, so if you could try to call her soon I would appreciate it.

Thank you so much,
Chrystal

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 28, 2012 2:48 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 31**

Chrystal,

Our agent has called the number multiple times to no avail. It seems the number provided for this individual does not have a voicemail option either. Can you provide an alternate number?

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 28, 2012 6:21 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 31**

Would it be possible to contact this constituent today? She has called the Governor's Office again today.

Thank you,
Chrystal
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 11:09 AM
To: 'ofonseca@experianinteractive.com'; 'anel.nevarez@experianinteractive.com'
Subject: **SC Escalation 31**

Please assist the following SC constituent in registering her minor dependents in the Family Secure Plan. She could not enroll her children because of an error message. There was some confusion with her maiden name when she registered herself as well.

Please confirm when their enrollment is complete.

Name: Lisa [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, January 02, 2013 8:00 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 36**

Chrystal,

Our agent has called and left a message for Mrs. [REDACTED] advising her to call back for assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 31, 2012 5:55 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 36**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependent in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Rebecca [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

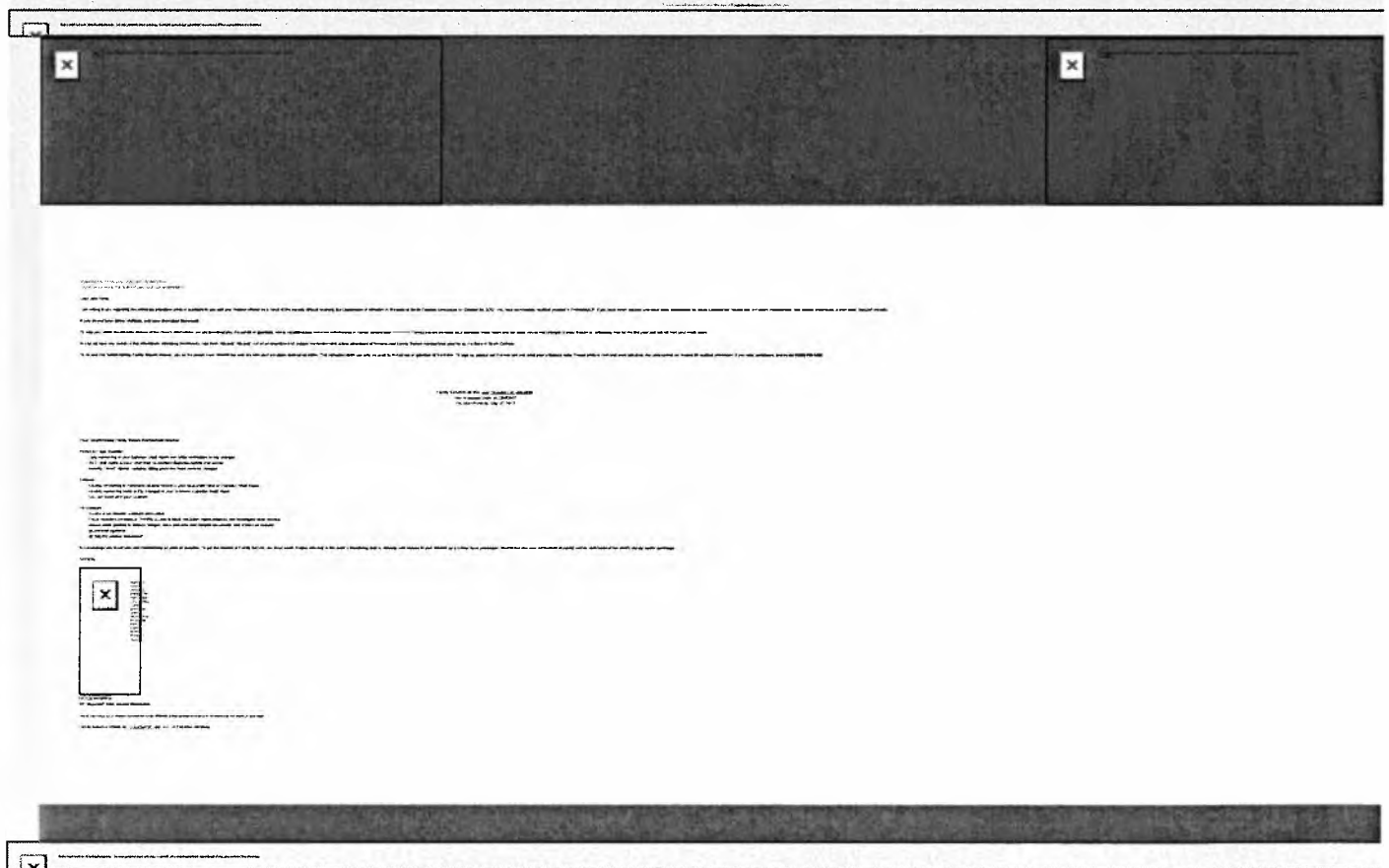
Laughlin, Chrystal

From: [REDACTED]@yahoo.com]
Sent: Friday, November 30, 2012 10:46 AM
To: Laughlin, Chrystal
Subject: Fwd: South Carolina Department of Revenue Breach Information - Enrollment Information

Sent from my iPhone

Begin forwarded message:

From: "ProtectMyID" <protectmyid@exprpt.com>
Date: November 29, 2012, 4:38:06 PM EST
To: jrmimsjr@yahoo.com
Subject: South Carolina Department of Revenue Breach Information - Enrollment Information
Reply-To: "ProtectMyID.com Customer Care" <support-b7sm3btaw2a4vmaw9msqfqczp6j390@exprpt.com>



✓
✓

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, November 30, 2012 3:16 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalations 2 & 3**

Thank you for the information Crystal – I will have our escalations agent reach out to the individual and provide assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, November 30, 2012 7:01 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalations 2 & 3**

The wife (Louise [REDACTED] of the constituent below received a phone call yesterday from Bryan at Experian's sister company. Ms. [REDACTED] was very hesitant to give the phone to her husband because Bryan would not give his last name or a phone number where she could call and verify his employment with Experian. Under the circumstances, I understand why Ms. [REDACTED] would be hesitant to give information to this person, even though I alerted her that someone would be contacting her husband to help him get registered. She is a senior citizen and very concerned about the security breach.

