

**From:** Anel Nevarez <Anel.Nevarez@experianinteractive.com>  
**To:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
**CC:** Laughlin, ChrystalCLaughlin@oepp.sc.gov  
**Date:** 12/11/2012 10:01:48 PM  
**Subject:** RE: \*\*\* Please assist SC constituent\*\*\*

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Katherine,

Our agent has left a voicemail and will provide feedback once we hear back from individual.

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



T: 949.567.7629  
C: 949.294.2183

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**From:** Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]  
**Sent:** Wednesday, December 05, 2012 7:36 AM  
**To:** Ozzie Fonseca; Anel Nevarez  
**Cc:** Laughlin, Chrystal  
**Subject:** \*\*\* Please assist SC constituent\*\*\*  
**Importance:** High

Please call the constituent below.

Susan White  
803-699-9984

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

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

The only number I have is for the daughter who is handling her mother's business. The daughter is Susan White-699-9984

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

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

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**From:** Michele Neal [<mailto:MicheleNeal@scsenate.gov>]

**Sent:** Wednesday, December 05, 2012 9:59 AM

**To:** Veldran, Katherine

**Subject:** constituent question

Ms. Susan White called regarding her 89 year old mother not being able to sign up for the credit protection because she has no credit history. The woman in questions name is June Smith of Union Co. They would like to bring this to the Governor's attention and figure out how her elderly mother can get some type of protection because the hackers do have her social security number, etc. even though she does not currently use any credit cards.

Take care,

Michele Neal

Administrative Assistant

South Carolina Senate

Senator Joel Lourie

Senator Sean Bennett

803-212-6116

[micheleneal@scsenate.gov](mailto:micheleneal@scsenate.gov)