

Godfrey, Rob

From: Matt Dreyer <mdreyer@wciv.com>
Sent: Tuesday, October 30, 2012 2:23 PM
To: Godfrey, Rob
Subject: RE: Question

Yes. Thanks!

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 2:17 PM
To: Matt Dreyer
Subject: RE: Question

Covered in press release we just sent out. Get it?

From: Matt Dreyer [mailto:mdreyer@wciv.com]
Sent: Tuesday, October 30, 2012 12:21 PM
To: Godfrey, Rob
Subject: RE: Question

Thanks!

Also, is a life-time plan being offered or is the Experian protection up only after one year.

If it's only for one year – what are people supposed to do to protect themselves from this once the protection expires?

I'm seeing different reports out there.

Matt

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:27 AM
To: Matt Dreyer
Subject: RE: Question

Yes. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. If anyone is running into any issues, they can call Consumer Affairs at 803 734 4200.

From: Matt Dreyer [mailto:mdreyer@wciv.com]
Sent: Tuesday, October 30, 2012 10:27 AM
To: Godfrey, Rob
Subject: Question

Hello Rob –

We're getting a few questions about this topic from viewers...

If you are not a current SC resident, but lived in SC previously and filed a return, are you able to register for the credit monitoring service being offered by the state?

Thanks
Matt

Matt Dreyer
Assignment Manager
ABC News 4
Charleston, SC
(843) 849-3575
mdreyer@wciv.com

Godfrey, Rob

From: John W. Matthews, Jr. <JohnMatthews@scsenate.gov>
Sent: Tuesday, October 30, 2012 3:08 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Thank you for contacting the office of Senator John W. Matthews, Jr. If this matter requires immediate assistance, please contact the administrative assistant, Valarie Tresvant @ ValarieTresvant@scsenate.gov or contact her by phone at (803) 212-6056.

Godfrey, Rob

From: Knight, Deja <dknight@live5news.com>
Sent: Tuesday, October 30, 2012 2:37 PM
To: Godfrey, Rob
Cc: All WCSC Desk
Subject: QUESTION

I notice from the Chronology report it took 2 days for the State to sign the contract with Mandiant. Were there policies already in place for how the State should deal with a security breach or not?

I have already watched all three press conferences with Gov. Haley and that question was not answered.

Thanks Rob!

Deja Knight
256-412-7585

Godfrey, Rob

From: Kearns, Taylor <tkearns@wistv.com>
Sent: Tuesday, October 30, 2012 2:32 PM
To: Godfrey, Rob
Subject: Credit question

Rob,

Forgive me if the Governor has already answered this one... but I've been getting questions from folks who lived in South Carolina as minors, but were listed as dependents when they were here. They never filed their own returns.

Now they're of age and working in other states. Will they be covered as well?

Thanks,

Taylor Kearns

Reporter

WIS-TV

803-758-1164

tkearns@wistv.com

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Tuesday, October 30, 2012 3:32 PM
To: Godfrey, Rob
Subject: Experian

Can I get a copy of the contract?

Seanna

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

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Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, October 30, 2012 3:38 PM
To: Godfrey, Rob
Subject: FW: Mike Garon

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Tuesday, October 30, 2012 3:17 PM
To: Samantha Cheek
Subject: RE: Mike Garon

Samantha,

Sorry, one more question from another reporter:

The governor said this morning that 5,000 unencrypted credit card numbers that were taken were from cards that are no longer active. How do you all know that the cards involved don't have the same number, but with a different expiration date? When my card expires, the credit card company just issues me a new one with the same number. Could that have happened with these cards? How do you know the old numbers won't work?

From: Samantha Cheek [mailto:CheekS@sctax.org]
Sent: Tuesday, October 30, 2012 2:35 PM
To: Smith, Glenn
Subject: RE: Mike Garon

The video from today's Statehouse press conference should answer questions you may have regarding DOR's computer security systems and audits performed: http://www.youtube.com/watch?v=wleWys8_VmA.

I will get back to you regarding the specifics of Mike Garon's resignation, but it was effective as of September 21, 2012. His resignation and the recent cyber-attack on DOR are not relevant to one another.

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: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Tuesday, October 30, 2012 2:30 PM
To: Samantha Cheek
Subject: RE: Mike Garon

Thanks. Just had a couple of callers also ask when was the last time your agency conducted a comprehensive security audit of its computers. If you can work that in, would be helpful.

From: Samantha Cheek [mailto:CheekS@sctax.org]
Sent: Tuesday, October 30, 2012 2:29 PM
To: Smith, Glenn
Subject: RE: Mike Garon

Hi Glenn,

Let me research this information for you and I'll get back to you this afternoon..

Thanks,

Samantha Cheek

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

From: Smith, Glenn [<mailto:gsmith@postandcourier.com>]

Sent: Tuesday, October 30, 2012 2:03 PM

To: Samantha Cheek

Subject: Mike Garon

Samantha,

We are trying to reach you regarding the recent firing of CIO Mike Garon. The governor's office is referring questions about Garon to DOR, so we need to get your account of this.

Also, who is the vendor that provides computer security to DOR? How old is the system that's in place, how does it work, how much does it cost and have any problems been identified with the system in the past? If so, what were they?

Thanks in advance for your assistance.

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: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, October 30, 2012 3:39 PM
To: Godfrey, Rob
Subject: FW: Media Quesiton

From: GDill@wspa.com [mailto:GDill@wspa.com]
Sent: Tuesday, October 30, 2012 2:55 PM
To: Samantha Cheek
Subject: RE: Media Quesiton

Sorry to bother you given what I'm sure is a great deal of media demand, however I watched the relevant portion of this presser again. Mr. Etter did not answer Robert's question and Gov. Haley didn't either. I'd like time to speak with Mr. Etter tomorrow. What time is that possible?

From: GDill@wspa.com [mailto:GDill@wspa.com]
Sent: Tuesday, October 30, 2012 2:39 PM
To: Samantha Cheek
Subject: RE: Media Quesiton

I'm aware of the Q and A this AM. I appreciate the link. The question is asked by our reporter Robert Kittle. But voting machines, for example, are not hooked up to any modem of any kind. It cannot be accessed by any other computer. Obviously that is not the case at the DOR for the data that was stolen. My question is, why is that data stored in such a way as to make it accessible via the internet?