Do you have any suggestions as to how to make Mr. and Ms. [REDACTED] more comfortable, or at least a way they can verify the person that is calling?

Thank you,
Chrystal Laughlin

Mr. Ray [REDACTED]
Phone: 864-[REDACTED]
Comments: Experian told him he did not "pass" when he tried to register.

From: Laughlin, Chrystal
Sent: Wednesday, November 28, 2012 3:44 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalations 2 & 3**

Please assist the following SC constituents in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Ms. Jeanette [REDACTED]

Phone: 803. [REDACTED]

Comments: Ms. [REDACTED] was able to register for protection, however she is trying to register her disabled son, Thomas [REDACTED] for protection. Thomas [REDACTED] can be reached at the same number.

Name: Mr. Ray [REDACTED]

Phone: 864. [REDACTED]

Comments: Experian told him he did not "pass" when he tried to register.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Lisa [REDACTED] [REDACTED]@sc.rr.com]
Sent: Saturday, December 01, 2012 6:57 AM
To: Laughlin, Chrystal
Subject: RE: Email to the Governor

Ms Laughlin,

Since we spoke on the phone, Thursday, November 29th, Experian has informed me that the letter to enroll minors will go to each parent, in the case of divorce, if each parent included the child's social security number on his/her past SC tax returns and enrolled in the Experian MyProtect credit monitoring program. Therefore, none, one or both parents could receive a letter to enroll the same minor. Experian also noted that since each letter will provide a unique enrollment code, both parents will be allowed to enroll the same child in each of the parents separate FamilySecure accounts. If ever an identity fraud issue should occur for the child, the parents will be required to provide proof of legal authority, i.e. legal custody, in order to pursue resolution efforts on behalf of the child.

Please let me know if your research results in a different answer.

Thank you,

Lisa [REDACTED]
Phone: 843 [REDACTED]
Fax: 888 [REDACTED]
Email: [REDACTED]@sc.rr.com

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, November 26, 2012 3:29 PM
To: [REDACTED]@sc.rr.com
Subject: Email to the Governor

Ms. [REDACTED]

Thank you for your email to Governor Haley dated November 14, 2012. I would be happy to discuss this matter over the phone if you would like to provide a telephone number where you can be reached.

If you have any questions, please contact me.

Sincerely,
Chrystal Laughlin
(803) 734-6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 04, 2012 2:59 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 8**

Thank you Chystal.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, December 04, 2012 11:47 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 8**

Please assist SC constituent register for protection for the SCDOR breach incident. She is currently enrolled in ProtectMyID for another hacking incident, so she was told she could not be registered. She will also need to register minor dependents with the Family Secure plan.

Please confirm when her registration is complete.

Name: Tiffany [REDACTED]
Phone: 803-[REDACTED]

Thank you,
Chrystal Laughlin

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 04, 2012 4:09 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke with her mother Julie [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 10:36 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: *** Please assist SC constituent***

Importance: High

Please call the constituent below.

Susan [REDACTED]
803 [REDACTED]

Please confirm when the enrollment is complete.
Thank you,
Katherine

From: Michele Neal [mailto:MicheleNeal@scsenate.gov]
Sent: Wednesday, December 05, 2012 10:31 AM
To: Veldran, Katherine
Subject: RE: constituent question

The only number I have is for the daughter who is handling her mother's business. The daughter is Susan [REDACTED]-[REDACTED]
[REDACTED]

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, December 05, 2012 10:30 AM
To: Michele Neal
Subject: RE: constituent question

Please email me all contact information for the following and I will have someone from Experian give her call to complete the enrolment process.
Thank you,
Katherine

From: Michele Neal [mailto:MicheleNeal@scsenate.gov]
Sent: Wednesday, December 05, 2012 9:59 AM
To: Veldran, Katherine
Subject: constituent question

Ms. Susan [REDACTED] called regarding her [REDACTED] year old mother not being able to sign up for the credit protection because she has no credit history. The woman in questions name is June Smith of Union Co. They would like to bring this to the Governor's attention and figure out how her elderly mother can get some type of protection because the hackers do have her social security number, etc. even though she does not currently use any credit cards.

Take care,

Michele Neal
Administrative Assistant
South Carolina Senate
Senator Joel Lourie
Senator Sean Bennett
803-212-6116
micheleneal@scsenate.gov

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 12:51 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

Hello Katherine,

Our agent spoke with individual and has been assisted.

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: Wednesday, December 05, 2012 7:32 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

What is the status with Mr. [REDACTED]?

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:52 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com);
Anel.Nevarez@experianinteractive.com
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov)
Subject: **Please assist SC constiuent**
Importance: High

Please call Mr. [REDACTED] today. I just spoke with him at home. He also gave me his cell phone number.
Please let me know when both enrollments are complete.

Mr. David [REDACTED]
864-[REDACTED] home
864-[REDACTED] cell

Thanks for your support.
Katherine

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:46 PM
To: 'Mike Shealy'
Subject: RE: Experian Constituent Call

I will call Mr. David [REDACTED] personally and have an Experian specialist call him today.
I will confirm with you when their enrollment process is complete.
Thanks for sending this over.
Katherine

From: Mike Shealy [<mailto:MikeShealy@scsenate.gov>]
Sent: Friday, November 30, 2012 1:43 PM
To: Veldran, Katherine
Cc: Pitts, Ted
Subject: Experian Constituent Call

Katherine,

I received a call from Mr. David [REDACTED] who is a constituent of Senator Reese. He is having a problem with service from Experian because neither he nor his wife have a credit history over the past ten years. Apparently, he was told to call another number since he had no credit history, but he received a recording. He also tells me he is very frustrated.

So, would you please get someone with knowledge of the process to call him today. His number is 864-[REDACTED]

Thanks, Mike Shealy

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 1:19 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com)
Cc: Laughlin, Chrystal
Subject: ** Please assist SC Constirent**

Importance: High

Garry [REDACTED]
864-[REDACTED]

Please call him to complete the enrollment process.
Please confirm.
Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 1:20 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: ** Please assist SC Constirent**

Importance: High

Patrick [REDACTED]
864-[REDACTED] home
864-[REDACTED] cell

Please call him to complete the enrollment process.
Please confirm.
Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:32 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 7**

Chrystal,

Our escalations agent has contacted this individual and answered all their questions.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 04, 2012 5:27 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 7**

Please assist the following SC constituent in placing a security freeze with Experian. He was able to place freezes with TransUnion and Equifax.

