

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
CC: Ozzie Fonsecaofonseca@experianinteractive.com
Date: 11/5/2012 11:37:42 AM
Subject: RE: SC constituent living outside the US

Hello Katherine,

I will have one of our escalations agents address the below.

Regards,
Anel Nevarez
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, November 05, 2012 8:12 AM
To: Anel Nevarez
Cc: Ozzie Fonseca
Subject: FW: SC constituent living outside the US

Anel,
Below is an SC constituent who currently lives in Scotland. Please reference her email below.
Please have an Experian specialist call her to make sure her concerns are answered and her enrollment process is completed.
Thank you for your support.
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

From: Veldran, Katherine
Sent: Monday, November 05, 2012 11:05 AM
To: 'Martha Anderson'
Cc: Bryan.r.anderson@bt.com Anderson
Subject: RE: SC constituent living outside the US

We understand your frustrations and will do all we can to help.
I will have an Experian specialist call you to answer all your questions and concerns.
Thank you,
Katherine
803-767-7583

From: Martha Anderson [mailto:summrshere@btinternet.com]
Sent: Monday, November 05, 2012 10:39 AM

To: Veldran, Katherine
Cc: Bryan.r.anderson@bt.com Anderson
Subject: Re: SC constituent living outside the US

Dear Katharine;

Thank you for writing me. I am a US citizen living in Scotland, having married a Scotsman in 2007. I was born in SC and lived there until 2006. I filed tax returns, in my old life, since 1998. I am absolutely shocked that this could happen-how in the world was our id/credit info not protected? I vote and am registered in Georgetown County, and am a Republican!

1. I heard about this through a BBC report actually-and have tried to call the number . Calling from Scotland and being on hold for long periods of time without being able to connect to anyone. I cannot afford to be on hold for hours on ned. it is just not in our budget.

2. Experian is only accepting American address, which I do not have and have not had for years.

I am very worried about my Social security and Id. I have read the form you attached and simply need help. I find it bizarre that no provision for folks living abroad has been arranged? I especially do not want my husband's good credit affected by this as well as mine or our home ownership put into jeopardy!

Any assistance you can give me is greatly appreciated. You are welcome, of course to call me. We are 5 hours ahead of you. The number here is 0044 1224 861400 . It is best to reach me now. I have a doctor's appointment from 6:00our time and it will take an hour. You can call here up until 4:30 USA time.

All the Best,
Martha-Elizabeth Anderson (nee Ferguson)

On 5 Nov 2012, at 15:20, Veldran, Katherine wrote:

Martha,
My name is Katherine Veldran and I received your contact information from Senator Courson's office. I would like to make sure all of your questions are answered about the recent security breach. What time is the best time to contact you?
I have also attached the most recent FAQ.
I look forward to hearing from you.
Thank you,
Katherine

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

From: Harriet Showman [<mailto:harrietshowman@yahoo.com>]

Sent: Friday, November 02, 2012 3:19 PM
To: Louise Spong
Subject: My sister's complete contact information

Martha-Elizabeth Ferguson
(Mrs Bryan Anderson)

<image001.jpg>

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summrshere@btinternet.com
<FAQ 11_2.pdf>