G

From: Samantha Cheek [mailto:CheekS@sctax.org]
Sent: Tuesday, October 30, 2012 2:37 PM
To: Dill, Gordon R.
Subject: RE: Media Quesiton

This information as well as other related information was discussed at this morning's news conference. The video of today's Statehouse press conference is available here: http://www.youtube.com/watch?v=wleWys8_VmA.

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: GDill@wspa.com [mailto:GDill@wspa.com]
Sent: Tuesday, October 30, 2012 1:42 PM
To: Samantha Cheek
Subject: Re: Media Quesiton

I'd like to know why that data was accesible via internet and not kept offline.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]

Sent: Tuesday, October 30, 2012 01:39 PM

To: Dill, Gordon R.

Subject: Re: Media Quesiton

Gordon,

What specific questions do you have?

Thanks,

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

On Oct 30, 2012, at 1:38 PM, "GDill@wspa.com" <GDill@wspa.com> wrote:

I'm a reporter with WSPA TV in Spartanburg.

I'm working on a story about the security issue.

Please call me at (864) 809-7067

Thank you,

Gordon Dill
WSPA-TV

Godfrey, Rob

From: Smith, Tim <tcsmith@greenvillenews.com>
Sent: Tuesday, October 30, 2012 4:23 PM
To: Godfrey, Rob
Subject: Re: Anything we owe you?

Cost/rate of Nelson Mullins

Also, the governor this morning said there was no hole at DOR. Mr Etter said repeatedly there was. Both were describing the computer system before Mandiant fixed it. Just trying to reconcile the statements.

Sent from my iPhone

On Oct 30, 2012, at 4:13 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov<mailto:RobGodfrey@gov.sc.gov>> wrote:

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

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Tuesday, October 30, 2012 4:14 PM
To: Godfrey, Rob; Adcox, Seanna M.
Subject: RE: Anything we owe you?

DOR never called me back with any Nelson Mullins info. But aside from that, I'm good. And we're all ears, whatever else is coming on this, of course...

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 4:13 PM
To: Kinnard, Meg; Adcox, Seanna M.
Subject: Anything we owe you?

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

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Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Tuesday, October 30, 2012 4:14 PM
To: Godfrey, Rob
Subject: RE: Anything we owe you?

A copy of the contract with Experian?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 4:13 PM
To: Kinnard, Meg; Adcox, Seanna M.
Subject: Anything we owe you?

Rob Godfrey
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[IP_US_DISC]

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Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, October 30, 2012 4:14 PM
To: Godfrey, Rob
Subject: Re: Anything we owe you?

I sent that question about the governor's quote to Samantha.
Can you elaborate?

On Tue, Oct 30, 2012 at 4:12 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Rob Godfrey
Office of Gov. Nikki Haley

O: [\(803\) 734-5074](tel:(803)734-5074) | C: [\(803\) 429-5086](tel:(803)429-5086)

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, October 30, 2012 4:25 PM
To: Godfrey, Rob
Subject: Re: Anything we owe you?

Actually left a VM

Did the hacker access DOR via a communications system the agency uses?

Did the hacker pretend to be a DOR official to access this communications system?

On Tue, Oct 30, 2012 at 4:16 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Forward me what you sent Samantha. She said she didn't get any email.

From: Shain, Andy [<mailto:ashain@thestate.com>]
Sent: Tuesday, October 30, 2012 4:14 PM
To: Godfrey, Rob
Subject: Re: Anything we owe you?

I sent that question about the governor's quote to Samantha.

Can you elaborate?

On Tue, Oct 30, 2012 at 4:12 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Rob Godfrey
Office of Gov. Nikki Haley

O: [\(803\) 734-5074](tel:(803)734-5074) | C: [\(803\) 429-5086](tel:(803)429-5086)

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Andrew Shain

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Godfrey, Rob

From: Steve Dunning <Steve.Dunning@foxcarolina.com>
Sent: Tuesday, October 30, 2012 4:42 PM
To: Godfrey, Rob
Subject: FW: Attn Steve Duning - Hutto, Sheheen DOR letter
Attachments: Hutto-Etter Letter Oct 29 2012.pdf; ATT00001.txt; ATT00002.htm

Rob,

Who should I contact at the Dept of Revenue in regards to this letter?

We have a lot of the same questions and I wanted to see if they've issued a statement on the letter itself as well.

Thanks!

Steve

Steve Dunning
Assignment Manager
WHNS Fox Carolina
steve.dunning@foxcarolina.com

www.foxcarolina.com

Office: (864) 213-2121

Cell: (864) 444-3708



From: Phil Bailey [mailto:philcbailey@yahoo.com]
Sent: Tuesday, October 30, 2012 4:29 PM
To: foxcarolinanews
Subject: Attn Steve Duning - Hutto, Sheheen DOR letter

TEXT

October 29, 2012

Mr. James Etter

South Carolina Department of Revenue

301 Gervais Street

Columbia, S.C. 29214

Dear Mr. Etter,

As you know, many citizens of our state have questions about the recent breach of security at the SC Department of Revenue. We are among them. As elected representatives of the people of South Carolina, we are very concerned for the safety of their identities. There remain important questions, which have not been answered. South Carolina must ensure that the nature of this breach is fully understood and corrective measures are taken. To that end, we ask you to answer all of the questions. Please advise if you cannot complete by this Wednesday at noon.

Do we know that data was actually transferred out of the system or was the system simply breached?

What types of data were compromised- the full tax return? Social security numbers? addresses? charitable contributions? W2 information? or other information?

Why were any credit card numbers kept in an unencrypted format?

To what degree was the breach the result of poor procedural, security control versus human error?

Why was this data kept in a way that was accessible to the internet?

What security audits were performed on these systems during the past two years?

Have children's SSNs also been compromised and what steps should parents take to ensure that their IDs are protected?

What is the state willing to do beyond the year of (free) ID protection to protect the IDs of children, vulnerable adults and others who have been compromised and may not be able to afford ID protection after the year expires?

Please provide us with a copy of SCDOR's information security standards and policy.

Please describe the time line of when and how SCDOR learned about the breach, steps that were taken, and when any other entities were notified of the breach?

Mr. Jack Etter.

Page 2

Please explain how much time passed between the time SCDOR was notified of the breach and the time the public was notified?

Please provide an estimate of how much money the state will expend to deal with this breach and its aftermath?

Thanks so much for your prompt attention to this matter.

Very truly,

(signed)

Senator Brad Hutto

Senator Vincent Sheheen

Representative James Smith

Representative Mia Butler Garrick

Cc. The Honorable Nikki Haley.

Godfrey, Rob

From: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Tuesday, October 30, 2012 5:06 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Thanks, Rob.