Please confirm when the freeze has been placed.

Name: Robert [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:32 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 8**

Chrystal,

Our agent has called this individual and she was not ready to move forward with enrollment. Individual will call once ready.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 04, 2012 11:47 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 8**

Please assist SC constituent register for protection for the SCDOR breach incident. She is currently enrolled in ProtectMyID for another hacking incident, so she was told she could not be registered. She will also need to register minor dependents with the Family Secure plan.

Please confirm when her registration is complete.

Name: Tiffany [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:33 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalations 2 & 3**

Crystal,

Both individuals have been contacted and assisted via the modified plan.

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



T: 949.567.7629
C: 949.294.2183

From: Anel Nevarez
Sent: Wednesday, November 28, 2012 12:46 PM
To: 'Laughlin, Chrystal'; Ozzie Fonseca
Subject: RE: **SC Escalations 2 & 3**

Chrystal,

Thank you for the information. I will send to our escalations team right away for assistance.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, November 28, 2012 12:44 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalations 2 & 3**

Please assist the following SC constituents in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Ms. Jeanette [REDACTED]
Phone: 803. [REDACTED]

Comments: Ms. [REDACTED] was able to register for protection, however she is trying to register her disabled son, Thomas [REDACTED] for protection. Thomas [REDACTED] can be reached at the same number.

Name: Mr. Ray [REDACTED]

Phone: 864 [REDACTED]

Comments: Experian told him he did not "pass" when he tried to register.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has 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: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, December 04, 2012 1:09 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke with her mother Julie [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:38 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 6**

Chrystal,

We connected the individual with our special team to go through the alternate process.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 03, 2012 8:01 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 6**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Cayden Howard
Phone: 864-██████████
Comments: Spoke with his mother Angie ██████████

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:58 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 10**

Will do – thank you.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, December 05, 2012 12:48 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 10**

Please assist the following SC constituent. She is having trouble registering for ProtectMyID online.

Please confirm when she is registered.

Name: Kathy [REDACTED]
Phone: 843-[REDACTED]

Thank you,
Chrystal Laughlin

Laughlin, Chrystal

From: Chrystal Laughlin [LaughlC@sctax.org]
Sent: Wednesday, December 05, 2012 5:00 PM
To: Laughlin, Chrystal
Subject: FW: Another resource for minors

From: Samantha Cheek
Sent: Tue 12/4/2012 5:56 PM
To: Sherrie McTeer; Jean Funches; Perry Mathis; Patrick Kane; Sherry Blizzard; Chrystal Laughlin; Alvin "Mont" Alexander
Cc: Kadra Dull; Meredith Cleland; Jenny Renedo; Harry Cooper
Subject: Another resource for minors

Since Experian's ProtectMyID offers individuals a "Lifetime Fraud Resolution" product but this is not offered for minors via Experian's Family Secure plan, the Governor's Office is advising of another resource (that is completely separate from Experian's Family Secure and ProtectMyID) that is available at no cost and available for individuals, including minors/dependents. Identity Theft Resource Center is a nonprofit that provides resolution services free to victims nationwide. Therefore, Identity Theft's resources provide a complement to Family Secure.

I don't have much information on Identity Theft Resource Center, but am passing this information along so you can offer this identity theft resource to taxpayers if needed.

<http://idtheftcenter.org/>

Victim Assistance: 1 (888) 400-5530

Please let me know if you have other questions.

Thanks.

Samantha Cheek
Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 6:13 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 1**

Chrystal,

Our escalations' agent has contacted and assisted individual with enrollment.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, November 28, 2012 12:21 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 1**

Please assist Ms. Regina [REDACTED] get registered for protection for DOR. She is currently enrolled for protection for the HHS incident.

Phone Number: 1-843 [REDACTED]

Please confirm when her enrollment is complete.

Thank you,
Chrystal Laughlin
803.734.6299

From: Regina [mailto:[REDACTED]@yahoo.com]
Sent: Wednesday, November 28, 2012 2:01 PM
To: Laughlin, Chrystal
Subject: Re: Email to the Governor's Office

Ms. Laughlin,

It is ok to pass my email to your contact at Experian. My telephone number is 1-843 [REDACTED]

Thank you,
Regina
[REDACTED]

Sent from my iPhone

On Nov 28, 2012, at 1:31 PM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Ms. [REDACTED]

If you could provide a phone number where you can be reached, I will pass it along to Experian. Experian will call you to help you sign up for service.

Thank you,
Chrystal Laughlin

From: Laughlin, Chrystal
Sent: Wednesday, November 28, 2012 10:53 AM
To: '[REDACTED]@yahoo.com'
Subject: Email to the Governor's Office

Ms. [REDACTED]

Thank you for your email to Katherine Thomas dated November 14, 2012, regarding your trouble registering for Experian's ProtectMyID plan. Would you mind if I passed along your email to my contact at Experian so that they may help you with this issue?

If you have any questions, please let me know.

Sincerely,
Chrystal Laughlin
(803) 734-6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 6:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 4**

We have 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: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, November 30, 2012 7:10 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 4**

Please assist the following SC constituent. She is trying to dispute incorrect addresses and birthdate on her credit report. She is confused by the process and is being told she has to pay.

Please confirm when she has been assisted.

Name: Edith [REDACTED]
Phone: 864 [REDACTED]

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 6:18 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 5**

Chrystal,

Our escalations' agent has contacted and assisted individual with their questions/concerns.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, November 30, 2012 8:05 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 5**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Emile [REDACTED]

Phone: 803- [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 6:20 PM
To: Laughlin, Chrystal
Subject: RE: **Question from SC Constituent**

Chrystal,

If you can provide us with their phone number we can call them and assist in cancelling their current and re-enroll them in a new membership for an offline delivery.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 03, 2012 6:57 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

A constituent registered herself and her husband for the ProtectMyID program online and indicated that she would like to receive alerts via email. The constituent is a senior citizen and is considering cancelling her internet connection to save money. She would like to switch her alerts from email to letter. Experian told her she would be unable to do that.

