

**From:** Haltiwanger, Katherine <KatherineHaltiwanger@gov.sc.gov>  
**To:** Veldran, Katherine <KatherineVeldran@gov.sc.gov>  
**Date:** 2/24/2014 11:51:13 AM  
**Subject:** FW: CSID Identity Monitoring - dysfunctional ~ Website email from Mark Robertson

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Can you take care of this?

Thanks,  
Katherine

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**From:** Margaret Wright [mailto:MargaretWright@scsenate.gov]  
**Sent:** Monday, February 24, 2014 11:50 AM  
**To:** Haltiwanger, Katherine  
**Subject:** FW: CSID Identity Monitoring - dysfunctional ~ Website email from Mark Robertson

Good morning,

We received the below request for help from a constituent of Sen. Lourie's. Senator Lourie would greatly appreciate if you could look into this.

Thanks,

Margaret Wright  
Senator Lourie's Office  
PO Box 142  
Suite 601 Gressette Building  
Columbia, SC 29202  
803-212-6116  
[margaretwright@scsenate.gov](mailto:margaretwright@scsenate.gov)

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**From:** [robertson6725@gmail.com](mailto:robertson6725@gmail.com) [mailto:[robertson6725@gmail.com](mailto:robertson6725@gmail.com)]  
**Sent:** Saturday, February 22, 2014 4:10 PM  
**Subject:** CSID Identity Monitoring - dysfunctional ~ Website email from Mark Robertson

Hi Joel, I have tried several times to enroll me, Debbie and our daughters Emily and Helen in the state-paid identify protection (CSID). It has been a total disaster. When I went on-line, none of us were in the data base of eligible taxpayers. I then called, and was told that I would get a call back or email with a PIN to register. First, I got a PIN for me and when I went back on line to enter it, someone else's information was already there. I then got a PIN for Emily, registered her, but when I went to the main website for CSID to log her in to verify it had worked, it said the user-name and password I had set up were invalid. For Debbie and Helen, the PIN's I was given over the phone don't work when I enter them into the website. No one I call at the company can fix the problems. They have elevated it to "corporate" and I am waiting to hear back. This is not working.... Mark PS: This is my home email: [robertson6725@gmail.com](mailto:robertson6725@gmail.com)

Mark Robertson  
6725 Sandy Shore Road  
Columbia, SC 29206  
803-206-7836