Quick question: We asked for a copy of the Experian contract on Saturday but still haven't received it. When can we expect a copy of that important document?

And then I emailed Greg at Experian with a few questions. Diette said he required a nudge from you over the weekend. Can you check in with him on that? I'm mainly trying to figure out what the lifetime fraud resolution (ExtendCARE, I guess) means. Is it just that if something happens within the year, they'll help you with it even after next fall?

Thanks,

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
@kearney_brendan on Twitter

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 2:17 PM
To: Kearney, Brendan
Subject: FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Importance: High

See press release below and media avail in video. Thanks.

From: Godfrey, Rob
Sent: Tuesday, October 30, 2012 1:05 PM
Subject: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Importance: High

Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Extended fraud resolution and coverage for dependents who are minors announced

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 today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to

South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

http://www.youtube.com/watch?v=wleWyS8_VmA

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

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 to 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 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. South Carolina taxpayers have until the end of January, 2013 to sign up.

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: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Tuesday, October 30, 2012 5:11 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

It's not finalized and signed?

On Saturday, Etter said it was signed on Friday. Yesterday we heard negotiations were ongoing. And today, Gov. Haley said the \$12 million-cap agreement had been reached. What else is there to do?

Thanks, Rob.

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
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@kearney_brendan on Twitter

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 5:08 PM
To: Kearney, Brendan
Subject: Re: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

We'll provide y'all with the contract as soon as it's finalized and signed.

From: Kearney, Brendan [mailto:bkearney@postandcourier.com]
Sent: Tuesday, October 30, 2012 05:05 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

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Reporter
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To: Kearney, Brendan
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- **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: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Tuesday, October 30, 2012 5:16 PM
To: Godfrey, Rob
Subject: Re: Anything we owe you?

Follow Up Flag: Follow up
Flag Status: Completed

I hear the agency's head IT resigned a month ago? Why? I was going to ask etter but he hightailed it ou the back afterward.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 05:08 PM
To: Adcox, Seanna M.
Subject: Re: Anything we owe you?

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Sent: Tuesday, October 30, 2012 04:13 PM
To: Godfrey, Rob
Subject: RE: Anything we owe you?

A copy of the contract with Experian?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 4:13 PM
To: Kinnard, Meg; Adcox, Seanna M.
Subject: Anything we owe you?

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

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Tuesday, October 30, 2012 5:24 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Ha, ok. So you're saying there's no more material additions to it? Why hasn't it been finalized and signed already? Is it just faxing documents to all the various signatories? When is it scheduled to be finalized and signed?

And any insight on that fraud resolution question?

Thanks, Rob.

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
@kearney_brendan on Twitter

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 5:20 PM
To: Kearney, Brendan
Subject: Re: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Finalize it and sign it. Thanks.

From: Kearney, Brendan [mailto:bkearney@postandcourier.com]
Sent: Tuesday, October 30, 2012 05:10 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

It's not finalized and signed?

On Saturday, Etter said it was signed on Friday. Yesterday we heard negotiations were ongoing. And today, Gov. Haley said the \$12 million-cap agreement had been reached. What else is there to do?

Thanks, Rob.

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422

www.postandcourier.com
@kearney_brendan on Twitter

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Tuesday, October 30, 2012 5:08 PM
To: Kearney, Brendan
Subject: Re: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

We'll provide y'all with the contract as soon as it's finalized and signed.

From: Kearney, Brendan [<mailto:bkearney@postandcourier.com>]
Sent: Tuesday, October 30, 2012 05:05 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Thanks, Rob.

Quick question: We asked for a copy of the Experian contract on Saturday but still haven't received it. When can we expect a copy of that important document?

And then I emailed Greg at Experian with a few questions. Diette said he required a nudge from you over the weekend. Can you check in with him on that? I'm mainly trying to figure out what the lifetime fraud resolution (ExtendCARE, I guess) means. Is it just that if something happens within the year, they'll help you with it even after next fall?

Thanks,

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
@kearney_brendan on Twitter

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Tuesday, October 30, 2012 2:17 PM
To: Kearney, Brendan
Subject: FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Importance: High

See press release below and media avail in video. Thanks.

From: Godfrey, Rob
Sent: Tuesday, October 30, 2012 1:05 PM
Subject: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Importance: High

Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Extended fraud resolution and coverage for dependents who are minors announced

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 today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here:

http://www.youtube.com/watch?v=wleWys8_VmA

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

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 to 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 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. South Carolina taxpayers have until the end of January, 2013 to sign up.

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: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, October 30, 2012 5:31 PM
To: Godfrey, Rob
Subject: Re: Follow ups?

1. Who is appropriating the \$12M (and the money to pay Mandiant and Nelson Mullins)? DOR? Where is the \$\$ coming from?
2. Was the security hole at DOR kept open for 10 days to catch the crook?

On Tue, Oct 30, 2012 at 5:20 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

--
Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Tuesday, October 30, 2012 5:43 PM
To: Godfrey, Rob
Subject: follow-up questions

How were business affected by the data breach? What business info. was in the breached database?

What should business owners do? Same thing as individuals?

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

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Tuesday, October 30, 2012 5:59 PM
To: Godfrey, Rob
Subject: RE: Anything we owe you?

Haley has said no employee will be fired for this?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 5:09 PM
To: Adcox, Seanna M.
Subject: Re: Anything we owe you?

We'll provide y'all with the contract as soon as it's finalized and signed.

From: Adcox, Seanna M. [mailto:SAdcox@ap.org]
Sent: Tuesday, October 30, 2012 04:13 PM
To: Godfrey, Rob
Subject: RE: Anything we owe you?

A copy of the contract with Experian?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 4:13 PM
To: Kinnard, Meg; Adcox, Seanna M.
Subject: Anything we owe you?

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

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msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Mike Forrester <Mike.Forrester@charter.net>
Sent: Tuesday, October 30, 2012 6:32 PM
To: Godfrey, Rob
Subject: RE: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Rob, I just had a constituent tell me that the Experian call center won't accept dependents information whose birthdays fall after 1994. Can you verify that and if it is true would you mind explaining why?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 3:07 PM
Subject: FW: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Importance: High

Members of the General Assembly,

The governor asked that I make sure you saw this release.

Rob

From: Godfrey, Rob
Sent: Tuesday, October 30, 2012 1:05 PM
Subject: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Importance: High

Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Extended fraud resolution and coverage for dependents who are minors announced

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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.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
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-###-

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

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Tuesday, October 30, 2012 6:33 PM
To: Godfrey, Rob
Subject: RE:

We'll change it online. Where are we on the questions on businesses?