Can you confirm that this is true? Can she not switch to a letter alert?

Thank you,
Chrystal Laughlin
803-734-6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 06, 2012 8:38 AM
To: Anel Nevarez
Subject: RE: **Question from SC Constituent**

Anel,
Rosemary with Experian has contacted the individual and taken care of this. Thank you for the updates.

Chrystal

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 6:20 PM
To: Laughlin, Chrystal
Subject: RE: **Question from SC Constituent**

Chrystal,

If you can provide us with their phone number we can call them and assist in cancelling their current and re-enroll them in a new membership for an offline delivery.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 03, 2012 6:57 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

A constituent registered herself and her husband for the ProtectMyID program online and indicated that she would like to receive alerts via email. The constituent is a senior citizen and is considering cancelling her internet connection to save money. She would like to switch her alerts from email to letter. Experian told her she would be unable to do that.

Can you confirm that this is true? Can she not switch to a letter alert?

Thank you,
Chrystal Laughlin
803-734-6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, December 06, 2012 11:59 AM
To: Laughlin, Chrystal
Subject: RE: **Question from SC Constituent**

Excellent.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 06, 2012 5:38 AM
To: Anel Nevarez
Subject: RE: **Question from SC Constituent**

Anel,
Rosemary with Experian has contacted the individual and taken care of this. Thank you for the updates.

Chrystal

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 6:20 PM
To: Laughlin, Chrystal
Subject: RE: **Question from SC Constituent**

Chrystal,

If you can provide us with their phone number we can call them and assist in cancelling their current and re-enroll them in a new membership for an offline delivery.

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



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 03, 2012 6:57 AM
To: Ozzie Fonseca; Anel Nevarez

Cc: Veldran, Katherine

Subject: **Question from SC Constituent**

A constituent registered herself and her husband for the ProtectMyID program online and indicated that she would like to receive alerts via email. The constituent is a senior citizen and is considering cancelling her internet connection to save money. She would like to switch her alerts from email to letter. Experian told her she would be unable to do that.

Can you confirm that this is true? Can she not switch to a letter alert?

Thank you,
Chrystal Laughlin
803-734-6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Thursday, December 06, 2012 3:08 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: FW: ** Please assist SC Constirent**
Importance: High

This was sent to you yesterday.
Please confirm when completed.
Thank you,
Katherine

From: Bill Sandifer [mailto:BillSandifer@schouse.gov]
Sent: Thursday, December 06, 2012 8:58 AM
To: Veldran, Katherine
Cc: Andy Fiffick
Subject: loss of data at DOR

Katherine,

I had an interesting problems with a constituent. I haven't heard one like it before. He tried to sign up with Experian & was told they could not sign him & his wife up because they have no recent credit. They pay cash for everything. However, they have filed SC tax returns.

Please contact these folks & see if something can be done. A simple lack of credit should not prohibit their protection. Patrick & Deborah [REDACTED] - 864 [REDACTED]

BTW, I wish I had such a problem. Please let me know the outcome.
Thanks,

Rep. Bill Sandifer

Chairman - Labor, Commerce and Industry Committee
407 Blatt Building
Columbia, SC 29211
Office - (803) 734-3015
Fax - (803) 734-4649

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 1:20 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov)
Subject: ** Please assist SC Constirent**
Importance: High

Patrick [REDACTED]
864 [REDACTED] home
864 [REDACTED] cell

Please call him to complete the enrollment process.

Please confirm.

Thank you,

Katherine

Katherine F. Veldran

Legislative Liaison | Office of Governor Nikki Haley

O: 803-734-5124 | C: 803-767-7583

KatherineVeldran@gov.sc.gov

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 06, 2012 3:39 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 11**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Brittany [REDACTED]
Phone: 803-[REDACTED]
Comments: Spoke with her mother Susan [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Tuesday, December 11, 2012 5:26 PM
To: Anel Nevarez; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

I just want to make sure this is right - Ray Harper is not currently enrolled, correct?
Please advise.
Katherine

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 2:50 PM
To: Ozzie Fonseca; Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

All,

Upon further research, the scenario below is not related to a training issue. Our agents have followed the correct procedures. They have contacted the individual and connected him with the special team to go through the alternate process and the individual has been enrolled. In the event there is any activity detected in the individual's credit file, this individual will be provided with Fraud Resolution assistance. Lastly, in order for any individual to obtain the ongoing Fraud Resolution they will need to be enrolled in the ProtectMyID product. Let me know if you have any questions.

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



T: 949.567.7629
C: 949.294.2183

From: Ozzie Fonseca
Sent: Tuesday, December 11, 2012 11:25 AM
To: Veldran, Katherine; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent please assist**

We have continued training people the last couple of weeks. I'm unsure as to why issues persist, so I'm going to start pulling the calls to hear exactly what is being said. We have one example where we keep transferring the person to the correct team and she keeps disconnecting before she can be assisted (there may be a wait time), then she contacts the DOR saying that we are not helping because she doesn't have credit.

I still haven't received anything definitive about the program. Our folks have been preparing for the hearings so most of their time has gone to that. I will ask again.

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

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Tuesday, December 11, 2012 10:55 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: ** SC constituent please assist**
Importance: High

We continue to have issues with Experian representatives saying that "they can't sign up because they don't have credit etc."
Have we made any progress with the modified plan and what it includes and/ or the training on Experian reps.

Please call the following SC constituent.
Ray Harper
864 878 4925
Please confirm so I am able to confirm with the Senator.
Thank you,
Katherine

From: Larry Martin [<mailto:LarryMartin@scsenate.gov>]
Sent: Tuesday, December 11, 2012 1:10 PM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: FW: to Larry Martin from Ray Harper follow up on SC protection

Katherine:

This gentleman needs to get an answer regarding the fraud protection. He apparently has no credit history that can be monitored but very much wants the fraud protection. Could you have your Experian contact followup and let me know when they do? Many thanks!

