

Godfrey, Rob

From: Godfrey, Rob
Sent: Saturday, October 27, 2012 5:55 PM
To: 'dcourrege@postandcourier.com'
Subject: Re: update

Got it. Thanks.

From: Courrege, Diette [<mailto:dcourrege@postandcourier.com>]
Sent: Saturday, October 27, 2012 05:04 PM
To: Godfrey, Rob
Subject: FW: update

FYI ... here's what I sent earlier, and I left a message for Jim.

From: Courrege, Diette
Sent: Saturday, October 27, 2012 4:08 PM
To: Godfrey, Rob (RobGodfrey@gov.sc.gov)
Subject: update

Rob,

Thanks again for all of your help today.

Just wanted to give you an update on where I was. I had a long and good conversation with Jim. He provided some really, really consumer-friendly information, and I appreciate you connecting us.

Also, Greg Young from Experion reached out to me via e-mail, and I've submitted questions. I'm waiting on those answers (just sent in the questions a few minutes ago).

The one question that I'm not sure whether Greg is going to answer and Jim couldn't (he didn't remember the #) was the per person dollar figure for the cost of the contract with Experion. Jim said he had that number in his office but didn't have access to today, and he couldn't give me an estimate. Could you?

And I'd like to go ahead and request a copy of the contract the state signed yesterday with Experion. I realize it's Saturday, but if there's anyone who could provide that today, that would be great.

Thanks again.
Diette

Diette Courrege Casey
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843.937.5546
843.937.5579 fax
dcourrege@postandcourier.com
<http://www.facebook.com/diettecourrege>

Godfrey, Rob

From: Godfrey, Rob
Sent: Saturday, October 27, 2012 5:57 PM
To: 'Etter_JF@sctax.org'
Subject: Re: Post and courier

Thanks for the update.

----- Original Message -----

From: Jim Etter [mailto:Etter_JF@sctax.org]
Sent: Saturday, October 27, 2012 03:32 PM
To: Godfrey, Rob
Subject: Post and courier

Had a good conversation with Diette

Sent from my iPhone

Godfrey, Rob

From: Godfrey, Rob
Sent: Saturday, October 27, 2012 9:18 PM
To: 'dcourrage@postandcourier.com'; 'Greg.Young@experianinteractive.com'
Cc: 'coquinn@postandcourier.com'
Subject: Re: From Greg Young at Experian, re; questions related to data breach resolution

Diette and Cleve,

First of all, thank you for all of your patience today. I realize you both have deadlines to meet.

Mr. Young will be in touch with you shortly.

Thanks again for your patience today and through out the last 48 hours.

Rob

From: Courrage, Diette [mailto:dcourrage@postandcourier.com]
Sent: Saturday, October 27, 2012 09:02 PM
To: Greg Young <Greg.Young@experianinteractive.com>
Cc: Godfrey, Rob; O'Quinn, Cleve <coquinn@postandcourier.com>
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

Greg,

I just want it to be clear that I sent you these questions at 4 p.m. and I'm pasting below the responses I've received. Our preference is to be able to answer these questions for the public. But in the event that you do not respond in the next 15 minutes with the answers, the article will make it clear that the Governor's Office referred questions to you, and you refused to provide the information.

Thanks.
Diette

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
3. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

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From: Courrege, Diette
Sent: Saturday, October 27, 2012 3:58 PM
To: 'Greg Young'
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

A conversation might be easier once you look at these, but happy to take your e-mail responses, too. Appreciate your help with this.

-
- How many folks have signed up for the credit protection thus far?
- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up).
- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experion service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now.
- Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it.
- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX.
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?
- Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday?
- One of the press releases said you'll provide consumers with "access to fraud resolution agents and services beyond the first year." What does that mean? Will we have to pay for that, or will the cost to access them be covered if the theft is somehow associated with this security breach? Just didn't understand what that meant.
- One reader asked me if your SSN and credit card number were involved in this breach, those who accessed it could wait years before using it to affect your finances. Is that true? And if so, wouldn't it make sense to have Experion for longer than one year? Why the one-year threshold?

- In addition to Experian, the state recommended the following: review your credit reports regularly, place fraud alerts with the three credit bureaus and place a security freeze on financial and credit information with the three credit bureaus. Are those services that you can provide to SC residents, and if so, are they covered by the state?
- What am I not asking that you want to make sure you say?

From: Greg Young [mailto:Greg.Young@experianinteractive.com]

Sent: Saturday, October 27, 2012 2:52 PM

To: Courrege, Diette

Subject: From Greg Young at Experian, re; questions related to data breach resolution

Diette,

Rob Godfrey asked that I get in touch with you regarding some questions you have. I apologize for the need to do this in email, but there is a lot going on, numbers are involved and I want to make sure I am getting you accurate information and in a format that is clear.

Please shoot me a list of questions and I will respond as quickly as possible.

Best,

Greg

Greg Young, APR

Director

Public Relations

Experian Consumer Services

Godfrey, Rob

From: Godfrey, Rob
Sent: Saturday, October 27, 2012 9:24 PM
To: 'dcourrage@postandcourier.com'
Subject: Re: From Greg Young at Experian, re; questions related to data breach resolution

I understand you had a question about the timing of the announcement:

Quote from Rob Godfrey, Haley spokesman:

"Throughout the process we spoke with law enforcement constantly, and repeatedly asked the same question, and both SLED and the Secret Service assured us the answer was no, and we acted as such. Because they made it clear no South Carolinian would be further compromised, we allowed them the time they needed to do two things: make significant progress in their investigation, and, more importantly, gather information that would help us better protect the people of our state."

From: Courrage, Diette [mailto:dcourrage@postandcourier.com]
Sent: Saturday, October 27, 2012 09:17 PM
To: Godfrey, Rob
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

Really appreciate your help today.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Saturday, October 27, 2012 9:14 PM
To: Courrage, Diette
Subject: Re: From Greg Young at Experian, re; questions related to data breach resolution

Thanks for your patience. You should hear from the company shortly.

From: Courrage, Diette [mailto:dcourrage@postandcourier.com]
Sent: Saturday, October 27, 2012 09:02 PM
To: Greg Young <Greg.Young@experianinteractive.com>
Cc: Godfrey, Rob; O'Quinn, Cleve <coquinn@postandcourier.com>
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

Greg,

I just want it to be clear that I sent you these questions at 4 p.m. and I'm pasting below the responses I've received. Our preference is to be able to answer these questions for the public. But in the event that you do not respond in the next 15 minutes with the answers, the article will make it clear that the Governor's Office referred questions to you, and you refused to provide the information.

Thanks.
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- How many folks have signed up for the credit protection thus far?
- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up).
- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experian service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now.
- Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it.

- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX.
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?
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- In addition to Experion, the state recommended the following: review your credit reports regularly, place fraud alerts with the three credit bureaus and place a security freeze on financial and credit information with the three credit bureaus. Are those services that you can provide to SC residents, and if so, are they covered by the state?
- What am I not asking that you want to make sure you say?

From: Greg Young [mailto:Greg.Young@experianinteractive.com]

Sent: Saturday, October 27, 2012 2:52 PM

To: Courrege, Diette

Subject: From Greg Young at Experian, re; questions related to data breach resolution

Diette,

Rob Godfrey asked that I get in touch with you regarding some questions you have. I apologize for the need to do this in email, but there is a lot going on, numbers are involved and I want to make sure I am getting you accurate information and in a format that is clear.

Please shoot me a list of questions and I will respond as quickly as possible.

Best,

Greg

Greg Young, APR

Director
Public Relations

Experian Consumer Services

Godfrey, Rob

From: Godfrey, Rob
Sent: Saturday, October 27, 2012 9:41 PM
To: 'dcourrage@postandcourier.com'
Cc: 'Greg.Young@experianinteractive.com'
Subject: Re: From Greg Young, re: Answers to questions - round 2

As the governor said Friday, every South Carolinian should call the number and avail themselves of the free protections the state is offering, and they should do it sooner rather than later.