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

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 6:24 PM
To: Largen, Stephen
Subject:

Largen,

What you've moved online so far says, "Previously, the state had indicated that business records were not compromised. But Etter told S.C. Senate Finance Committee had some business information was stored in the department database that hackers mined for data."

That is not true.

We said that, as of last night, we weren't aware of any business information that had been compromised - but that if that changes, we'd let you know, and they'll be covered.

That's a difference.

Rob

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Tuesday, October 30, 2012 9:47 PM
To: Godfrey, Rob; Stirling, Bryan
Subject: FAQs for SCDB_v1a
Attachments: FAQs for SCDB_v1a.docx

Bryan and Rob –

FAQ document. Email/text me with questions.

GY

Greg Young, APR

Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
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

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Tuesday, October 30, 2012 7:15 PM
To: Godfrey, Rob
Subject: quick question

Etter said Haley was briefed on Oct. 11 That was by the Secret Service? Just making sure that was when the Secret Service first told the state.

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Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, October 30, 2012 7:04 PM
To: Godfrey, Rob
Subject: Re: Follow ups?

Also BCB approved the contract with Experian, Mandiant and Nelson Mullins, right?

On Tue, Oct 30, 2012 at 6:51 PM, Shain, Andy <ashain@thestate.com> wrote:
Rob --

Leatherman and White have agreed to give the money, right?

On Tue, Oct 30, 2012 at 6:36 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

1) Check with Chairman White and Chairman Leatherman - they'll ultimately make the decision, but we'll work with them throughout the process.

2) We can't comment on an ongoing investigation.

What else do you need from me?

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Tuesday, October 30, 2012 05:31 PM
To: Godfrey, Rob
Subject: Re: Follow ups?

1. Who is appropriating the \$12M (and the money to pay Mandiant and Nelson Mullins)? DOR? Where is the \$\$ coming from?
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On Tue, Oct 30, 2012 at 5:20 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

—
Andrew Shain
Reporter/Editor
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1401 Shop Road
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--

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From: Shain, Andy [mailto:ashain@thestate.com]

Sent: Tuesday, October 30, 2012 05:31 PM

To: Godfrey, Rob

Subject: Re: Follow ups?

1. Who is appropriating the \$12M (and the money to pay Mandiant and Nelson Mullins)? DOR? Where is the \$\$ coming from?
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Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Wednesday, October 31, 2012 9:17 AM
To: Godfrey, Rob
Subject: FW: CNN Inquiry - SC DOR Employee ID Compromised

From: Shivers, Adam [mailto:Adam.Shivers@turner.com]
Sent: Wednesday, October 31, 2012 9:00 AM
To: Samantha Cheek
Subject: CNN Inquiry - SC DOR Employee ID Compromised

Hey Samantha-

Just reading in on the South Carolina ID theft details from yesterday. According to some of the local papers, they're reporting the DOR agency director said state-approved computer credentials were used to access the DOR database. Do you have any information you can release from the dept of revenue? I brought in sound from Gov. Haley's presser the past two days, but am continuing to monitor the latest details.

Thanks in advance for your help.

Adam Shivers
Assignment Editor – CNN Southeast Desk
Affiliate Content Center
(w) 404-827-1505
(e) Adam.Shivers@CNN.com
[@CNNAdamShivers](#)

Godfrey, Rob

From: Smith, Tim <tcsmith@greenvillenews.com>
Sent: Wednesday, October 31, 2012 9:53 AM
To: Godfrey, Rob
Subject: RE: Anything we owe you?

Rob,

We're continuing to get questions from readers about the nature of the information exposed. That is, in addition to Social Security numbers, credit or debit card numbers and now state ID numbers, were there other types of information on there, such as bank account numbers, check routing numbers, names, addresses, phone numbers, birth dates, income or other tax information?

I realize at this juncture the agency may not know numbers of everything but does it know the type of everything? And how did it just learn the state ID numbers?

Thanks!

Tim Smith

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 4:34 PM
To: Smith, Tim
Subject: Re: Anything we owe you?

That's currently with the AG's office.

The governor was referring to a "hole" as an error within the DOR processes and system that enabled this to happen - Etter was referring to the hole that the hacker created in order to get in there, and that Mandiant has since plugged.

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

From: Smith, Tim [mailto:tcsmith@greenvillenews.com]
Sent: Tuesday, October 30, 2012 04:23 PM
To: Godfrey, Rob
Subject: Re: Anything we owe you?

Cost/rate of Nelson Mullins

Also, the governor this morning said there was no hole at DOR. Mr Etter said repeatedly there was. Both were describing the computer system before Mandiant fixed it. Just trying to reconcile the statements.

Sent from my iPhone

On Oct 30, 2012, at 4:13 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov<mailto:RobGodfrey@gov.sc.gov>> wrote:

Rob Godfrey
Office of Gov. Nikki Haley

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

Godfrey, Rob

From: Littlefield, Susan <slittlefield@wistv.com>
Sent: Sunday, October 28, 2012 3:33 PM
To: Godfrey, Rob
Subject: RE: Hacked FAQ's

FAQ's

- What happens after one year? What if hackers try to use my info down the road?
- Did they also obtain savings/checking account numbers or was it just debit/ss numbers?
- What about my kids? I was able to protect myself by calling the hotline, but not my dependents.

Thanks, Rob!

Susan-Elizabeth Littlefield

Anchor/Reporter

WIS-TV

C:803.608.5731

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



From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Sunday, October 28, 2012 3:11 PM
To: Littlefield, Susan
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.

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Sunday, October 28, 2012 1:01 PM
To: Godfrey, Rob
Cc: jimfetter@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:jimfetter@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: Greg Young <Greg.Young@experianinteractive.com>
Sent: Sunday, October 28, 2012 1:10 PM
To: Stirling, Bryan; Godfrey, Rob
Subject: FW: SC tax record hack

Gentlemen,

Have we thought about providing this confirmation and what that communication will look like (below) or are we foregoing this since we are basically offering the protection to everyone that calls in (that has been a taxpayer between 1998 and now)?

I know we are in the midst of securing a solution to the roll out of Family Secure, but do you (we) want to start thinking about how you want to position the child risk messaging now? I can finesse, but let me know positioning/messaging that's critical for you all.