Larry

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Monday, December 17, 2012 11:15 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer

Importance: High

Please have a specialist reach out to Julie Fortune via email fortunejulie@gmail.com to help answer her questions and concerns.

Please confirm.

Thank you,
Katherine

From: JULIE FORTUNE [<mailto:fortunejulie@gmail.com>]
Sent: Monday, November 26, 2012 3:15 PM
To: Tommy Pope
Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie Fortune

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <TPope@elrodpope.com> wrote:

Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE FORTUNE [<mailto:fortunejulie@gmail.com>]
Sent: Monday, November 26, 2012 9:56 AM
To: tommy@tommypope.com
Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie [REDACTED]

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Tuesday, December 11, 2012 1:55 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: ** SC constituent please assist**

Importance: High

We continue to have issues with Experian representatives saying that "they can't sign up because they don't have credit etc."

Have we made any progress with the modified plan and what it includes and/ or the training on Experian reps.

Please call the following SC constituent.

Ray Harper

864 878 4925

Please confirm so I am able to confirm with the Senator.

Thank you,

Katherine

From: Larry Martin [mailto:LarryMartin@scsenate.gov]
Sent: Tuesday, December 11, 2012 1:10 PM
To: Veldran, Katherine
Cc: Cindy Ledbetter
Subject: FW: to Larry Martin from Ray Harper follow up on SC protection

Katherine:

This gentleman needs to get an answer regarding the fraud protection. He apparently has no credit history that can be monitored but very much wants the fraud protection. Could you have your Experian contact followup and let me know when they do? Many thanks!

Larry

From: FiddleStop@aol.com [mailto:FiddleStop@aol.com]
Sent: Tuesday, December 11, 2012 9:00 AM
To: Larry Martin
Subject: Re: to Larry Martin from Ray Harper follow up on SC protection

Senator Martin,

Thank you for your Thanksgiving wishes for me and my family, we did have a wonderful Thanksgiving and hope the Martin Family had a great Thanksgiving also.

It's been three weeks since our conversation about South Carolina excluding me from the "Fraud Protection for Life". I appreciate your help on this but didn't want to burden you at the same time. I Just wanted to follow up on the issue.

May God bless the Martin Family this Christmas season.

Ray Harper
864 878 4925

In a message dated 11/21/2012 8:47:09 A.M. Eastern Standard Time, LarryMartin@scsenate.gov writes:

Mr. Harper:

Thanks for your call yesterday. I'm happy to check on this question for you and will get back to you next week. Hope you and your family have a happy Thanksgiving.

Larry

Senator Larry A. Martin
P.O. Box 142
Columbia, SC 29202
(803) 212-6610

From: FiddleStop@aol.com [FiddleStop@aol.com]

Sent: Tuesday, November 20, 2012 10:35 AM

To: Larry Martin

Subject: to Larry Martin from Ray Harper

Mr. Martin,

Thank you so much for your help.

For weeks now I have been trying to sign on with Experian to receive the Fraud Protection for life from the State of South Carolina. I have been working on this for many many hours over the past couple of weeks & talking more than 9 hours with several people from Experian. Now they say I don't qualify for the "Fraud Resolution for Life" from the State of South Carolina because I don't have any "Credit". I save my money and buy instead of borrowing money. At some point in a couple years I would like to build a house in South Carolina and may borrow some money, they say South Carolina won't be there for me with the Fraud Protection for Life.

The Consumer representative from Experian I have been speaking with is **Rosemary Rangel at 949-567-3846**. Rosemary has been calling her superiors and others & they tell her that I don't qualify for the "Fraud Resolution for Life" because I don't have any "Credit". **Rosemary called me back and said she was "sorry but they gave her no reason except you don't have any credit"**. Rosemary said I would not be able to sign on with ProtectMyID from Experian because of this but she sent me over to Jennifer with Experian where I was signed up with Social Security monitoring by mail for 1 year. At that point I asked, "Was I included for the Fraud Resolution for Life" and they both said no, because, to get the "Fraud Resolution for Life" I would have to be signed on with ProtectMyID from Experian & I couldn't do that because I don't have any credit.

I don't have any credit cards but I pay my bills with check for my insurance, Medical bills, car insurance & other. I have a debit card the I don't use.

I told Rosemary about this Channel 7 News Report [Weeks After Hacking Scandal, SC Taxpayers Still Have Questions About Free Moni](#).

The Tracy Early Channel 7 Report stated:

"We are aware that taxpayers with no credit cannot sign up for ProtectMyID," said Samantha Cheek at the SC Department of Revenue. "The state is working with Experian to implement a program for protection for those individuals who do not have credit. "SCDOR wouldn't answer why this plan is coming together now, weeks after the cyber attack or any other questions because it's still being finalized. But Cheek did say it will be available to those taxpayers with no credit in the coming week or two.

When I told Rosemary of this report she wanted me to forward this link to her so she could have it "Taken Down". I didn't send her the link. This is when I called you. I don't understand why I am being excluded from the "Fraud resolution for Life".

Mr. Martin, I really appreciate your concern in this matter. Please contact me if you need any further information.

Sincerely,

Ray Harper Phone: 864-878-4925

Laughlin, Chrystal

From: Samantha Cheek [CheekS@sctax.org]
Sent: Thursday, December 27, 2012 12:46 PM
To: Laughlin, Chrystal
Subject: FW: Generic Letters to SC residents, non-residents and Mass residents
Attachments: Generic Letters to SC Residents, Non residents and Mass residents.pdf

From: Milton Kimpson
Sent: Thursday, December 27, 2012 12:28 PM
To: Chrystal Laughlin; Samantha Cheek
Subject: Generic Letters to SC residents, non-residents and Mass residents

Call me if any questions, thanks

Milton
803-898-5131
803-898-5147 (fax)

Laughlin, Chrystal

From: Samantha Cheek [CheekS@sctax.org]
Sent: Thursday, December 27, 2012 2:37 PM
To: Laughlin, Chrystal
Subject: RE: Generic Letters to SC residents, non-residents and Mass residents

Will do.