From: Courrage, Diette [mailto:dcourrage@postandcourier.com]
Sent: Saturday, October 27, 2012 09:27 PM
To: Greg Young <Greg.Young@experianinteractive.com>
Cc: Godfrey, Rob
Subject: RE: From Greg Young, re: Answers to questions - round 2

Rob, my question was this:

Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experion service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said that was a good point and that would be a question for Experian. I do know a lot of people are concerned that they're not able to access the system now

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 9:25 PM
To: Courrage, Diette
Cc: Godfrey, Rob (RobGodfrey@gov.sc.gov)
Subject: RE: From Greg Young, re: Answers to questions - round 2

I believe that contact should be Rob Godfrey (cc'd here). It is my understanding that he can identify an individual to respond, or can get the information from a qualified expert. I will continue to provide you answers to questions related to the monitoring and ID protection product.

Best,

Greg

Greg Young, APR
Director
Public Relations/Consumer Engagement

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Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Courrege, Diette [mailto:dcourrege@postandcourier.com]
Sent: Saturday, October 27, 2012 6:22 PM
To: Greg Young
Subject: RE: From Greg Young, re: Answers to questions - round 2

The state being who? Etter didn't have the information to answer the question.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 9:21 PM
To: Courrege, Diette
Subject: FW: From Greg Young, re: Answers to questions - round 2

Diette –

In regards to Mr. Etter's comments, I have confirmed that the State would prefer to answer that question. Again, I am working as quickly as I can get confirmation on the accuracy of the information I am providing.

Best,

Greg

Greg Young
Director, Public Relations
Experian Consumer Services

From: Greg Young
Sent: Saturday, October 27, 2012 6:15 PM
To: 'Courrege, Diette'
Subject: RE: From Greg Young, re: Answers to questions - round 2

Hi Diette –

Responses below. I apologize for the delay, but I am committed to getting you accurate information.

Greg Young
Director, Public Relations
Experian Consumer Services

From: Courrege, Diette [mailto:dcourrege@postandcourier.com]
Sent: Saturday, October 27, 2012 5:56 PM
To: Greg Young
Subject: RE: From Greg Young, re: Answers to questions - round 1

This is really disappointing, Greg. Why did you reduce my questions to those three? I'm most interested in answers that aren't listed here, specifically:

- How many folks have signed up for the credit protection thus far? **WE ARE STILL DETERMINING THAT NUMBER**

- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up). **THE STATE WILL NEED TO ANSWER THAT QUESTION**
- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experian service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now. **I AM WORKING ON GETTING YOU A CLEAR ANSWER ON THIS.**
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS. THE CODE BEING DISTRIBUTED NOW IS A "ONE-TIME" USE. ANYONE WHO HAS USED THE CURRENT CODE WILL NOT BE REQUIRED TO CALL BACK IN FOR AN INDIVIDUAL CODE. THEIR REGISTRATIONS ARE COMPLETED.**
- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX. **RE-ENROLLMENT WILL BE OFFERED TO EACH INDIVIDUAL AT THE END OF A YEAR.**

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]
Sent: Saturday, October 27, 2012 8:52 PM
To: Courrage, Diette
Subject: From Greg Young, re: Answers to questions - round 1

Diette,

Here are three answers. Struggling on 4th. Will get that to you in next 10 minutes.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
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Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Godfrey, Rob
Sent: Saturday, October 27, 2012 8:19 PM
To: [REDACTED]@gmail.com'; 'Greg.Young@experianinteractive.com'; Stirling, Bryan
Cc: 'Ken.Chaplin@experianinteractive.com'; 'Joshua.Light@experianconsumerdirect.com'; 'Ken.Bixler@experianinteractive.com'; 'ofonseca@experianinteractive.com'
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Question: are you in contact with the reporter to ensure that she understands that answers are coming her way tonight? We don't want the paper to run a story without Experian's answers and information - but more importantly we don't want the taxpayers of our state to be without the information.

Please let me know.

Rob

From: Tim Pearson [[mailto:\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]
Sent: Saturday, October 27, 2012 08:16 PM
To: Godfrey, Rob; 'Greg.Young@experianinteractive.com' <Greg.Young@experianinteractive.com>; Stirling, Bryan
Cc: 'Ken.Chaplin@experianinteractive.com' <Ken.Chaplin@experianinteractive.com>; 'Joshua.Light@experianconsumerdirect.com' <Joshua.Light@experianconsumerdirect.com>; 'Ken.Bixler@experianinteractive.com' <Ken.Bixler@experianinteractive.com>; 'ofonseca@experianinteractive.com' <ofonseca@experianinteractive.com>
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Thanks, Greg. I think the answers to questions 3 and 4 are fine. I don't think the answers to questions 1 and 2 do enough to address the concerns of the reporter, and ultimately, the reader. And honestly, we don't know the answers - y'all do - so we'll have to rely on you for the information.

On question #1:

Will we be providing service to everyone in the state, or just those who we know to be compromised? Either option seems to me to be totally appropriate, but if it's the former, we should say so, if it is the latter, we should say so and also be prepared to explain how we distinguish the two.

On question #2:

What does the code that everyone is getting them enable them to do? Does it give them the ability to enter further information and then receive services? That was my understanding, and if that is true, we should say so.

Thanks -
Tim
Sent from my Verizon Wireless BlackBerry

From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Sat, 27 Oct 2012 20:01:25 -0400
To: 'Greg.Young@experianinteractive.com' <Greg.Young@experianinteractive.com>; Stirling, Bryan <BryanStirling@gov.sc.gov>

Cc: 'Ken.Chaplin@experianinteractive.com'<Ken.Chaplin@experianinteractive.com>;
'Joshua.Light@experianconsumerdirect.com'<Joshua.Light@experianconsumerdirect.com>;
'Ken.Bixler@experianinteractive.com'<Ken.Bixler@experianinteractive.com>;
'ofonseca@experianinteractive.com'<ofonseca@experianinteractive.com>;
'tpearson@gmail.com'<[REDACTED]@gmail.com>
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Looping Tim Pearson in.

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]
Sent: Saturday, October 27, 2012 07:58 PM
To: Godfrey, Rob; Stirling, Bryan
Cc: Ken Chaplin <Ken.Chaplin@experianinteractive.com>; Joshua Light <Joshua.Light@experianconsumerdirect.com>;
Ken Bixler <Ken.Bixler@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>
Subject: Rob and Bryan, please review - TIME SENSITIVE

Rob and Bryan,

I am not prepared to answer all of the Post and Courier questions at this point, but here are answers for the ones I feel we can answer. Obviously the paper needs this soon for EOD publishing.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **THE STATE HAS INDICATED THAT SOUTH CAROLINA TAXPAYERS DATING BACK TO 1998 SHOULD REGISTER.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **THE CURRENT CODE OPTION IS IN PLACE TO HELP WITH THE TREMENDOUS CALL VOLUME AND PROVIDE A BETTER EXPERIENCE FOR CALLERS. THE INTENT IS TO RETURN TO LIVE SUPPORT FOR ALL CALLERS ONCE THE CALL VOLUME DECREASES.**
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Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Godfrey, Rob
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To: Stirling, Bryan; 'Greg.Young@experianinteractive.com'
Cc: 'Ken.Chaplin@experianinteractive.com'; 'Joshua.Light@experianconsumerdirect.com'; 'Ken.Bixler@experianinteractive.com'; 'ofonseca@experianinteractive.com'; [REDACTED]@gmail.com'
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

Looping Tim in here.

From: Stirling, Bryan
Sent: Saturday, October 27, 2012 08:26 PM
To: 'Greg.Young@experianinteractive.com' <Greg.Young@experianinteractive.com>; Godfrey, Rob
Cc: 'Ken.Chaplin@experianinteractive.com' <Ken.Chaplin@experianinteractive.com>; 'Joshua.Light@experianconsumerdirect.com' <Joshua.Light@experianconsumerdirect.com>; 'Ken.Bixler@experianinteractive.com' <Ken.Bixler@experianinteractive.com>; 'ofonseca@experianinteractive.com' <ofonseca@experianinteractive.com>
Subject: Re: Rob and Bryan, please review - TIME SENSITIVE

1). All SC taxpayers from 1998 to present will be covered by this service at no cost to them.