GY

Greg Young, APR
Director
Public Relations/Consumer Engagement

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Mobile: 949-294-5701
greg.young@experianinteractive.com

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

From: Ryan Naquin [mailto:rnaquin@wpde.com]
Sent: Sunday, October 28, 2012 10:00 AM
To: Greg Young
Subject: SC tax record hack

Hey Greg,

I have talked with the SC DOR and know that Experian has no way of knowing at this time who has been affected in the South Carolina tax information hack. I just wanted to know, when you guys do find out and if someone who set up an Experian account, how will you notify them? Will it be an email? Will it be a big ALERT on the page when you log in? if someone takes time to get this done, will an ALERT be on their home screen as soon as they sign up? And with this breach, should parents be concerned about their children's identity as well?

Hope this makes sense.

Thanks,

Ryan Naquin
Reporter
NewsChannel 15 WPDE
Myrtle Beach, SC
843-742-9833

Godfrey, Rob

From: Shane Martin <[REDACTED]@senatormartin.com>
Sent: Monday, October 29, 2012 7:12 PM
To: Godfrey, Rob
Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

I did and have forwarded to constituents who have emailed me about it.

Thanks,

Shane

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
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.

Godfrey, Rob

From: Brian <[REDACTED]@charter.net>
Sent: Monday, October 29, 2012 6:47 PM
To: Godfrey, Rob
Subject: Re: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

I did thanks

Sent from my iPhone

On Oct 29, 2012, at 6:00 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

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

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- 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.

Godfrey, Rob

From: Kuenzie, Jack <[REDACTED]@wistv.com>
Sent: Tuesday, October 30, 2012 10:31 AM
To: Godfrey, Rob
Subject: RE: Quick follow up

Rob:

This is new. Is there any reason the governor did not mention this at the news conference?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:23 AM
To: Kuenzie, Jack
Subject: Quick follow up

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.

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

Godfrey, Rob

From: Danalynn McIntyre <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: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, October 29, 2012 4:02 PM
To: Godfrey, Rob
Subject: FW: WIS request

Carrie will be handling this one solo.

From: Till, Shana [<mailto:shanatill@wistv.com>]
Sent: Monday, October 29, 2012 3:14 PM
To: Samantha Cheek
Subject: WIS request

Hi Samantha!

We are dedicating an hour of newstime tomorrow to answer viewer questions about the hack. Carri with Consumer Affairs will be in our studios to answer questions on air – and we'll also have an online chat going. Would be available for interview tomorrow as well? We're starting at 5:00 p.m. We'd love to have you. Thanks so much!

Shana Till

Assistant News Director

O: (803) 758-1165

C: (803) 608-5726

shanatill@wistv.com

Follow Us On Twitter - @WIS10



Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, October 29, 2012 3:52 PM
To: Godfrey, Rob
Subject: Tim Smith

Followed up.

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

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, October 29, 2012 3:48 PM
To: Godfrey, Rob
Subject: RE: Have y'all removed my numbers from website?

....Still trying to get someone from IRM to do this ASAP.

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Monday, October 29, 2012 3:46 PM
To: Samantha Cheek
Subject: Have y'all removed my numbers from website?

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

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Monday, October 29, 2012 4:54 PM
To: Godfrey, Rob
Subject: Re: Questions

Thanks

On Mon, Oct 29, 2012 at 4:45 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Will the state offer lifetime coverage with Experian - like she mentioned on the FB chat?

As the governor said, she'll have more details tomorrow.

Also what about businesses? What are supposed to do?

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.

When will all DOR files be encrypted? Understand that could take months.

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.

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Monday, October 29, 2012 3:31 PM

To: Godfrey, Rob
Subject: Re: Questions

OK.

Will the state offer lifetime coverage with Experian - like she mentioned on the FB chat?

Also what about businesses? What are supposed to do?

On Mon, Oct 29, 2012 at 3:24 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

I am working on getting you an answer for #1. Didn't the governor cover #2 during the news conference?

From: Shain, Andy [mailto:ashain@thestate.com]

Sent: Monday, October 29, 2012 3:23 PM

To: Godfrey, Rob

Subject: Re: Questions

Yes. These are the questions I have left for you and Samantha

1. When will all DOR files be encrypted? Understand that could take months.

5. Will those affected by the breach receive notification or just assume you are affected if you filed a state tax return since 1998?

On Mon, Oct 29, 2012 at 3:15 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Shain –

I understand you've reached out to Experian, and they plan to get you what you need. Which of these questions do you need me to take on? Gotten what you need from our office?

Rob

From: Shain, Andy [mailto:ashain@thestate.com]

Sent: Monday, October 29, 2012 12:26 PM

To: Samantha.Cheek@sctax.org; Godfrey, Rob

Subject: Questions

Samantha/Rob --

Here are some questions. I will likely have more as the day progresses:

1. When will all DOR files be encrypted? Understand that could take months.
2. Will Experian's protection service pick up all dependents no matter the age? (A lot of talk about minors but not all dependents are minors)
3. If I file jointly, do my spouse and I get covered at the same time? Or does my spouse also need to sign up?
4. Does the family plan have one \$1M max insurance coverage or \$1M for each member of my family?
5. Will those affected by the breach receive notification or just assume you are affected if you filed a state tax return since 1998?
6. To be clear -- people can either call the Experian toll-free number to sign up or go online but don't need to do both, right?
7. To be clear - Nonresidents can get the Experian coverage if they filed SC taxes any time since 1998, right?

Andy

--

Andrew Shain

Reporter/Editor

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Web: thestate.com

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Godfrey, Rob

From: Cohen, Keven <kev@wvoc.com>
Sent: Monday, October 29, 2012 4:59 PM
To: Godfrey, Rob
Subject: FW: Listener Email from www.wvoc.com

Hey Rob---can someone get an answer on this for my listener?

Thanks,

Keven

From: Mary [REDACTED] [mailto:[REDACTED]@scdjj.net]
Sent: Monday, October 29, 2012 4:53 PM
To: Cohen, Keven
Subject: Listener Email from www.wvoc.com

how does my daughter who is now a 2 year nc resident, but has paid taxes in sc since 1999 and continues to do so apply for the free protection? the article states sc residents only

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, October 29, 2012 5:00 PM
To: Godfrey, Rob
Subject: Contact info is removed from DOR website

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

Godfrey, Rob

From: Love, Amy <alove@sccommerce.com>
Sent: Monday, October 29, 2012 5:05 PM
To: Bender, Chris; Godfrey, Rob; Schimsa, Rebecca; LeMoine, Leigh
Cc: Clark, Alex; King, Tamara
Subject: PRs and PMs

Per discussion today, Chris Bender from my team will start including the project manager's name at the top of each email when he sends the final PR for an announcement. He'll copy Rob, Rebecca, and Leigh.