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Thursday, December 27, 2012 12:56 PM
To: Samantha Cheek
Subject: RE: Generic Letters to SC residents, non-residents and Mass residents

Thanks! Can you send Perry Mathis a copy of this as well? He has asked me if I have a copy of the letter. He would like to have it so that the Contact Center knows what taxpayers are speaking about when they call.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Thursday, December 27, 2012 12:46 PM
To: Laughlin, Chrystal
Subject: FW: Generic Letters to SC residents, non-residents and Mass residents

From: Milton Kimpson
Sent: Thursday, December 27, 2012 12:28 PM
To: Chrystal Laughlin; Samantha Cheek
Subject: Generic Letters to SC residents, non-residents and Mass residents

Call me if any questions, thanks

Milton
803-898-5131
803-898-5147 (fax)

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, January 10, 2013 3:27 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 73**

Please assist the following SC constituent. He does not have credit history, so he should be registered for the modified plan.

Please confirm when he has been assisted.

Name: Andrew [REDACTED]
Phone: 864 [REDACTED]
Comments: Spoke to father, Tom [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, January 10, 2013 2:11 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 72**

Please assist the following SC constituent. She registered for ProtectMyID long ago, but still has not received an email with instructions and activation code to register her minor dependents in the Family Secure Plan.

Name: Melinda [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 11:09 AM
To: ofonseca@experianinteractive.com; anel.nevarez@experianinteractive.com
Subject: **SC Escalation 31**

Please assist the following SC constituent in registering her minor dependents in the Family Secure Plan. She could not enroll her children because of an error message. There was some confusion with her maiden name when she registered herself as well.

Please confirm when their enrollment is complete.

Name: Lisa [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 11:43 AM
To: ofonseca@experianinteractive.com; anel.nevarez@experianinteractive.com
Subject: **SC Escalation 32**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependents in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Nancy [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 2:33 PM
To: ofonseca@experianinteractive.com; anel.nevarez@experianinteractive.com
Subject: **SC Escalation 34**

Please assist the following SC constituent in registering for ProtectMyID. She is an elderly citizen that is having trouble registering. She called the Experian automated line (800-397-3742) and ended up speaking to someone named Bob at 800-613-1332 (Fair Credit Bureau). Bob says she has to pay \$285 for coverage.

Please confirm when she has been registered.

Name: Kathleen [REDACTED]
Phone: 803 [REDACTED]
Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, December 27, 2012 2:29 PM
To: ofonseca@experianinteractive.com; anel.nevarez@experianinteractive.com
Subject: **SC Escalation 33**

Please assist the following SC constituent. He has been paying for Experian's monitoring services for years. Now that the State is paying for one free year, he would like to put the coverage he previously had on hold for 1 year while the State's coverage is free.

Please confirm when he has been assisted.

Name: William [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 28, 2012 9:19 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 35**

Please assist the following SC constituent in registering for protection. She was told she did not have a credit history, however, she says she has several credit cards.

Please confirm when she has been registered.

Name: Sarah [REDACTED]
Phone: 864 [REDACTED] Home
864 [REDACTED] Cell

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 8:55 AM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 36**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependent in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Rebecca [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 2:04 PM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 44**

Please assist the following SC constituent in registering for protection. He was told he could not register due to no credit history, however, his wife states that he does in fact have a credit history.

Please confirm when he has been assisted.

Name: Harold [REDACTED]

Phone: 803 [REDACTED]

Comments: Spoke to his wife, Kathy Anderson.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 2:02 PM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 42**

Please assist the following SC constituent in registering for protection. She was told she could not register due to no credit history, however, her mother states that she does in fact have a credit history.

Please confirm when she has been assisted.

Name: Deana [REDACTED]
Phone: 803. [REDACTED]
Comments: Spoke to her mother, Kathy [REDACTED].

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 2:00 PM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 41**

Please assist the following SC constituent in registering for protection. She was told she could not register due to no credit history, however, her mother states that she does in fact have a credit history.

Please confirm when she has been assisted.

Name: Tonya [REDACTED]

Phone: 803. [REDACTED]

Comments: Spoke to her mother, Kathy [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 11:18 AM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 40**

Please assist the following SC constituent in registering for protection. He was told he could not register due to no credit history. He should be registered for the modified plan.

Please confirm when he has been assisted.

Name: Liam [REDACTED]
Phone: 843. [REDACTED]
Comments: Spoke to his mother, Terri [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 10:47 AM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 39**

Please assist the following SC constituent in registering her children for the Family Secure protection for the DOR incident. They are currently enrolled for protection for the HHS incident, so she is unable to register them for the DOR incident. She wants to ensure that her children receive the full year for both incidents.

Name: Courtney [REDACTED]
Phone Number: 864. [REDACTED]

Please confirm when she has been assisted.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 10:15 AM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 38**

Please assist the following SC constituent. She has not received an email or letter with an activation code to register her minor dependent in the Family Secure Plan.

Please confirm when she has been assisted.

Name: Patricia [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 31, 2012 9:59 AM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 37**

Please assist the following SC constituent. She was able to register online, however, he would like a hard copy of her Experian credit report mailed to her address.

If she is re-registered over the phone, will she be mailed a copy of her credit report?

Please confirm when the issue is resolved.

Name: Barbara [REDACTED]

Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 02, 2013 1:12 PM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 46**

Please assist the following SC constituent in registering her mentally disabled daughter. She does not have Power of Attorney over her daughter, however her daughter is able to speak to a representative. The mother would like to facilitate the process.

Please confirm when she has been assisted.

Mother's Name: Gloria [REDACTED]
Daughter's Name: Debra [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 02, 2013 9:30 AM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 45**

Please assist the following SC constituent in registering for protection. She has tried calling Experian several times but is unable to get through.

Please confirm when she has been registered.

Name: Mary Howard Fountain
Phone: 704 [REDACTED] (cell)
803 [REDACTED] (home)

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, January 02, 2013 2:29 PM
To: Laughlin, Chrystal; Stirling, Bryan; Pitts, Ted
Subject: FW: to Katherine Veldran from Ray Harper, Thank you for your help.

FYI

This was Senator LMartin constituent we dealt with two weeks ago...

From: Veldran, Katherine
Sent: Wednesday, January 02, 2013 11:27 AM
To: 'FiddleStop@aol.com'
Subject: RE: to Katherine Veldran from Ray Harper, Thank you for your help.