2) SC officials are monitoring the situation and will after consulting with Experian decide when to go back to the individual identifiers, our focus right now is to protect each effected taxpayer and SC will keep monitoring the call center and until we sure all effected taxpayers are able to register without unreasonable delay we will maintain the current process.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 07:58 PM
To: Godfrey, Rob; Stirling, Bryan
Cc: Ken Chaplin <Ken.Chaplin@experianinteractive.com>; Joshua Light <Joshua.Light@experianconsumerdirect.com>; Ken Bixler <Ken.Bixler@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>
Subject: Rob and Bryan, please review - TIME SENSITIVE

Rob and Bryan,

I am not prepared to answer all of the Post and Courier questions at this point, but here are answers for the ones I feel we can answer. Obviously the paper needs this soon for EOD publishing.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **THE STATE HAS INDICATED THAT SOUTH CAROLINA TAXPAYERS DATING BACK TO 1998 SHOULD REGISTER.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?**THE CURRENT**

CODE OPOTION IS IN PLACE TO HELP WITH THE TREMENDOUS CALL VOLUME AND PROVIDE A BETTER EXPERIENCE FOR CALLERS. THE INTENT IS TO RETURN TO LIVE SUPPORT FOR ALL CALLERS ONCE THE CALL VOLUME DECREASES.

3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
4. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 1:08 PM
To: 'CheekS@sctax.org'
Cc: [REDACTED]@gmail.com
Subject: Re: Phone interview

Great. This answers basic questions about the situation and protection program. Send it their way:

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

Anyone who has filed a South Carolina tax return since 1998 should take the following steps:

1. Call 1-866-578-5422 where you will enroll in a consumer protection service. The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus: The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year.

----- Original Message -----

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Sunday, October 28, 2012 01:01 PM
To: Godfrey, Rob
Cc: [REDACTED]@gmail.com <[REDACTED]@gmail.com>
Subject: Re: Phone interview

I've already spoken with him at 11 this morning. Basic questions about the situation and protection program...

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

On Oct 28, 2012, at 12:23 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

> Samantha,

>

> Please reach out to the reporter and figure out what questions they have. Submit answers to them in writing. Shoot the written answers my way, and we'll sign off.

>

> Rob

>

> ----- Original Message -----

> From: Jim Etter [mailto:[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]

> Sent: Sunday, October 28, 2012 12:14 PM

> To: Samantha Cheek <CheekS@sctax.org>

> Cc: Godfrey, Rob

> Subject: Re: Phone interview

>

> Ron,

> Are handling this????

> Jim

>

> Sent from my iPhone

>

> On Oct 28, 2012, at 10:27 AM, "Samantha Cheek" <CheekS@sctax.org> wrote:

>

>> Later this morning with WPDE to answer questions.

>>

>> Samantha Cheek

>> SC Department of Revenue

>> (803) 898-5281

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 1:32 PM
To: 'CheekS@sctax.org'
Subject: Re: Fwd: WTMA1250AM Charleston Guest Invite

Experian contact: Greg Young Greg.Young@experianinteractive.com

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Sunday, October 28, 2012 01:23 PM
To: Godfrey, Rob
Subject: Fwd: WTMA1250AM Charleston Guest Invite

Rob, please see below..

Also, I received a questions regarding signing up the deceased for the protection plan. Do you have a contact at Experian?

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

Begin forwarded message:

From: "Tara Servatius" <Tara.Servatius@cumulus.com>
Date: October 28, 2012, 1:19:30 PM EDT
To: "Samantha.Cheek@sctax.org" <Samantha.Cheek@sctax.org>
Subject: WTMA1250AM Charleston Guest Invite

Hello.

We're already getting emails asking about the SSN #s and what people should do. I was hoping we could have someone on to talk about the situation and what people can expect.

The show runs from 6:00 to 10:00 am Monday through Friday. I'd love to have someone on Monday morning to talk about the situation if that is possible.

Thank you!

Tara Servatius
Host, WTMA 1250 AM, Charleston

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Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 2:19 PM
To: 'CheekS@sctax.org'
Subject: Re: WTMA1250AM Charleston Guest Invite

Reach out to Consumer Affairs, and have a surrogate from their operation get on the radio. Thanks Samantha.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Sunday, October 28, 2012 02:17 PM
To: Godfrey, Rob
Subject: Re: WTMA1250AM Charleston Guest Invite

Thanks... How would you like for me to handle the radio request below?

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

On Oct 28, 2012, at 1:32 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

Experian contact: Greg Young Greg.Young@experianinteractive.com

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Sunday, October 28, 2012 01:23 PM
To: Godfrey, Rob
Subject: Fwd: WTMA1250AM Charleston Guest Invite

Rob, please see below..

Also, I received a questions regarding signing up the deceased for the protection plan. Do you have a contact at Experian?

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

Begin forwarded message:

From: "Tara Servatius" <Tara.Servatius@cumulus.com>
Date: October 28, 2012, 1:19:30 PM EDT
To: "Samantha.Cheek@sctax.org" <Samantha.Cheek@sctax.org>
Subject: WTMA1250AM Charleston Guest Invite

Hello.

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Thank you!

Tara Servatius
Host, WTMA 1250 AM, Charleston

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Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 3:23 PM
To: 'CheekS@sctax.org'
Subject: Re: Hacked FAQ's

Note: news conference is Monday, not Tuesday.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Sunday, October 28, 2012 03:18 PM
To: Godfrey, Rob
Subject: Re: Hacked FAQ's

Very helpful. Thanks.

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

On Oct 28, 2012, at 3:11 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

FYI

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 03:11 PM
To: 'slittlefield@wistv.com' <slittlefield@wistv.com>
Subject: Re: Hacked FAQ's

Susan-Elizabeth,

First of all, thanks for reaching out. It's good to hear from you. We're going to get you and your viewers every bit of information y'all need during this process.

Second, you and your viewers can rest assured that all dependents of taxpayers will be protected. No question.

Third, for your planning purposes, the governor - and the state officials from Friday's news conference - will hold a 10 AM Statehouse news conference on Tuesday to update taxpayers with the latest information about what they can and should do to protect themselves. In the meantime, every South Carolinian should call the number (information below) and avail themselves of the free protections the state is offering, and they should do it sooner rather than later. Remember, as the governor said Friday, although we have been attacked, we aren't going to be victims.

Again, thanks for reaching out.

Rob

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social

Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&>
Attached you will find a press kit that includes consumer safety solutions.

Anyone who has filed a South Carolina tax return since 1998 should take the following steps:

1. Call 1-866-578-5422 where you will enroll in a consumer protection service. The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year.

From: Littlefield, Susan [<mailto:slittlefield@wistv.com>]
Sent: Sunday, October 28, 2012 02:42 PM
To: Godfrey, Rob
Subject: Hacked FAQ's

Rob,

I'm getting a stream of the same questions over and over. Who do you think would be my best point of contact this afternoon to give me some answers over the phone. A lot of people are worried about their kids info.

Hopefully if I can answer some of these, it will cut down on the call volume for all parties.

Appreciate your help as always.

Susan-Elizabeth Littlefield

Anchor/Reporter

WIS-TV

C:803.608.5731

☺ Let's connect on FB or Twitter! Click below to follow me online!

<image001.jpg><image002.jpg><image003.png>

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 3:50 PM
To: 'SLewis@wspa.com'
Subject: Re: PRESS CONF MONDAY?

True.

From Twitter:

@RobGodfrey: Gov. @NikkiHaley SLED Chief Mark Keel & state officials to hold 10 AM Statehouse news conference Monday to deliver #SChacked update.

From: SLewis@wspa.com [<mailto:SLewis@wspa.com>]
Sent: Sunday, October 28, 2012 03:48 PM
To: Godfrey, Rob
Subject: PRESS CONF MONDAY?

Good afternoon,

We have received information that the Governor will answer questions about the security breach at 10 a.m. Monday. Is this true? If so can you provide any details?

Thanks,
Sara

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 4:02 PM
To: 'tcsmith@greenvillenews.com'
Subject: 10 AM Statehouse news conference -- update on DOR situation

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 9:10 AM
To: 'shawn@patch.com'
Subject: Fw: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

From: Taillon, Jeff
Sent: Monday, October 29, 2012 08:19 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY
State officials will provide update on S.C. DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter and other officials

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 9:05 AM
To: 'Greg.Suskin@wsoc-tv.com'
Subject: Re: S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

We typically run a little late, as you know, so I'd encourage you to come.