Let us know if this works, or if you need more than just the PM's name. Chris will start this with the upcoming release on Wednesday.

Thanks!

Amy Love
Marketing and Communications Director
South Carolina Department of Commerce
1201 Main Street, Suite 1600
Columbia, South Carolina 29201
803 737 1998 o
803 397 4771 c
803 737 0894 f
alove@sccommerce.com
www.sccommerce.com
Twitter @SCcommerce

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Monday, October 29, 2012 5:09 PM
To: Godfrey, Rob
Subject: FW: Sens.Hutto, Sheheen & others letter to SC DOR
Attachments: Hutto-Etter Letter Oct 29 2012.pdf

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: Donohue, Patrick <pdonohue@islandpacket.com>
Sent: Monday, October 29, 2012 5:33 PM
To: Godfrey, Rob
Subject: Re: On Deadline

Thanks, Rob. Was just a question that I had from an editor. Appreciate your help.

On Mon, Oct 29, 2012 at 5:30 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

> 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)

--

Patrick Donohue

Staff writer

The Beaufort Gazette and Island Packet

(843) 706 - 8152 (work)

(843) 321 - 9845 (mobile)

Godfrey, Rob

From: Hicks, Brian <bhicks@postandcourier.com>
Sent: Monday, October 29, 2012 5:10 PM
To: Godfrey, Rob
Subject: RE: DOR question

Sorry I missed you – was on the other line with the sheriff. Tried to call back.

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
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: Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>
To: bsymmes@clemson.edu
Sent: Monday, October 29, 2012 5:34 PM
Subject: Delivery Delayed: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Delivery is delayed to these recipients or distribution lists:

bsymmes@clemson.edu

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

This message has not yet been delivered. Microsoft Exchange will continue to try delivering the message on your behalf.

Godfrey, Rob

From: Courrege, Diette <dcourrege@postandcourier.com>
Sent: Monday, October 29, 2012 5:51 PM
To: Godfrey, Rob
Subject: for Wednesday

I'm done with requests for today (yay!). Thanks again for all of your help.

This is something I'm thinking about for Wednesday. When I talked with Jim Etter on Saturday, we chatted briefly a/b how and why the state chose Experian, and I'm hoping to get some more clarification tomorrow on that. He said the state's attorneys basically recommended the company, so that's why they were chosen. Are there any more specific reasons on why Experian vs another vendor? And when (specifically – like a date) did the state decide to go with Experian, and how was the state able to negotiate a contract without going through an RFP? Also, Etter mentioned the state DOR's attorney, Nelson Mullins, has an attorney in ATL who deals with these kinds of cases, and I'd be interested in his name and possibly talking with him or her.

Thanks again for all of your help today.
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 <RobGodfrey@gov.sc.gov>
Sent: Friday, October 26, 2012 4:28 PM
Subject: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions
Attachments: Media_Release_10262012.pdf
Importance: High

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.

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

ATT00001

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.

Proposed Questions to Address for South Carolina Data Breach Resolution FAQ

Who has been affected?

Taxpayers in the State of South Carolina who have filed since 1998.

What should taxpayers meeting this criterion do?

- *They can go to www.protectmyid.com/scdor and use the code SCDOR123 to initiate the registration process to enroll in the ProtectMyID™ product, or call 1- 866-578-5422 to administer this with a live agent. We strongly recommend using the online option, as wait times on the phone continue to be long, reflecting the number of callers being served.*
- *If a taxpayer has no access to the web, no email address, or other reason why he/she cannot access the website, he must call in.*
- *In situations where more than one taxpayer shares the same email address, others using that email address will need to call in as only one email address may be associated with registration to the ProtectMyID product. An option to this is obtaining an email address from a free service such as Google Mail and using that email address in the registration/activation process.*

What if someone matching this criterion no longer lives in the state?

Those residents and former taxpayers have access to the same protection.

When will the Universal Code be discontinued? What should taxpayers who have not registered yet do then?

We will continue to use the universal code to expedite the registration process for taxpayers; until such time that the call volume reaches a level to where calls, on average, can be processed within a reasonable period of time. When that occurs, taxpayers will be required to call the toll free number to register or be assigned a unique code and the universal code will be deactivated. Deactivation will not affect registrations of ProtectMyID already completed.

How much risk am I in if I have not registered with ProtectMyID® yet?

The State recommends that every South Carolina resident who has filed taxes since 1998 register sooner rather than later. Not taking steps to be vigilant in protecting one's identity and making the effort to maintain awareness of credit activity puts anyone at risk, but the circumstances surrounding a breach incident make that vigilance even more important.

How long should I be prepared to wait on the phone?

Current wait times are approximately 10 minutes. It is important for those calling in to understand that hanging up and calling right back only adds to the overall wait time and unnecessarily taxes the system,

similar to a natural disaster when individuals often make repeated calls. It is recommended that individuals make one call and stay on the line for assistance.

When will taxpayers know if their Personally Identifiable Information (PII) was stolen?

The State has determined that making exact identifications would delay too long the need to get individuals into an identity protection program. Because of that, the State has opted to provide credit monitoring and identity protection to taxpayers in the State of South Carolina who have filed since 1998, in addition to protecting the minor dependents of those taxpayers.

What exactly are residents getting with the PMID product?

- *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 1-year 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.*

What happens after the 1-year complimentary subscription expires?

The ProtectMyID® version that the State has purchased will be made available to each taxpayer registered with the product, at the taxpayer's expense.

What is the risk to minors listed on tax returns as dependents? How are they being protected?

The intent has always been to protect everyone impacted by this incident and that absolutely includes dependents.

- *Those individuals that already enrolled in ProtectMyID will get an email alerting them to the availability of Family SecureSM and how to register dependents.*
- *Those that have not registered yet with the ProtectMyID product will be sent an email with Family Secure registration directions upon completing the ProtectMyID registration.*

The primary benefit that Family Secure brings to bear in this situation is that it monitors the identity (primarily the SSN) of the minor who has no credit report – thus no alerts. Once registered, in the event a child does have a credit file, if any credit, loan or similar account is opened with that information, the

parents are alerted to call customer care. (Detail of the alert on minors is not released unless or until the Parent authenticates themselves with customer care as the parent or guardian of the minor.)

