

**From:** Laughlin, Chrystal  
**To:** Ozzie Fonseca <ofonseca@experianinteractive.com>  
Anel Nevarez <Anel.Nevarez@experianinteractive.com>  
**CC:** Veldran, Katherine <KatherineVeldran@gov.sc.gov>  
**Date:** 12/10/2012 9:16:16 AM  
**Subject:** RE: Contact for Business Credit Advantage SM

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Thanks Ozzie. Is there someone we (the Governor's Office) can contact for questions? Their contact information would not be given out to constituents. However, I have at least three constituents who need to speak with someone on the business side, so perhaps this person could assist constituents that have specialized issues.

Thank you,  
Chrystal

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**From:** Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
**Sent:** Friday, December 07, 2012 2:05 PM  
**To:** Laughlin, Chrystal; Anel Nevarez  
**Cc:** Veldran, Katherine  
**Subject:** RE: Contact for Business Credit Advantage SM

Here's what I received from our Business credit unit:

For technical online issues redeeming a code or accessing the website, customers can write to [helpdesk@smartbusinessreports.com](mailto:helpdesk@smartbusinessreports.com).

For issues finding a business in Experian's database, or issues with the available business address or data, customers should submit their questions and disputes to [BusinessDisputes@experian.com](mailto:BusinessDisputes@experian.com) for investigation.

**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)

Blog: [www.Experian.com/blogs/data-breach](http://www.Experian.com/blogs/data-breach)  
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**From:** Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]  
**Sent:** Friday, December 07, 2012 7:31 AM  
**To:** Ozzie Fonseca; Anel Nevarez  
**Cc:** Veldran, Katherine

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**Subject:** Contact for Business Credit Advantage SM

Ozzie,

Who is the contact at Experian for the Business Credit Advantage program? The Governor's Office needs someone who can help businesses if they are having problems enrolling.

Thank you,  
Chrystal