----- Original Message -----

From: Suskin, Greg (CMG-Charlotte) [mailto:Greg.Suskin@wsoc-tv.com]
Sent: Monday, October 29, 2012 09:02 AM
To: Godfrey, Rob
Subject: Re: S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Rob. Any way to push back this news conference. To say 11?
Really short notice today. We'd like to come from Rock Hill.
Greg

On Oct 26, 2012, at 3:36 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

> S.C. Department of Revenue Responds to Cyber Attack, Will Provide
> Credit Monitoring and Identity Theft Protection to Taxpayers Hacker
> illegally obtained credit card and Social Security numbers
>
> COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.
>
> ***Press kit attached with information regarding the chronology of the
> investigation and consumer safety solutions is attached.***
>
> To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.
>
> “On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers,” said DOR Director James Etter. “We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor’s office.”
>
> Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world’s top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.
>

> On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department's knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department's knowledge, secured.

>
> "The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," said Gov. Nikki Haley. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected."

>
> Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

>
> Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year.

>
> In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- >
- > • Regularly review credit reports;
 - > • Place fraud alerts with the three credit bureaus;
 - > • Place a security freeze on financial and credit information with the three credit bureaus.

>
> If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

>
> "From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we've taken has been consistent with that priority," Etter said. "We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation."

> -###-

>
> Rob Godfrey
> Office of Gov. Nikki Haley
> O: (803) 734-5074 | C: (803) 429-5086

>
> <Media_Release_10262012.pdf>

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 8:47 AM
To: 'jlimon@hearst.com'
Subject: Re: WYFF issue

The governor won't be available for a one-on-one, but WIS will be here for the 10 AM newser - y'all content share with WIS, right?

From: Limon, Janice L [<mailto:jlimon@hearst.com>]
Sent: Monday, October 29, 2012 08:43 AM
To: Godfrey, Rob
Subject: WYFF issue

Rob,

Due to the late notice on this important news conference, WYFF from Greenville will not be able to attend. We SHOULD be there, but there is just no way for us to scramble a crew together that quickly.

Is there any way we could get a 1 on 1 interview with the governor, since we can't be at the news conference?

At this point, we could be there by 11 or 11:15.

Please let me know asap.

Thanks,

Janice at WYFF



Janice Limon

WYFF News 4 Executive Producer

Direct 864 240 5256

Fax 864 240 5305

jlimon@hearst.com

WYFF NEWS 4 WYFF 4.COM

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 8:25 AM
To: Taillon, Jeff
Subject: Re: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Start making follow up calls now. TV stations. Start in Midlands. Make sure you touch each one in the Upstate, Midlands and Pee Dee/Grand strand. Thanks.

From: Taillon, Jeff
Sent: Monday, October 29, 2012 08:19 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY *State officials will provide update on S.C. DOR information security breach*

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter and other officials

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.
-###-

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 8:15 AM
To: 'Cody.Alcorn@foxcarolina.com'
Subject: Re: Newser @ 10

First floor lobby, Statehouse, 10 AM

From: Cody Alcorn [<mailto:Cody.Alcorn@foxcarolina.com>]
Sent: Monday, October 29, 2012 08:13 AM
To: Godfrey, Rob
Subject: Newser @ 10

Can you just confirm the news conference at 10AM and where it will happen?

Thanks,

Cody Alcorn
The Morning News
WHNS-TV | Meredith Corporation
21 INTERSTATE COURT, GREENVILLE, SC 29615
T: 864-213-2232 | C: 864-905-9559
cody.alcorn@foxcarolina.com



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Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 11:22 PM
To: 'LCollins@wcbd.com'
Subject: Re: Press Conference?

10 AM. First floor lobby. SC Statehouse. She and other state officials will update South Carolinians on DOR.

----- Original Message -----

From: LCollins@wcbd.com [mailto:LCollins@wcbd.com]
Sent: Sunday, October 28, 2012 11:19 PM
To: Godfrey, Rob
Subject: Press Conference?

Hey Rob,

Does Gov. Haley have a press conference planned for tomorrow? If so when and where will it be held and what is the subject matter?

Thanks!
Larry Collins
WCBD
Charleston

Sent from my iPhone

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 7:09 AM
To: 'slargen@postandcourier.com'
Subject: Re: news conference Monday

Firsrt floor. Same plaxe as always.

----- Original Message -----

From: Largen, Stephen [<mailto:slargen@postandcourier.com>]
Sent: Monday, October 29, 2012 12:32 AM
To: Godfrey, Rob
Subject: news conference Monday

Dis a release go out? I assume it's on the first floor?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 8:58 PM
To: 'ashain@thestate.com'
Subject: Please forward

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 07:53 PM
To: 'cleblanc@thestate.com' <cleblanc@thestate.com>
Subject: Re: What's up? Unable to get to a phone right now

- 1) Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive.
- 2) The moment we learned there were waits for callers trying to contact the call center, we made sure the number of customer services assisting taxpayers was increased - and the number of representatives has continued to increase over the weekend. We also enabled people to get an immediate code and sign on online without having to wait to speak to a representative. If we need to take any further action to make sure our taxpayers are protected, we will do so - and do so swiftly.
- 3) Mandiant has already determined where the breach occurred and has closed the hole.

From: LeBlanc, Clif [mailto:cleblanc@thestate.com]
Sent: Sunday, October 28, 2012 06:25 PM
To: Godfrey, Rob; Clif LeBlanc <cleblanc@thestate.com>
Subject: Re: What's up? Unable to get to a phone right now

Rob,

Mr. Etter has told WIS that it will take "a few days" before a taxpayer who has submitted his/her name to the protectmyid.com web site to learn whether their tax records were misused and therefore subject to the one year free credit monitoring. Is that the case, and, if so, how long is a few days (2, 3, 5, 10)?

Has state govt. decided to do anything beyond what was announced Friday, such as adding for phone lines, more people to answer calls, or any similar means of providing quicker responses to taxpayers?

When will the state/Mandiant know where the hacker(s) got access to full tax returns that include addresses, children's names, charitable giving, tax delinquencies, etc.?

Clif

On Sun, Oct 28, 2012 at 6:03 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Clif,

As far as I know Director Etter isn't doing a media round today - he's currently working on making sure that everything that needs to happen to protect taxpayers is being done. He's going to be at the press conference tomorrow precisely to answer and question's y'all have. But, if there's anything you think you need to know tonight, I'll get it answered for you.

If you have any questions or concerns related to the call center that has been set up to assist taxpayers, I will make sure you are set up to talk to Experian as soon as possible.

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In the meantime, every South Carolinian should call the number (information below) and avail themselves of the free protections the state is offering, and they should do it sooner rather than later. Remember, as the governor said Friday, although we have been attacked, we aren't going to be victims.

Again, thanks for reaching out.

Rob

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

Anyone who has filed a South Carolina tax return since 1998 should take the following steps:

1. Call [1-866-578-5422](tel:1-866-578-5422) where you will enroll in a consumer protection service. The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year.

From: LeBlanc, Clif [<mailto:cleblanc@thestate.com>]

Sent: Sunday, October 28, 2012 05:50 PM

To: Godfrey, Rob

Subject: Re: What's up? Unable to get to a phone right now

Your DOR director is doing media interviews, I'd like to talk to him this afternoon.

In addition, what are y'all doing about the conflicting times for Monday's news conference and the phone conference for legislators?

Clif LeBlanc

On Sun, Oct 28, 2012 at 5:46 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 7:38 PM
To: 'cleblanc@thestate.com'
Subject: Re: What's up? Unable to get to a phone right now

Will have you everything you need on this front shortly.

From: LeBlanc, Clif [<mailto:cleblanc@thestate.com>]
Sent: Sunday, October 28, 2012 06:25 PM
To: Godfrey, Rob; Clif LeBlanc <cleblanc@thestate.com>
Subject: Re: What's up? Unable to get to a phone right now

Rob,

Mr. Etter has told WIS that it will take "a few days" before a taxpayer who has submitted his/her name to the protectmyid.com web site to learn whether their tax records were misused and therefore subject to the one year free credit monitoring. Is that the case, and, if so, how long is a few days (2, 3, 5, 10)?

