

From: Ozzie Fonseca <ofonseca@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 11/5/2012 11:06:19 AM
Subject: RE: Experian to contact the following SC constiuent

Yes to both questions.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100.
Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 -
Cell (949) 242-2938 - Fax
ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

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"Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Will do.

Should I copy you on the emails to Anel?

Will Anel send me a confirmation email once the case has been completed?

Thank you,
Katherine

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Monday, November 05, 2012 10:52 AM
To: Veldran, Katherine

Cc: Anel Nevarez

Subject: Re: Experian to contact the following SC constiuent

Katherine:

Thank you for your note. I will have this individual contacted and his issues addressed. Going forward, please feel free to email these types of concerns directly to Anel Nevarez, copied.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

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ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

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"Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Ozzie,

Please have one of your specialist call Mr. Paul Daniels to walk him through the entire enrollment process. Below I have included his email of frustration and his contact information.

I spoke with him this morning and he continues to get blocked from the system because he was a formed Experian customer.

Please let me know when his case has been completed.

Thank you for your support.

Katherine

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

Subject: RE: SC Sen. Tom Davis: Update on Cyber Security Breach

From: "Paul Daniels" <PaulDaniels@hargray.com>

Date: Thu, November 01, 2012 5:05 pm

To: <tom@senatortomdavis.com>

Tom,

Thank you for your e-mail below and I want to make you, Gov. Haley's office and others dealing with this issue aware that Experian is NOT making it "quick, easy and simple" to procure the "ProtectMyID" service online. I followed the outlined procedure "to the letter" and thought I was "home free" but ultimately I was "blocked" from enrolling because I had "apparently" in the past dealt with Experian in some way and could not produce my previous user name and password from goodness knows how many years ago?!?! (FYI – I do not recall ever dealing with Experian but try telling them that).

All attempts to bypass that requirement and reset my user name and password to be "case specific" for this situation failed. It would be appreciated if you or the appropriate person from Gov. Haley's office could prevail upon Experian to allow "case specific" user names and passwords specifically for SC residents in this situation.

Thanks for any assistance you can provide. Will continue to attempt to deal with Experian but I am not optimistic.

Paul ☐

Paul Daniels

DUNES MARKETING GROUP

Direct Office: 843-842-0826

Cell: 843-384-5384

Katherine F. Veldran

Legislative Liaison | Office of Governor Nikki Haley

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

KatherineVeldran@gov.sc.gov