Mr. Harper,
Thank you for your feedback. I appreciate the email.
Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

From: FiddleStop@aol.com [<mailto:FiddleStop@aol.com>]
Sent: Sunday, December 30, 2012 7:41 PM
To: Veldran, Katherine
Subject: to Katherine Veldran from Ray Harper, Thank you for your help.

To Katherine Veldran
From Ray Harper

Katherine,
Thank you for taking the time to help me. After our conversation with Ozzie on December 20, 2012 I realized I would have to take another avenue if I were to have the "Fraud Resolution for Life".

Last week I applied for a credit card & successfully signed up with ProtectMyId and will receive the extended coverage of "Fraud Resolution for Life". I feel I shouldn't have to do this just to sign up but I felt it was important enough to have the extra protection. I personally don't see much value in the ITRC.

I feel Governor Haley has been the most capable Governor for South Carolina since I have been voting. I like the fact that Governor Haley gets right to the point and stands for conservative values. For me, Governor Haley cannot be held responsible for what happened to our identities being stole, this vulnerability has most likely been there for several administrations. At the same time, the persons in direct charge of the data should have known the vulnerability. Even eighth graders know about the vulnerability of the internet.

I just wanted to let you know I have finally signed up for the "Fraud Resolution for Life" as provided by Experian.

Thank you for your help and your kindness.

Sincerely,

Ray Harper

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, January 02, 2013 3:58 PM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: **SC Escalation 47**

Please assist the following SC constituent in registering his minor dependents in the Family Secure plan. He has attempted to register online to no avail.

Please confirm when he has been assisted.

Name: David [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, November 30, 2012 11:05 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 5**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Emile [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:52 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: **Please assist SC constiuent**
Importance: High

Please call Mr. Alley today. I just spoke with him at home. He also gave me his cell phone number.
Please let me know when both enrollments are complete.

Mr. David [REDACTED]
864-[REDACTED] home
864-[REDACTED] cell

Thanks for your support.
Katherine

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:46 PM
To: 'Mike Shealy'
Subject: RE: Experian Constituent Call

I will call Mr. David Aelley personally and have an Experian specialist call him today.
I will confirm with you when their enrollment process is complete.
Thanks for sending this over.
Katherine

From: Mike Shealy [<mailto:MikeShealy@scsenate.gov>]
Sent: Friday, November 30, 2012 1:43 PM
To: Veldran, Katherine
Cc: Pitts, Ted
Subject: Experian Constituent Call

Katherine,

I received a call from Mr. David Aelley who is a constituent of Senator Reese. He is having a problem with service from Experian because neither he nor his wife have a credit history over the past ten years. Apparently, he was told to call another number since he had no credit history, but he received a recording. He also tells me he is very frustrated.

So, would you please get someone with knowledge of the process to call him today. His number is 864-439-2833.

Thanks, Mike Shealy

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 03, 2012 11:01 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 6**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Cayden [REDACTED]
Phone: 864-[REDACTED]
Comments: Spoke with his mother Angie [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 03, 2012 9:57 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

A constituent registered herself and her husband for the ProtectMyID program online and indicated that she would like to receive alerts via email. The constituent is a senior citizen and is considering cancelling her internet connection to save money. She would like to switch her alerts from email to letter. Experian told her she would be unable to do that.

Can you confirm that this is true? Can she not switch to a letter alert?

Thank you,
Chrystal Laughlin
803-734-6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 03, 2012 11:56 AM
To: glenntandr@[REDACTED]
Subject: Email to the Governor

Mr. Glenn,

Thank you for your email to the Governor. Please try the link below to access the ProtectMyID website. The activation code is SCDOR123. The deadline to register for the ProtectMyID program is January 31, 2013. Please let me know if you continue to have problems registering for the program.

[http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980
&bcd](http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd)


Sincerely,
Chrystal Laughlin
claughlin@oepp.sc.gov

← → ID VersionID=940554&id=1001308&size=76800&ecdn= ProtectMyID.com | Get Full... x

File Edit View Favorites Tools Help

x

Suggested Sites Amazon.com - Online Sh... eBay Daily Deal See What's Hot 12/31... HP Games - Top Games Get more Add



If you are looking for Business Credit Monitoring, [click here](#) or go to: SmartBusinessReports.com/SouthCarolina

Register for your complimentary membership to ProtectMyID™ AI

Experian® will provide the following at no cost one year after enrollment:

- ▶ **Credit Report:** You will get a free copy of your Experian® credit report
- ▶ **Daily Credit Monitoring:** You will receive alerts regarding key change credit report, including new inquiries, newly opened accounts, delinquent medical collections reported on your Experian®, Equifax® and TransUnion reports for one year.
- ▶ **Identity Theft Resolution:** If you have been a victim of identity theft assigned a dedicated, U.S.-based Experian® Identity Theft Resolution Agent walk you through the fraud resolution process from start to finish.
- ▶ **Identity Theft Insurance:** If you have been a victim of identity theft, immediately be covered by a \$1 Million insurance policy that can help pay certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers for one year.
- ▶ **ExtendCARE:** You will get full access to personalized assistance from a trained Fraud Resolution Agent even after the initial one year ProtectMyID membership expires.

Please enter your Activation Code:

Click to Register Your Activation Code

Or call us toll-free at 1-866-578-5422

Or email the help desk at support@protectmyid.com, include your full For specific SCDOR Security Breach FAQs and Customer Service hours of

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 03, 2012 1:19 PM
To: alohalv@[REDACTED]
Subject: Email to the Governor

Mrs. Hawthorne,

Thank you for your email to the Governor. In the next two weeks, letters and emails will begin being sent to those whose information was compromised in the breach. Governor Haley announced in her November 20, 2012, press conference that only electronic tax return information was compromised.

Sincerely,
Chrystal Laughlin
claughlin@oepp.sc.gov

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 03, 2012 4:08 PM
To: denise2860@[REDACTED]
Subject: Email to the Governor

Mrs. Hughes,

Thank you for your email to the Governor. Please try the link below to access the ProtectMyID website. The activation code is SCDOR123. Please let me know if you continue to have problems registering for the program.