Has state govt. decided to do anything beyond what was announced Friday, such as adding for phone lines, more people to answer calls, or any similar means of providing quicker responses to taxpayers?

When will the state/Mandiant know where the hacker(s) got access to full tax returns that include addresses, children's names, charitable giving, tax delinquencies, etc.?

Clif

On Sun, Oct 28, 2012 at 6:03 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:
Clif,

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Clif LeBlanc

On Sun, Oct 28, 2012 at 5:46 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 7:07 PM
To: 'KellyGolden2@clearchannel.com'
Subject: Re: Hacking help ...

I'll check the governor's availability with our scheduler, but, given that it's late on a Sunday, I'm not sure when I'll hear back.

From: Golden, Kelly [<mailto:KellyGolden2@clearchannel.com>]
Sent: Sunday, October 28, 2012 07:05 PM
To: Godfrey, Rob
Subject: RE: Hacking help ...

Show is live 6-9 a.m 'in the morning' so I'll find consumer affairs contact info. if you have a name (state?). Also, is that a no on the governor? Thanks for rapid response - Kg, 94.3 WSC

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Sunday, October 28, 2012 5:56 PM
To: Golden, Kelly
Subject: Re: Hacking help ...

Consumer affairs would be your best resource. I will provide you with their contact info in the morning.

From: Golden, Kelly [<mailto:KellyGolden2@clearchannel.com>]
Sent: Sunday, October 28, 2012 06:55 PM
To: Godfrey, Rob
Subject: Hacking help ...

Is Governor Haley avail. for live interview tomorrow morning at 8:38 to :45 re: hacking update? Hotline to studio (843) 856.6176 Back up (843) 721.6397

Also, how best can I get a quick response from SLED Chief, Jim Etter & Patrick Male re: live a.m. phoner?

Thank You,

Kelly Golden, Host-'Mornings with Kelly Golden'

News Radio 94.3 WSC

Fox News Radio

Charleston, SC

Cell: (843) 696.5987

E: Kelly@943wsc.com

Godfrey, Rob

From: Godfrey, Rob
Sent: Sunday, October 28, 2012 7:54 PM
To: 'cleblanc@thestate.com'
Subject: Re: What's up? Unable to get to a phone right now

1) Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive.

2) The moment we learned there were waits for callers trying to contact the call center, we made sure the number of customer services assisting taxpayers was increased - and the number of representatives has continued to increase over the weekend. We also enabled people to get an immediate code and sign on online without having to wait to speak to a representative. If we need to take any further action to make sure our taxpayers are protected, we will do so - and do so swiftly.

3) Mandiant has already determined where the breach occurred and has closed the hole.

From: LeBlanc, Clif [mailto:cleblanc@thestate.com]
Sent: Sunday, October 28, 2012 06:25 PM
To: Godfrey, Rob; Clif LeBlanc <cleblanc@thestate.com>
Subject: Re: What's up? Unable to get to a phone right now

Rob,

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On Sun, Oct 28, 2012 at 5:46 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 9:54 AM
To: [REDACTED]@gmail.com'
Subject: Re: Rob, question: Is there a live feed of the governor's press conference this morning available anywhere?

We'll circulate video afterwards.

From: Harriet McLeod [[mailto:\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]
Sent: Monday, October 29, 2012 09:49 AM
To: Godfrey, Rob
Subject: Rob, question: Is there a live feed of the governor's press conference this morning available anywhere?

--

Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
[REDACTED]@gmail.com

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 10:35 AM
To: 'jlimon@hearst.com'
Cc: 'tberry@sled.sc.gov'
Subject: Re: WYFF issue

Video of what the governor said, including her Q and A with reporters, will be available in the video we circulate after the conclusion of the newser.

Please reach out to SLED's PIO for any questions you have for the chief. If you are unable to catch up with SLED, let me know, and I will reach out to them.

Thom Berry/SLED PIO
tberry@sled.sc.gov
803-896-7136 (Office)
803-331-7314 (Cell)

Reach out to Kathryn

From: Limon, Janice L [<mailto:jlimon@hearst.com>]
Sent: Monday, October 29, 2012 10:28 AM
To: Godfrey, Rob
Cc: Barkley, Bruce T <bbarkley@hearst.com>; Brown, Lee J <lbrown@hearst.com>; Deal, Kim A <kdeal@hearst.com>; Rodriguez, Angela M <amrodriguez@hearst.com>
Subject: RE: WYFF issue

Rob:

WYFF has been left out in the cold on this one, as I predicted.

WIS could not help us with live coverage of the news conference. Our backup was WLTX but their signal went down just as she approached the podium.

We were left with nothing.

Question 1 – can you shoot us a verbatim of what she said?

Question 2 - we will take you up on your offer to help us get an interview with Mark Keil with SLED. Our crew won't be in Columbia until noon.

Waiting for your reply.

Janice @ WYFF

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Monday, October 29, 2012 8:47 AM
To: Limon, Janice L
Subject: Re: WYFF issue

The governor won't be available for a one-on-one, but WIS will be here for the 10 AM newser - y'all content share with WIS, right?

From: Limon, Janice L [<mailto:jlimon@hearst.com>]
Sent: Monday, October 29, 2012 08:43 AM
To: Godfrey, Rob
Subject: WYFF issue

Rob,

Due to the late notice on this important news conference, WYFF from Greenville will not be able to attend. We SHOULD be there, but there is just no way for us to scramble a crew together that quickly.

Is there any way we could get a 1 on 1 interview with the governor, since we can't be at the news conference?

At this point, we could be there by 11 or 11:15.

Please let me know asap.

Thanks,

Janice at WYFF



Janice Limon

WYFF News 4 Executive Producer
Direct 864.240.5256
Fax 864.240.5305
jlimon@hearst.com

WYFF NEWS 4 **WYFF 4.COM**

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 11:26 AM
To: 'sdunning@foxcarolina.com'
Subject: Follow up

Importance: High

Thanks for reaching out to our office. I understand your frustration, and I will work to make sure we do what we can to minimize it.

That said, we will circulate video of today's news conference – just as we did Friday's – and in the meantime, please send me any questions you needed answered on the record, and I will do everything I can to get you in touch with the correct administration official. Thanks again!

Rob

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 12:36 PM
To: 'Steve Dunning'
Subject: RE: Follow up

<http://www.youtube.com/watch?v=ni9jQS3Nb80>

From: Steve Dunning [<mailto:Steve.Dunning@foxcarolina.com>]
Sent: Monday, October 29, 2012 11:47 AM
To: Godfrey, Rob
Subject: RE: Follow up

Rob,

Thanks for your email and your time this morning.

I appreciate your efforts to help us cover events in Columbia in person as much as possible. As we discussed, often an extra hour of lead time will make it possible for us to attend events like today's news conference.

Thanks again for your aid in covering this and other stories that impact residents of South Carolina.

Sincerely,

Steve

Steve Dunning
Assignment Manager
WHNS Fox Carolina
steve.dunning@foxcarolina.com
www.foxcarolina.com
Office: (864) 213-2121
Cell: (864) 444-3708



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This electronic message, including any attachments, may contain proprietary, confidential or privileged information for the sole use of the intended recipient(s). You are hereby notified that any unauthorized disclosure, copying, distribution, or use of this message is prohibited. If you have received this message in error, please immediately notify the sender by reply e-mail and delete it.

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 12:36 PM
To: 'Harriet McLeod'
Subject: RE: Rob, question: Is there a live feed of the governor's press conference this morning available anywhere?

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Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
██████████@gmail.com

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 12:36 PM
To: 'Limon, Janice L'
Subject: RE: WYFF issue

<http://www.youtube.com/watch?v=ni9jQS3Nb80>

From: Limon, Janice L [<mailto:jlimon@hearst.com>]
Sent: Monday, October 29, 2012 10:29 AM
To: Godfrey, Rob
Cc: Barkley, Bruce T; Brown, Lee J; Deal, Kim A; Rodriguez, Angela M
Subject: RE: WYFF issue

Rob:

WYFF has been left out in the cold on this one, as I predicted.

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We were left with nothing.

