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To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Greg YoungGreg.Young@experianinteractive.com
CC: Pitts, TedTedPitts@gov.sc.gov
Stirling, BryanBryanStirling@gov.sc.gov
Date: 11/5/2012 2:13:52 PM
Subject: RE: FAQ II

Katherine:

Greg is our PR point of contact, so I'm forwarding the questions to him. I will let Greg provide the timeline to get you answers.

Thanks

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



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From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, November 05, 2012 11:08 AM
To: Ozzie Fonseca
Cc: Pitts, Ted; Stirling, Bryan
Subject: FAQ II

Ozzie,

I have added 4 questions to the list below which was emailed on Friday, 11/2.

We would like to send out FAQ II tomorrow. When do you think we will receive Experian's responses?

Thank you,

Katherine

Experian 11-3

Q: Are the Experian Call Centers located in a foreign country? Where are they located?

A:

Q: Why does the SC taxpayer have to give Experian their SSN when they already have it? Can't the SC taxpayer just give them the last 5 digits?

A:

Q: What assurance does the SC taxpayer have that their Social Security Number is protected with Experian?

A:

Q: When does the Experian coverage begin and end both for an individual and Family Secure?

A:

Q: What happens after the one year complimentary membership with ProtectMyID and Family Secure?

A:

Q: What is the difference between Experian and ProtectMyID?

A:

Q: If I see anything inaccurate or concerning on my credit report who should I call?

A:

Q: When will Experian alert us if there is any fraudulent activity on our credit report, banking and/or debt card information?

A:

Q: Will hackers be able to redirect social security checks since they have SSN and bank routing/account information?

A:

Q: Experian is only accepting American address online? What do I need to do if I live outside of the states?

A:

Q: When will people be notified who no longer live in the US? Can you supply me a copy of the letter?

A:

Q: Is it true that none of the services/ benefits provided are protection they are only notifications after the theft or fraud has taken place?

A:

Q: What happens if the ProtectMyID “times me out” online? What are my next steps?

A:

Q: Will Experian ever ask me for my credit card number?

A:

Katherine F. Veldran

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