Other than use the ProtectMyID product, what else can taxpayers do to protect their PII?

Protecting your personal information is important whether or not your information has been compromised. Besides having credit and identity monitoring, state officials have 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.
 - Ways to keep watch over PII
 - Closely monitor financial statements
 - Regularly review your credit reports
 - Keep sensitive information, such as Social Security cards, financial statements, and so forth in a secure location such as a safe or locking file cabinet.
 - Be aware of what sensitive information you post on your social media accounts.
 - What is the difference between credit card fraud and identity theft?
 - Credit card fraud occurs when a thief takes someone's credit card or credit card number and uses it to buy things. Identity theft is more complex, because people's personal identifiers are stolen; particularly their name and their Social Security number, and use them for financial gain.

Godfrey, Rob

From: MAILER-DAEMON@yahoo.com
Sent: Monday, October 29, 2012 6:02 PM
To: Godfrey, Rob
Subject: Failure Notice

Sorry, we were unable to deliver your message to the following address.

<elizabeth@spartanburglawyers.com>:

Remote host said: 550 5.1.1 http://support.google.com/mail/bin/answer.py?answer=6596 ak4si8548598icc.13 [RCPT_TO]

--- Below this line is a copy of the message.

Received: from [98.138.90.55] by nm18.bullet.mail.ne1.yahoo.com with NNFMP; 29 Oct 2012 22:02:08 -0000

Received: from [98.138.87.11] by tm8.bullet.mail.ne1.yahoo.com with NNFMP; 29 Oct 2012 22:02:08 -0000

Received: from [127.0.0.1] by omp1011.mail.ne1.yahoo.com with NNFMP; 29 Oct 2012 22:02:08 -0000

X-Yahoo-Newman-Property: ymail-3

X-Yahoo-Newman-Id: 392666.70615.bm@omp1011.mail.ne1.yahoo.com

X-Yahoo-ForwardOnly: from brannonlaw@yahoo.com to elizabeth@spartanburglawyers.com

X-Yahoo-Forwarded: from brannonlaw@yahoo.com to elizabeth@spartanburglawyers.com

Return-Path: <RobGodfrey@gov.sc.gov>

Received-SPF: none (domain of gov.sc.gov does not designate permitted sender hosts)

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mapi; Mon, 29 Oct 2012
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From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Mon, 29 Oct 2012 18:00:30 -0400
Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security
breach
Thread-Topic: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security
breach
Thread-Index: Ac21+St5gOkOz6n4SRCRI1JCDRpjQgAJ1eAg
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Sent: Monday, October 29, 2012 1:22 PM
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-###-

Rob Godfrey
Office of Gov. Nikki Haley

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

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Sent: Monday, October 29, 2012 1:22 PM
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s-serif";color:#17365D'>O: (803) 734-5074 | C: (803) 429-5086<o:=
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Godfrey, Rob

From: Dykes, David <DDYKES@greenvillenews.com>
Sent: Monday, October 29, 2012 6:21 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: Smith, Tim <tcsmith@greenvillenews.com>
Sent: Monday, October 29, 2012 6:45 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
>

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-###-

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

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Monday, October 29, 2012 6:59 PM
To: Godfrey, Rob
Subject: Experian wholesale rate

Importance: High

Was that \$8 a month the the governor mentioned, or \$8 a year?

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

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Godfrey, Rob

From: Dana Wachter <Dana.Wachter@foxcarolina.com>
Sent: Monday, October 29, 2012 8:23 PM
To: Godfrey, Rob
Subject: DOR Breach Question

Hi Rob,

I've been working on this story today. We noted that of course kids will need to have their identities checked, too. Protect My ID does not work for people under 18. I see that the web site does have ChildSecure, but its terms and services seems to show that it costs extra. Will the state be paying for that, too? Or is that something parents will need to deal with on their own?

Thanks,
Dana Wachter
Fox Carolina News
864-283-4135 (cell)

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
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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: Edgefield Daily <edgefielddaily@att.net>
Sent: Monday, October 29, 2012 9:42 PM
To: Godfrey, Rob
Subject: Re: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Rob, Placed in our Tuesday edition.

Roy

Edgefield Daily

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

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Godfrey, Rob

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Sent: Monday, October 29, 2012 10:52 PM
To: Godfrey, Rob
Subject: Re: Greenville News

Rob -

Thanks. We're holding my story until we hear from you tomorrow.

Dave Dykes

Sent from my iPhone

On Oct 29, 2012, at 6:28 PM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov<mailto:RobGodfrey@gov.sc.gov>> wrote:

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<<http://www.nascio.org/publications/documents/Deloitte-NASCIOCybersecurityStudy2012.pdf>>.

Thanks.

Dave Dykes

Godfrey, Rob

From: Harriet McLeod <harrietmcleod@gmail.com>
Sent: Tuesday, October 30, 2012 9:41 AM
To: Godfrey, Rob
Subject: Question from Reuters

Rob, One question, thanks.

Have Social Security numbers of South Carolinians NOW been encrypted?
If so, when was that done? How long did it take?

Thanks,

Harriet

--

Harriet McLeod
Reuters America
www.reuters.com

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

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Tuesday, October 30, 2012 10:18 AM
To: Godfrey, Rob
Subject: RE: Did you get everything you need? Let me know.

I think so – left Samantha a message. Has the gov said anything about the state encrypting this sort of info going forward? I know what she said re: encryption yesterday, just wondering if there were any plans to change how that is handled.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:07 AM
To: Kinnard, Meg
Subject: Did you get everything you need? Let me know.

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

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Godfrey, Rob

From: Rodriguez, Angela M <amrodriguez@hearst.com>
Sent: Tuesday, October 30, 2012 10:00 AM
To: Godfrey, Rob
Subject: Call center physical location

Rob,

My producers want to know where the call center is so that we can go shoot video of people answering phones.

Thanks,
Angela
WYFF

Sent from my iPhone

Godfrey, Rob

From: Matt Dreyer <mdreyer@wciv.com>
Sent: Tuesday, October 30, 2012 10:27 AM
To: Godfrey, Rob
Subject: Question

Hello Rob –

We're getting a few questions about this topic from viewers...

If you are not a current SC resident, but lived in SC previously and filed a return, are you able to register for the credit monitoring service being offered by the state?

Thanks
Matt

Matt Dreyer
Assignment Manager
ABC News 4
Charleston, SC
(843) 849-3575
mdreyer@wciv.com

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Tuesday, October 30, 2012 10:28 AM
To: Godfrey, Rob
Subject: RE: Did you get everything you need? Let me know.