<http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd>


Sincerely,
Chrystal Laughlin
claughlin@oepp.sc.gov
(803) 734-6299

← ID Version ID=9408547De17X53083cm6764806bede P - C X ProtectMyID.com | Get Full... X

File Edit View Favorites Tools Help

X

Suggested Sites Amazon.com - Online Sh... eBay Daily Deal See What's Hot 12/31... HP Games - Top Games Get more Add



If you are looking for Business Credit Monitoring, click here or go to: SmartBusinessReports.com/SouthCarolina

Register for your complimentary membership to ProtectMyID™ AI

Experian® will provide the following at no cost one year after enrollment:

- **Credit Report:** You will get a free copy of your Experian® credit report
- **Daily Credit Monitoring:** You will receive alerts regarding any change credit report, including new inquiries, newly opened accounts, delinquent medical collections reported on your Experian®, Equifax® and TransUnion® reports for one year.
- **Identity Theft Resolution:** If you have been a victim of identity theft, assigned a dedicated, U.S.-based Experian® Identity Theft Resolution & walk you through the fraud resolution process from start to finish.
- **Identity Theft Insurance:** If you have been a victim of identity theft, immediately be covered by a \$1 Million insurance policy that can help pay certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers for one year.
- **ExtendCARE:** You will get full access to personalized assistance from trained Fraud Resolution Agent even after the initial one year ProtectMyID membership expires.

Please enter your Activation Code:

Click to Register Your Activation Code

Or call us toll-free at 1-888-578-5422

Or email the help desk at support@protectmyid.com. Include your full For specific SCOD Security Breach FAQs and Customer Service hours of

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 04, 2012 8:27 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 7**

Please assist the following SC constituent in placing a security freeze with Experian. He was able to place freezes with TransUnion and Equifax.

Please confirm when the freeze has been placed.

Name: Robert [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 04, 2012 11:00 AM
To: LHentz312@[REDACTED]
Subject: Email to the Governor

Ms. Hentz,

Thank you for your email to the Governor. In the next two weeks, letters and emails will begin being sent to those whose information was compromised in the breach. Governor Haley announced in her November 20, 2012, press conference that only electronic tax return information was compromised.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 04, 2012 1:48 PM
To: rpease6078@[REDACTED]
Subject: Email to the Governor

Mr. Pease,

Thank you for your email to the Governor. Please try the link below to access the ProtectMyID website. The activation code is SCDOR123. The deadline to register for the ProtectMyID program is January 31, 2013. Please let me know if you continue to have problems registering for the program.

<http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd>


Sincerely,
Chrystal Laughlin
claughlin@oepp.sc.gov

[VersionID=940&SiteID=100330&sc=67690&bcd=](#)

[ProtectMyID.com | Get Full...](#)

[File](#)
[Edit](#)
[View](#)
[Favorites](#)
[Tools](#)
[Help](#)

[Suggested Sites](#)
[Amazon.com - Online Sh...](#)
[eBay Daily Deal](#)
[See What's Hot 12/3/...](#)
[HP Games - Top Games](#)
[Get more Add](#)



If you are looking for Business Credit Monitoring, [click here](#) or go to: [SmartBusinessReports.com/ SouthCarolina](#)

Register for your complimentary membership to ProtectMyID™ AI

Experian® will provide the following at no cost one year after enrollment:

- ▶ **Credit Report:** You will get a free copy of your Experian® credit report
- ▶ **Daily Credit Monitoring:** You will receive alerts regarding key change credit report, including new inquiries, newly opened accounts, delinquent medical collections reported on your Experian®, Equifax® and TransUnion reports for one year.
- ▶ **Identity Theft Resolution:** If you have been a victim of identity theft assigned a dedicated, U.S.-based Experian® Identity Theft Resolution Agent walk you through the fraud resolution process from start to finish.
- ▶ **Identity Theft Insurance:** If you have been a victim of identity theft, immediately be covered by a \$1 Million insurance policy that can help pay certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers for one year.
- ▶ **ExtendCARE:** You will get full access to personalized assistance from trained Fraud Resolution Agent even after the initial one year ProtectMy membership expires.

Please enter your Activation Code:

Click to Register Your Activation Code

Or call us toll-free at 1-866-578-5422

Or email the help desk at [support@protectmyid.com](#). Include your full

For specific SCOR Security Breach FAQs and Customer Service hours of

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 04, 2012 2:47 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 8**

Please assist SC constituent register for protection for the SCDOR breach incident. She is currently enrolled in ProtectMyID for another hacking incident, so she was told she could not be registered. She will also need to register minor dependents with the Family Secure plan.

Please confirm when her registration is complete.

Name: Tiffany [REDACTED]
Phone: 803-[REDACTED]

Thank you,
Chrystal Laughlin

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, December 05, 2012 10:18 AM
To: [REDACTED]@yahoo.com
Subject: Email to the Governor

Ms. [REDACTED]

Thank you for your email to the Governor. Your kind words and support are much appreciated.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 10:32 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

What is the status with Mr. [REDACTED]?

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:52 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel.Nevarez@experianinteractive.com
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov)
Subject: **Please assist SC constiuent**
Importance: High

Please call Mr. [REDACTED] today. I just spoke with him at home. He also gave me his cell phone number. Please let me know when both enrollments are complete.

Mr. David [REDACTED]
864-[REDACTED] home
864-[REDACTED] cell

Thanks for your support.
Katherine

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:46 PM
To: 'Mike Shealy'
Subject: RE: Experian Constituent Call

I will call Mr. David [REDACTED] personally and have an Experian specialist call him today. I will confirm with you when their enrollment process is complete. Thanks for sending this over.
Katherine

From: Mike Shealy [mailto:MikeShealy@scsenate.gov]
Sent: Friday, November 30, 2012 1:43 PM
To: Veldran, Katherine
Cc: Pitts, Ted
Subject: Experian Constituent Call

Katherine,

I received a call from Mr. David [REDACTED] who is a constituent of Senator Reese. He is having a problem with service from Experian because neither he nor his wife have a credit history over the past ten years. Apparently, he was told to call another number since he had no credit history, but he received a recording. He also tells me he is very frustrated.

So, would you please get someone with knowledge of the process to call him today. His number is 864-[REDACTED].

Thanks, Mike Shealy