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Janice Limon

WYFF News 4 Executive Producer

Direct 864.240.5256

Fax 864.240.5305

jlimon@hearst.com



Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 12:54 PM
To: 'Samantha Cheek'
Subject: RE: Breech

<http://www.youtube.com/watch?v=ni9jQS3Nb80>

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Monday, October 29, 2012 11:47 AM
To: Godfrey, Rob
Subject: Re: Breech

Calling from 312 cell phone

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

On Oct 29, 2012, at 11:42 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

Call me at my desk. 4-5074

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Monday, October 29, 2012 11:40 AM
To: Godfrey, Rob
Subject: Fwd: Breech

Just making you aware of this request. I can send over all materials we've used as well as the Consumer Affairs bulletin from Friday and the video from today's news conference. Let me know if you have any other thoughts.

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

Begin forwarded message:

From: "Noelle Knell" <nknell@erepublic.com>
Date: October 29, 2012, 11:35:51 AM EDT
To: "CheekS@sctax.org" <CheekS@sctax.org>
Subject: Breech

Hi Samantha,

I'm a staff writer for Government Technology (govtech.com) and I'd like to talk to someone in your office regarding the recent security breach. I've read your press release and followed some of the other news coverage, but our story would take a little bit

different approach. Our interest is really to offer some lessons learned on the breach, so that other government agencies might learn from this.

Please let me know who would be the best person to talk to on this.

Thanks in advance for your help, Samantha.

Best regards,
Noelle Knell
Staff Writer
www.govtech.com
(916) 932-1486
@GovTechNoelle

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:02 PM
To: 'Greg Young'
Subject: RE: Referred by Rob Godfrey

Importance: High

Greg -

Call me.

Rob

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:07 PM
To: 'Samantha Cheek'
Subject: RE: Questions

Call me. At desk.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Monday, October 29, 2012 1:06 PM
To: Godfrey, Rob
Subject: FW: Questions

... FYI, I sent the video for this one.

From: Knight, Deja [<mailto:dknight@live5news.com>]
Sent: Monday, October 29, 2012 12:22 PM
To: Samantha Cheek
Cc: All WCSC Desk
Subject: Questions

Hey Samantha,

Thanks so much for the help! Here are the list of questions from our viewers.

I get my refund direct deposited into my checking account each year. I don't see unusual activity on my checking account but could my account number have been compromised in addition to my SSN?

I signed up online for the one-year protection. How can I be sure I am being protected?

I did a fraud alert with the credit reporting agency. Should I also do the more severe 'security alert' too? It seems very disruptive.

I signed up for the year's protection but I still don't know if my SSN was stolen. What will happen if it is confirmed that mine was stolen? Will someone tell me? What will happen if it is determined mine was not stolen? How will I know that?

When I call 1-866-578-5422 I only get a recording. If I stay on the line, will it eventually take me to a real person? Is there another number I should call?

What happens after the protection expires after one year? What is the state's plan of action for the future?

What if I was a SC resident and moved to another state? Will I be qualified to receive the free protection?

Thanks so much!

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:16 PM
To: 'cheeks@sctax.org' (cheeks@sctax.org)
Subject: FW: SC Department of Revenue Cyber Attack

From: Jim Etter [mailto:Etter_JF@sctax.org]
Sent: Monday, October 29, 2012 1:11 PM
To: Godfrey, Rob
Cc: Harry Cooper
Subject: Fwd: SC Department of Revenue Cyber Attack

Do you us to respond

Sent from my iPhone

Begin forwarded message:

From: "Harry Cooper" <COOPERH@sctax.org>
Date: October 29, 2012, 12:56:14 PM EDT
To: "Jim Etter" <Etter_JF@sctax.org>
Subject: FW: SC Department of Revenue Cyber Attack

...do you want to reply?

From: Tom Britt [<mailto:tomb@bankoftravelersrest.com>]
Sent: Monday, October 29, 2012 12:16 PM
To: Director
Cc: Harry Cooper; Alvin "Mont" Alexander; watts@sctax.org; Nancy Wilson; Sherrie McTeer; Meredith Cleland; Mike Garon; kimpsom@sctax.org; Rick Handel; Kimberly Haley
Subject: SC Department of Revenue Cyber Attack

Director Etter:

I work for Bank of Travelers Rest in Travelers Rest, SC. I have a question I need to help our customers with, the questions is: Where the bank account numbers and bank routing numbers of our Customers, your Taxpayers compromised in this Cyber Attack? As you know when Taxpayers get a refund from the State many times they have the money deposited directly into their checking account-this is done with the information, bank account number and bank routing number provided by the Taxpayer to the State this potentially seems to be the most dangerous concern other than Social Security Numbers being breached. With SS#'s and bank account numbers and routing numbers a lot of damage can be done. How do we respond to our customers? Many of our customers depend on the Bank of Travelers Rest for all of their financial advice and many of our customers are very scared and concerned, we want to direct them in a professional and accurate manor.

An immediate response would be greatly appreciated. The 1-866-578-5422 phone number I cannot get through, the last time I tried it simply hung up or the line went dead.

Thanks for your time and look forward to hearing from you!

Tom Britt
Executive Vice President
864-660-7638

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:22 PM
Subject: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today provided reporters with an update on the S.C. DOR information security breach and discussed consumer safety solutions available to South Carolinians during a Statehouse press conference. S.C. DOR announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

Video of today's Statehouse press conference, including remarks by the governor and Chief Keel as well as a media availability, is available here: <http://www.youtube.com/watch?v=ni9jQS3Nb80>

As of Monday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 455,000 calls and approximately 154,000 signups. Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

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- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
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- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:32 PM
To: 'Courrege, Diette'; Greg Young
Subject: RE: additional questions

Diette –

Great to hear from you. Thanks for the questions.

Greg –

Let's make sure we get these answered ASAP.

Rob

From: Courrege, Diette [<mailto:dcourrege@postandcourier.com>]
Sent: Monday, October 29, 2012 1:31 PM
To: Greg Young
Cc: Godfrey, Rob
Subject: additional questions

Greg,

Thanks for your help over the weekend.

We're going to do another Q&A for tomorrow's paper, and I had a few additional questions. They are as follows:

- We're getting A LOT of questions about the kids aspect of this. SC officials have made it clear that kids will be covered under their parents' Social Security number, even though parents don't give Experian their kids' Social Security number. The state said South Carolina taxpayers who sign up for protection will be notified about how to sign up for a "Family Secure Plan" if they claim minors as dependents. Can you explain what that Family Secure Plan is because that's not an option when you go through the online system. Do you have to call the hotline to have your children covered? How are you going to connect children to their parents' SSN? Any additional details (even if it's process) about how this works would help people understand because they don't right now.
- And the coverage of children applies to anyone under the age of 18, even if they might not have any credit yet, right?
- I asked this Saturday, and didn't get an answer (and Rob, this might be more of a state question): Those who accessed the state's files could wait years before using the information to affect residents' finances, right? If so, wouldn't it make sense to have Experian for longer than one year? Why the one-year threshold?

Thanks, Greg.
Diette

Diette Courrege Casey
The Post and Courier
134 Columbus St.
Charleston, S.C. 29403
843.937.5546

843.937.5579 fax

dcourrege@postandcourier.com

<http://www.facebook.com/diettecourrege>

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:58 PM
To: Stirling, Bryan; 'thad.westbrook@nelsonmullins.com'
Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

From: Klump, Allen [<mailto:Allen.Klump@mail.house.gov>]
Sent: Monday, October 29, 2012 1:55 PM
To: Godfrey, Rob
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

FYI, I just did this and it made me pay \$3 for my credit report

Allen G. Klump
Communications Director
The Office of Congressman Jeff Duncan SC-3
303 West Beltline Blvd.
Anderson, SC 29625
Cell: 864-915-4059



Subscribe to Rep. Duncan's
E-NEWSLETTER

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Monday, October 29, 2012 1:22 PM
Subject: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

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-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 2:26 PM
To: 'Samantha Cheek'
Subject: RE: WSOC request - local rep. to go on cam?

Let them know that.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Monday, October 29, 2012 2:09 PM
To: Godfrey, Rob
Subject: FW: WSOC request - local rep. to go on cam?