OK – so fair to say that this change is born directly out of the incident? Has that been reported?
Also, any other state agency records being encrypted in similar fashion?

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:19 AM
To: Kinnard, Meg
Subject: RE: Did you get everything you need? Let me know.

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.

From: Kinnard, Meg [mailto:mkinnard@ap.org]
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To: Godfrey, Rob
Subject: RE: Did you get everything you need? Let me know.

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[IP_US_DISC]

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Tuesday, October 30, 2012 10:53 AM
To: Godfrey, Rob
Subject: RE: Did you get everything you need? Let me know.

Fair enough – encryption was going to be my last question today but things wrapped up. I'll make sure this gets into the writethru that's on my screen at the moment.

I'm also reminded that, after the Medicaid stuff (which I know was allegedly internal) happened in April, the governor talked about supervisors getting fired if anything like that happened on their watch. I know these are different situations, but since it deals with the theft of information, there will be a mention in the story.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:48 AM
To: Kinnard, Meg
Subject: RE: Did you get everything you need? Let me know.

- 1) Yes.
- 2) We've had the question asked a few times, but not by the AP, so I wanted to get y'all the information.
- 3) The governor has ordered each Cabinet agency to work with state Inspector General Patrick Maley to review and strengthen IT security, and encryption may well be one of the recommendations Maley makes for each agency. If I were you, I'd reach out to him.

Background: Gov. Haley's executive order on IT security, signed Friday, is attached:
<http://governor.sc.gov/ExecutiveOffice/Documents/2012-10%20Reviewing%20IT%20Security.pdf>

From: Kinnard, Meg [mailto:mkinnard@ap.org]
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Godfrey, Rob

From: Rodriguez, Angela M <amrodriguez@hearst.com>
Sent: Tuesday, October 30, 2012 10:55 AM
To: Godfrey, Rob
Subject: Call center request

Rob,

Before we head back to Greenville, I just wanted to make sure there's no chance that a call center is physically in Columbia.

I imagine it's in another state. I just didn't want tie up any phone lines trying to get an answer for my producers. :)

AR

Sent from my iPhone

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Tuesday, October 30, 2012 11:12 AM
To: Godfrey, Rob
Subject: RE: Did you get everything you need? Let me know.

Just one more for clarity – has the encryption change been reported, that you know of? I'm new to this story, just wanted to check.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:48 AM
To: Kinnard, Meg
Subject: RE: Did you get everything you need? Let me know.

- 1) Yes.
- 2) We've had the question asked a few times, but not by the AP, so I wanted to get y'all the information.
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To: Kinnard, Meg
Subject: RE: Did you get everything you need? Let me know.

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Sent: Tuesday, October 30, 2012 10:07 AM

To: Kinnard, Meg

Subject: Did you get everything you need? Let me know.

Rob Godfrey

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Godfrey, Rob

From: Courrege, Diette <dcourrege@postandcourier.com>
Sent: Tuesday, October 30, 2012 12:43 PM
To: Godfrey, Rob
Subject: RE: for Wednesday

Rob,

Just wanted to check in on this. If you could give me an update when you can, I'd appreciate it.

Thanks.
Diette

From: Courrege, Diette
Sent: Monday, October 29, 2012 5:51 PM
To: Godfrey, Rob (RobGodfrey@gov.sc.gov)
Subject: for Wednesday

I'm done with requests for today (yay!). Thanks again for all of your help.

This is something I'm thinking about for Wednesday. When I talked with Jim Etter on Saturday, we chatted briefly a/b how and why the state chose Experian, and I'm hoping to get some more clarification tomorrow on that. He said the state's attorneys basically recommended the company, so that's why they were chosen. Are there any more specific reasons on why Experian vs another vendor? And when (specifically – like a date) did the state decide to go with Experian, and how was the state able to negotiate a contract without going through an RFP? Also, Etter mentioned the state DOR's attorney, Nelson Mullins, has an attorney in ATL who deals with these kinds of cases, and I'd be interested in his name and possibly talking with him or her.

Thanks again for all of your help today.
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: Matt Dreyer <mdreyer@wciv.com>
Sent: Tuesday, October 30, 2012 12:21 PM
To: Godfrey, Rob
Subject: RE: Question

Thanks!

Also, is a life-time plan being offered or is the Experian protection up only after one year.

If it's only for one year – what are people supposed to do to protect themselves from this once the protection expires?

I'm seeing different reports out there.

Matt

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, October 30, 2012 10:27 AM
To: Matt Dreyer
Subject: RE: Question

Yes. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. If anyone is running into any issues, they can call Consumer Affairs at 803 734 4200.

From: Matt Dreyer [mailto:mdreyer@wciv.com]
Sent: Tuesday, October 30, 2012 10:27 AM
To: Godfrey, Rob
Subject: Question

Hello Rob –

We're getting a few questions about this topic from viewers...

If you are not a current SC resident, but lived in SC previously and filed a return, are you able to register for the credit monitoring service being offered by the state?

Thanks
Matt

Matt Dreyer
Assignment Manager
ABC News 4
Charleston, SC
(843) 849-3575
mdreyer@wciv.com

Godfrey, Rob

From: Phillips, Noelle <nophillips@thestate.com>
Sent: Tuesday, October 30, 2012 12:58 PM
To: Samantha Cheek
Cc: Godfrey, Rob
Subject: FOI request
Attachments: SC DOR FOI.doc

Samantha,

I've attached an FOI letter to this email. If you have any questions, call or send an email. Thanks.

--

Noelle Phillips
Reporter
The State Media Co.
(803) 771-8307

Godfrey, Rob

From: Phillips, Noelle <nophillips@thestate.com>
Sent: Tuesday, October 30, 2012 1:08 PM
To: Godfrey, Rob
Subject: Re: FW: FOI request

Thanks.

On Tue, Oct 30, 2012 at 12:58 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Noelle,

I have forwarded your email to the appropriate person in our office.

Rob

From: Phillips, Noelle [<mailto:nophillips@thestate.com>]
Sent: Tuesday, October 30, 2012 12:58 PM
To: Samantha Cheek
Cc: Godfrey, Rob
Subject: FOI request

Samantha,

I've attached an FOI letter to this email. If you have any questions, call or send an email. Thanks.

--
Noelle Phillips

Reporter

The State Media Co.

(803) 771-8307

--

Noelle Phillips
Reporter
The State Media Co.
(803) 771-8307