

**From:** Card, Rachel  
**To:** Sen. Shane Martin <[shane@senatormartin.com](mailto:shane@senatormartin.com)>  
**CC:** Veldran, Katherine <[KatherineVeldran@gov.sc.gov](mailto:KatherineVeldran@gov.sc.gov)>  
**Date:** 10/25/2013 2:00:23 PM  
**Subject:** RE: State-Provided Identity Protection Service with CSID Now Open For Enrollment

---

Senator Martin,

I just spoke with Mr. Spake on the phone. He has been able to get in touch with a CSID specialist who is confirming his eligibility. He will call me on Monday after hearing back from CSID if he has any remaining questions or issues enrolling. Please let me know if we can help further with this constituent.

Regards,  
Rachel

---

**From:** Sen. Shane Martin [<mailto:shane@senatormartin.com>]  
**Sent:** Friday, October 25, 2013 11:30 AM  
**To:** Veldran, Katherine  
**Cc:** Card, Rachel  
**Subject:** RE: State-Provided Identity Protection Service with CSID Now Open For Enrollment

Thanks!

Randy Spake  
[rspake@spartanburgcounty.org](mailto:rspake@spartanburgcounty.org)

---

**From:** Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]  
**Sent:** Friday, October 25, 2013 10:59 AM  
**To:** Shane Martin ([shane@senatormartin.com](mailto:shane@senatormartin.com))  
**Cc:** Card, Rachel  
**Subject:** FW: State-Provided Identity Protection Service with CSID Now Open For Enrollment

Can you provide us with their contact information?

We will reach out to them and make sure your constituent is taking care of 😊

Hope all is well.

Please let me know if you need anything else.

Thank you,  
Katherine

cc: Rachel Card

---

**From:** Sen. Shane Martin [<mailto:shane@senatormartin.com>]  
**Sent:** Friday, October 25, 2013 9:54 AM  
**To:** Veldran, Katherine  
**Subject:** RE: State-Provided Identity Protection Service with CSID Now Open For Enrollment

Katherine,

I received this from a constituent. How should I answer them?

Thanks, and I hope you are doing well!

Shane

HEY SHANE I TRIDE AND TRIDE TO GET THIS WEB SITE TO WORK WITH NO LUCK. I STAYED ON THE PHONE HOLDING FOR 30 MINS WITH NO ANWSER CAN YOU HELP WITH THIS BRO.

---

**From:** Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]  
**Sent:** Thursday, October 24, 2013 1:59 PM  
**To:** Veldran, Katherine  
**Subject:** State-Provided Identity Protection Service with CSID Now Open For Enrollment

Please reference the attachments and the email below.

Thank you,  
Katherine

Katherine F. Veldran  
Director of Legislative Affairs | Office of Governor Nikki Haley  
O: 803-734-5124 | C: 803-767-7583  
[KatherineVeldran@gov.sc.gov](mailto:KatherineVeldran@gov.sc.gov)

---

**From:** Card, Rachel  
**Sent:** Thursday, October 24, 2013 10:01 AM  
**To:** Card, Rachel  
**Subject:** State-Provided Identity Protection Service with CSID Now Open For Enrollment

Good morning,

Please find the following CSID/SCDOR resources attached to this email:

1. CSID/SCDOR Flyer Fact Sheet to be distributed, displayed and linked where appropriate.
2. CSID/SCDOR FAQs to be displayed, linked and referenced where appropriate.
3. CSID/SCDOR Message with character length options – to be included in emails, inserts, etc. where appropriate.

Also, the SCDOR news release on CSID Identity Protection service enrollment is below.

Please let me know if you have any questions.

Thanks,  
Rachel

Rachel Card  
Office of Governor Nikki R. Haley  
o. 803.734.0086 | m. 803.587.0286

## **NEWS RELEASE**

**South Carolina Department of Revenue**  
FOR IMMEDIATE RELEASE

### **State-Provided Identity Protection Service with CSID Now Open For Enrollment**

*Enroll at [SCIDprotection.com](http://SCIDprotection.com) or by calling 855-880-2743*

Columbia, SC (October 24, 2013) --- Starting today, South Carolina taxpayers impacted by last year's security breach at the SC Department of Revenue are able to enroll for up to one year of identity and credit protection coverage with CSID by visiting [www.scidprotection.com](http://www.scidprotection.com) or by calling 855-880-2743. Enrollment will remain open until October 1, 2014.

"Eligible individuals are encouraged to enroll with this state-provided service to take advantage of the comprehensive array of identity and credit protections provided. CSID has a dedicated team working to ensure an overall successful enrollment process for the taxpayers of South Carolina," said Department of Revenue Director Bill Blume.

South Carolina taxpayers, their dependents, and businesses who filed an electronic South Carolina tax return between 1998 and 2012 may be eligible for this coverage and are encouraged to enroll with CSID at [www.scidprotection.com](http://www.scidprotection.com) or by contacting CSID's South Carolina Identity Protection Hotline at 855-880-2743, open 24-hours a day, seven days a week.

For more information, contact:

CSID  
[www.scidprotection.com](http://www.scidprotection.com)  
855-880-2743

Helen Murphy  
INK Public Relations for CSID  
512-382-8988  
[csid@ink-pr.com](mailto:csid@ink-pr.com)

###