Just FYI, this is another incoming I've received. We don't have anyone in that area that can jump on camera.

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

From: Batson, Jesse (CMG-Charlotte) [<mailto:jesse.batson@wsoc-tv.com>]
Sent: Monday, October 29, 2012 1:40 PM
To: Samantha Cheek
Subject: WSOC request - local rep. to go on cam?

Hi Samantha,

My name is Jesse, with the WSOC Assignment Desk.

Our reporter Katie Burcham is following up on the security breach story today.

We have the YouTube link to the press conference that was held in Columbia, but we're wondering if there were any representatives from the Rock Hill area who would be available to talk to us on camera today.

We also heard that York Co. may be one of the areas that has the most amount of people affected. Do you know if that's the case?

-Jesse
Newsroom: 704-335-4871

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 2:32 PM
To: Patel, Swati; Schimsa, Rebecca
Subject: FW: FOIA request
Attachments: Hacking FOIA Governor.docx

.....
From: Smith, Glenn [<mailto:gsmith@postandcourier.com>]
Sent: Monday, October 29, 2012 2:30 PM
To: Godfrey, Rob
Subject: FOIA request

Rob,
Attached is a FOIA request related to the hacking of DOR computers. Thanks in advance for your assistance with this matter.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 2:44 PM
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TUESDAY

Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TUESDAY

State officials will provide update on S.C. DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter will hold a press conference on Tuesday, October 30, at 9:15 AM to update the people of South Carolina on the DOR information security breach and discuss what every South Carolinian can and should do to protect themselves.

The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter

WHAT: DOR information security breach update

WHEN: TUESDAY, October 30, 9:15 AM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 2:59 PM
To: 'ABridges@wjbfc.com'
Subject: RE: On Deadline: Ashley at WJBF: DOR hacking questions

Ashley,

Great to hear from you. Feel free to use the video we circulated of the governor's morning newser. Should give you all the sound you need.

Rob

From: ABridges@wjbfc.com [<mailto:ABridges@wjbfc.com>]
Sent: Monday, October 29, 2012 11:38 AM
To: Godfrey, Rob
Subject: On Deadline: Ashley at WJBF: DOR hacking questions
Importance: High

Hi Rob,

This is Ashley from WJBF in Augusta. It was a pleasure to meet you at Governor Haley's ethics committee presser.

I have a few questions about the DOR breach and what citizens can do: I'm sure you're crazed, but could you please help me arrange a phone interview with someone in your office?

Thanks so much and I look forward to talking with you.

Warmly,
Ashley
704-813-0831

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 3:00 PM
To: 'ABridges@wjbfc.com'
Subject: RE: On Deadline: Ashley at WJBF: DOR hacking questions

Also, feel free to reach out to S.C. Consumer Affairs as well.

Carrie Lybarker
clybarker@scconsumer.gov

From: ABridges@wjbfc.com [<mailto:ABridges@wjbfc.com>]
Sent: Monday, October 29, 2012 11:38 AM
To: Godfrey, Rob
Subject: On Deadline: Ashley at WJBF: DOR hacking questions
Importance: High

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Warmly,
Ashley
704-813-0831

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 3:18 PM
To: 'Golden, Kelly'
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TUESDAY

Thom Berry/SLED PIO
tberry@sled.sc.gov
803-896-7136 (Office)
803-331-7314 (Cell)

From: Golden, Kelly [<mailto:KellyGolden2@clearchannel.com>]
Sent: Monday, October 29, 2012 3:15 PM
To: Godfrey, Rob
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TUESDAY

State Consumer Affairs Juliana Harris was on live this a.m. So thanks for headsup last night. Looking for SLED Chief or DOR Director Jim Etter. Any contact info. you can share would be appreciated. Missed the Gov. this a.m.. Thanks, Kelly G. , 94.3 WSC

Kelly Golden | Host 94.3 WSCC-FM | News & Public Affairs Director
Clear Channel Media + Entertainment
843.856.6118 | Kelly@943wsc.com
950 Houston Northcutt Boulevard | Suite 201 | Mount Pleasant, SC | 29464



- Clear Channel Media and Entertainment, with its 239 million monthly U.S. listeners, is the leading media company in America with a greater reach than any radio, digital or television outlet.

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Monday, October 29, 2012 2:44 PM
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WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

Rob Godfrey

Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 3:21 PM
To: 'tcsmith@greenvillenews.com' (tcsmith@greenvillenews.com)
Subject: Checking in

What do you need from us?

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 3:32 PM
To: Drew Stewart
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Yes. Advisory went out a half hour ago. Did y'all get it?

From: Drew Stewart [<mailto:dstewart@wach.com>]
Sent: Monday, October 29, 2012 3:23 PM
To: Godfrey, Rob
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Rob-

Is there another press briefing tomorrow? Stephen Largen tweeted out that there is one set for Tuesday morning.

DREW STEWART
ASSIGNMENT EDITOR
WACH-TV
1400 PICKENS ST.
COLUMBIA, SC 29201
(803)212-7284(o)
(803)260-2587(m)

Because electronic mail can be altered, the integrity of this communication cannot be guaranteed.

twitter.com/wachfox facebook.com/wachfox

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Monday, October 29, 2012 1:22 PM
Subject: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

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-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 3:45 PM
To: 'Largen, Stephen'
Subject: RE: Checking in

<http://www.zdnet.com/blog/security/medicaid-hack-update-500000-records-and-280000-ssns-stolen/11444>

-----Original Message-----

From: Largen, Stephen [<mailto:slargen@postandcourier.com>]
Sent: Monday, October 29, 2012 3:36 PM
To: Godfrey, Rob
Subject: RE: Checking in

-- The governor said nobody has been fired over this and the target of ire should be the hacker. Is she ruling out firing anybody at DOR going forward?

-- If this was something that was largely unpreventable, why haven't other states experienced this? Is the administration aware of any breaches of this magnitude of another state's government?

-- Were all 3.6 million social security numbers unencrypted?

Thanks

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Monday, October 29, 2012 3:21 PM
To: Largen, Stephen
Subject: Checking in

What do you need from us? We just got Diette a bunch of stuff.

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 4:12 PM
To: 'Danalynn McIntyre'
Subject: RE: Questions?

They will be protected. If they have questions, they can call S.C. Consumer Affairs at 803 734 4200

From: Danalynn McIntyre [<mailto:danalynn.mcintyre@wrwd.com>]
Sent: Monday, October 29, 2012 4:09 PM
To: Godfrey, Rob
Subject: Questions?

Good afternoon...

Did you receive my question about what to tell non-SC residents who file SC tax returns?

Thank you,
Dana Lynn McIntyre
Assignment Manager
WRDW Television
1301 Georgia Avenue
North Augusta, SC 29841
(803) 278-3111
danalynn.mcintyre@wrwd.com
www.wrdw.com

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 4:31 PM
To: 'Hicks, Brian'
Subject: RE: DOR question

Called you.

From: Hicks, Brian [<mailto:bhicks@postandcourier.com>]
Sent: Monday, October 29, 2012 4:29 PM
To: Godfrey, Rob
Subject: DOR question

Hey Rob,

Hope you aren't completely snowed under up there. Could you tell me the employment status of Michael Garon, who was/is the Chief Information Officer for the Department of Revenue? I'm hearing that he has left DOR.

If you need to talk, I'm at 843-708-1946.

Thanks,

Brian

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 5:11 PM
To: 'Largen, Stephen'
Subject: RE: Sens.Hutto, Sheheen & others letter to SC DOR

On the issue of whether business information was compromised:

Quote from Rob Godfrey, Haley spokesman: "As of now, we're not aware of any business information that has been compromised. If that changes, we'll let you know, and they'll be covered."

On the issue of whether DOR files will be encrypted:

Quote from Rob Godfrey, Haley spokesman: "We're in the process of going far beyond industry standards and encrypting all DOR files – a process that should be completed in the next 60-90 days."

-----Original Message-----

From: Largen, Stephen [<mailto:slargen@postandcourier.com>]
Sent: Monday, October 29, 2012 5:09 PM
To: Godfrey, Rob
Subject: FW: Sens.Hutto, Sheheen & others letter to SC DOR

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Phil Bailey [philcbailey@yahoo.com]
Sent: Monday, October 29, 2012 4:06 PM
To: Phillip Bailey
Subject: Sens.Hutto, Sheheen & others letter to SC DOR

Attached is a letter that Senators Brad Hutto and Vincent Sheheen and Representatives James Smith and Mia Butler Garrick sent today to the SC Dept of Revenue Director posing questions on the massive security breach of DOR computers and theft of millions of taxpayers' personal identification data.

Thanks
-Phil Bailey

Phil Bailey
philcbailey@yahoo.com<<mailto:philcbailey@yahoo.com>>
803.318.2763 (c)

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 5:12 PM
To: 'Smith, Tim'
Subject: RE: Checking in

On the issue of whether business information was compromised:

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-----Original Message-----

From: Smith, Tim [<mailto:tcsmith@greenvillenews.com>]
Sent: Monday, October 29, 2012 3:31 PM
To: Godfrey, Rob
Subject: RE: Checking in

Rob,

Still haven't heard how DOR is notifying people who haven't heard through news media, especially those in other states.

Also, if the state reaches agreement with Experian today on cost, I'd like to know. And was the \$8 (and up) wholesale rate the governor mentioned per month per person?

Thanks!

Tim _____
From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Monday, October 29, 2012 3:20 PM
To: Smith, Tim
Subject: Checking in

What do you need from us?

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 5:27 PM
To: 'kev@wvoc.com' (kev@wvoc.com)
Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Did you see all of this updated information today? The governor and state officials will hold another update tomorrow morning.

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:22 PM
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- Call 1-866-578-5422 where you will enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer residing in South Carolina who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. South Carolina taxpayers have until the end of January, 2013 to sign up. South Carolina taxpayers who sign up for protection will be notified about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.

- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 5:31 PM
To: 'Donohue, Patrick'
Subject: RE: On Deadline

Importance: High

Patrick,

First of all, thanks for reaching out - it's great to hear from you.

No. Experian will not provide free service to anyone who has not been a South Carolina taxpayer. They will verify the identity of everyone who signs up and will not charge the state for any short term costs they incur as a result of a fraudulent enrollment.

Thanks, again,

Rob

-----Original Message-----

From: Donohue, Patrick [<mailto:pdonohue@islandpacket.com>]

Sent: Monday, October 29, 2012 10:16 AM

To: Godfrey, Rob

Subject: On Deadline

Hey Rob -- Wondering if there is any concern in the Governor's office that freely providing the activation code for a year of credit monitoring services will put the state on the hook for thousands of people outside the state of South Carolina unaffected by this recent security breach? In other words, someone in Pennsylvania who has never lived in South Carolina will read The State story online, see the activation code and use it for a year of free credit monitoring and South Carolina will be left to pick up the tab. Thanks.

--

Patrick Donohue

Staff writer

The Beaufort Gazette and Island Packet

(843) 706 - 8152 (work)

(843) 321 - 9845 (mobile)

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 5:56 PM
To: 'Smith, Tim'
Subject: RE: Checking in

At least 55.

-----Original Message-----

From: Smith, Tim [<mailto:tcsmith@greenvillenews.com>]
Sent: Monday, October 29, 2012 5:16 PM
To: Godfrey, Rob
Subject: Re: Checking in

Also, can you tell me about how many lawmakers called in today?
Thanks!
Tim

Sent from my iPhone

On Oct 29, 2012, at 3:21 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov<<mailto:RobGodfrey@gov.sc.gov>>> wrote:

What do you need from us?

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 6:01 PM
Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

The governor wanted to make sure you saw the following release.

From: Godfrey, Rob
Sent: Monday, October 29, 2012 1:22 PM
Subject: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today provided reporters with an update on the S.C. DOR information security breach and discussed consumer safety solutions available to South Carolinians during a Statehouse press conference. S.C. DOR announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

Video of today's Statehouse press conference, including remarks by the governor and Chief Keel as well as a media availability, is available here: <http://www.youtube.com/watch?v=ni9jQS3Nb80>

As of Monday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 455,000 calls and approximately 154,000 signups. Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 where you will enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer residing in South Carolina who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. South Carolina taxpayers have until the end of January, 2013 to sign up. South Carolina taxpayers who sign up for protection will be notified about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

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- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 6:05 PM
To: 'Largen, Stephen'
Subject: RE: Checking in

More info:

At least 55 legislators participated in a conference call with our office to update them on SCDOR's information security breach.

-----Original Message-----

From: Largen, Stephen [<mailto:slargen@postandcourier.com>]
Sent: Monday, October 29, 2012 3:36 PM
To: Godfrey, Rob
Subject: RE: Checking in

-- The governor said nobody has been fired over this and the target of ire should be the hacker. Is she ruling out firing anybody at DOR going forward?

-- If this was something that was largely unpreventable, why haven't other states experienced this? Is the administration aware of any breaches of this magnitude of another state's government?

-- Were all 3.6 million social security numbers unencrypted?

Thanks

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Monday, October 29, 2012 3:21 PM
To: Largen, Stephen
Subject: Checking in

What do you need from us? We just got Diette a bunch of stuff.

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 6:28 PM
To: 'DDYKES@greenvillenews.com'
Subject: Re: Greenville News

We should have a number to release tomorrow morning - but that estimate is astronomically high.

From: Dykes, David [mailto:DDYKES@greenvillenews.com]
Sent: Monday, October 29, 2012 06:20 PM
To: Godfrey, Rob
Subject: Greenville News

Rob –

Stephen Cobb, a California-based computer expert with the security firm ESET, said using a carefully calculated, industry-accepted cost of nearly \$200 per record breached, the price tag for South Carolina could total \$720 million for the DOR breach.

He bases that on a study this year by Deloitte and the National Association of State Chief Information Officers on cybersecurity that highlighted the challenges state enterprises and security personnel face in protecting states' critically important systems and data.

The study said government agencies have lost more than 94 million citizens' records since 2009 and the average cost per lost of breached record is \$190.

Cobb used the figures on his public blog, <http://blog.eset.com/2012/10/29/sad-state-breach-in-south-carolina-highlights-states-data-security-woes>. The Deloitte report is 2012 Deloitte-NASCIO Cybersecurity Study.

Thanks.

Dave Dykes

Godfrey, Rob

From: Godfrey, Rob
Sent: Monday, October 29, 2012 6:48 PM
To: 'tcsmith@greenvillenews.com'
Subject: Re: Checking in

No, not per month - per individual, total. If y'all will please hold tight, the governor will have a cost estimate tomorrow.

----- Original Message -----

From: Smith, Tim [<mailto:tcsmith@greenvillenews.com>]
Sent: Monday, October 29, 2012 06:45 PM
To: Godfrey, Rob
Subject: Re: Checking in

Rob,

I asked before but wanted to know if the wholesale price of \$8 quoted by the governor was per individual per month.

Tim

Sent from my iPhone

On Oct 29, 2012, at 5:11 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

> On the issue of whether business information was compromised:

>

> Quote from Rob Godfrey, Haley spokesman: "As of now, we're not aware of any business information that has been compromised. If that changes, we'll let you know, and they'll be covered."

>

> On the issue of whether DOR files will be encrypted:

>

> Quote from Rob Godfrey, Haley spokesman: "We're in the process of going far beyond industry standards and encrypting all DOR files - a process that should be completed in the next 60-90 days."

>

> -----Original Message-----

> From: Smith, Tim [<mailto:tcsmith@greenvillenews.com>]
> Sent: Monday, October 29, 2012 3:31 PM
> To: Godfrey, Rob
> Subject: RE: Checking in

>

> Rob,

>

> Still haven't heard how DOR is notifying people who haven't heard through news media, especially those in other states.

>

> Also, if the state reaches agreement with Experian today on cost, I'd like to know. And was the \$8 (and up) wholesale rate the governor mentioned per month per person?

>

> Thanks!

>
> Tim _____
> From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
> Sent: Monday, October 29, 2012 3:20 PM
> To: Smith, Tim
> Subject: Checking in
>
> What do you need from us?
>
> Rob Godfrey
> Office of Gov. Nikki Haley
> O: (803) 734-5074 | C: (803) 429-5086
>