

Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Thursday, November 08, 2012 5:49 PM
To: Godfrey, Rob
Subject: RE: additional records hacked

Thanks

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 08, 2012 5:46 PM
To: Smith, Glenn
Subject: RE: additional records hacked

Quote from Rob Godfrey, Haley spokesman: "We had daily press conferences to inform the public of information as we received it. The only other option was not to inform the public in real time – and that was never an option we considered. The public deserved to know, and we will always inform them as soon as possible – that was true from the moment law enforcement gave us the go ahead and that remains true today."

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Thursday, November 08, 2012 4:56 PM
To: Godfrey, Rob
Subject: RE: additional records hacked

Rob, this is the gyst of it. Thanks.

House Speaker Bobby Harrell, a Charleston Republican, said he is an unhappy with the way Haley and others handled informing the public about the breach.

Harrell said he had no problem with withholding information about the breach for 16 days after it was discovered, because law enforcement requested the delay to protect their investigation. But since the breach was made public, Harrell said, Haley and her staff have parsed out information in dribs and drabs to an anxious public.

First came the news about 3.6 million compromised Social Security numbers, then the public learned that businesses also were at risk, followed by this week's revelation that 200,000 additional tax records had been breached, Harrell said. "The whole idea that the information came out and tended to kind of dribble out is just plain wrong," he said during a Tuesday interview on WTMA-1250 AM. The goal should have been to get the information out as quickly as you had it available to get out."

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 07, 2012 3:44 PM
To: Smith, Glenn
Subject: RE: additional records hacked

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 728,701 calls and approximately 693,272 signups for Experian's ProtectMyID program.

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Wednesday, November 07, 2012 3:37 PM
To: Godfrey, Rob
Subject: RE: additional records hacked

Thanks, Rob. Do you have an updated number on Experian registration? I think the State reported that 700,000 people had signed up.

From: Godfrey, Rob [<mailto:RobGodfrey@gov.sc.gov>]
Sent: Wednesday, November 07, 2012 3:25 PM
To: Smith, Glenn
Cc: Lagen, Stephen
Subject: RE: additional records hacked

Glenn,

- 1) As we have always said, we are unraveling the data as fast as possible and getting as much information about the situation to taxpayers as soon as possible.
- 2) No.

Rob

From: Smith, Glenn [<mailto:gsmith@postandcourier.com>]
Sent: Wednesday, November 07, 2012 9:44 AM
To: Godfrey, Rob
Subject: additional records hacked

Rob,
Just saw the story in The State regarding additional recordings being hacked. Can you confirm that it now appears some 200,000 more tax records were compromised, bringing the total number to 3.8 million? Why was this not noticed earlier? Do these records extend back earlier than 1998?
Thanks in advance for your assistance.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

Godfrey, Rob

From: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Thursday, November 08, 2012 8:17 PM
To: Godfrey, Rob
Subject: RE: Question about # of calls vs. # of people who've signed up for Experian

Gotcha. Thanks, Rob.

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
@kearney_brendan on Twitter

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

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 08, 2012 6:30 PM
To: Kearney, Brendan
Subject: RE: Question about # of calls vs. # of people who've signed up for Experian

Number of signups reflects enrollment online and by phone.

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

From: Kearney, Brendan [mailto:bkearney@postandcourier.com]
Sent: Thursday, November 08, 2012 5:36 PM
To: Godfrey, Rob
Subject: Question about # of calls vs. # of people who've signed up for Experian

Good afternoon, Rob.

These numbers have begun to puzzle me.

How is it that on Monday, Oct. 29, the governor said 455,000 people had contacted the call center to begin the process of registering for that protection, and that 154,000 had signed up...but then today she said there have been 741,000 calls and 716,000 people have signed up? How is it the margin between the number of calls and the number of those signed up has diminished? Are you not counting repeat calls from the same callers?

Thanks,

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.

Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
[@kearney_brendan](https://twitter.com/kearney_brendan) on Twitter

Godfrey, Rob

From: Andy Shain <ashain@thestate.com>
Sent: Friday, November 09, 2012 10:16 AM
To: Godfrey, Rob
Subject: Re: For your story

Thanks

On Nov 9, 2012, at 10:11 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

1. Will the governor make hacking-related fixes one of her legislative priorities next year? (If so, will it take precedent over ethics or DOA?)

Quote from Rob Godfrey, Haley spokesman: "Governor Haley will clearly lay out her agenda in the course of the next couple of months and most specifically in January's state of the state speech, and improving our cyber-security and helping citizens deal with the DOR breach will certainly be a huge component of that. But we reject the idea that it's an either/or proposition – her agenda will also include continuing to expand on policies that help grow our economy, crossing the finish line on sweeping government restructuring, and passing the strongest ethics reform bill in the country."

2. Does the governor think the hack happening on her watch will have an impact on her effectiveness in the legislature?

Quote from Rob Godfrey, Haley spokesman: "The policies and changes we are working on are in the best interests of the people of South Carolina – so, given that the legislators share the goal of moving our state forward, there's no reason that there should be any issues arising from this criminal attack."

3. If she decides to seek re-election, does the governor think the hack happening on her watch will have an impact on her re-election chances? Would she expect it to come up as a campaign issue?

Quote from Rob Godfrey, Haley spokesman: "That's the furthest thing from the governor's mind. Her focus is on getting to the bottom of the international hacking case, making sure citizens are as protected as possible, and preventing it from happening again."

4. Will the governor change her tone with lawmaker to be more collaborative with the General Assembly? (This question is based on interviews) Does she think she will have an easier time navigating/winning passage of key legislation the Senate without Jake Knotts?

Quote from Rob Godfrey, Haley spokesman: "Governor Haley has long had positive working relationships with most of the members of the General Assembly. A very small number of legislators have been the focal point of the majority of friction that has existed. She is confident that the absence of Sen. Knotts will go a long way toward a smoother relationship with the General Assembly, and she is really looking forward to that."

5. How would the governor assess her success rate on Tuesday going 3-2 with the senate candidates she backed?

Quote from Rob Godfrey, Haley spokesman: "The governor believes in fighting for and supporting those who support the businesses and people of the state – and that's what she did. While she had hoped to swing the Sumter senate seat to be one that was pro-business, the Lexington senate seat was calling out a Democrat who advertised as a 'caring conservative' when he doesn't act or vote that way in Columbia – in fact, he was the one vote needed to pass restructuring and his own words told the governor he had to stay with his team. Nevertheless, she is excited to welcome fresh faces to the House and Senate and looks forward to working with them for the good of our state."

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Slade, David <dslade@postandcourier.com>
Sent: Friday, November 09, 2012 10:32 AM
To: Godfrey, Rob
Subject: looking for comment

Hi Rob,

I'm hoping you can provide some comment from the governor's office regarding the budget of the SC Department of Consumer Affairs.

As you know, state residents have been turning to DCA for help following the hacking incident, but DCS today has less than half the staff and only about 30 percent of the state funding that it had just five years ago (in fy 09).

As I understand it, DCA also doesn't have the authority to spend what money it does have (including money from licensing fees from regulated industries).

What does DCA's much-reduced state funding say about the state's role in protecting consumers, and where does the gov's office see taking DCA from here?

Thank you,

David Slade
Staff Reporter
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dslade@postandcourier.com

Read my Post and Courier stories at:
<http://www.postandcourier.com/apps/pbcs.dll/personalia?ID=78>

Read my personal finance columns at:
<http://www.postandcourier.com/section/PC050202>

Follow me on Twitter: @DSLadeNews

Godfrey, Rob

From: Jenny_Jones@tax.org
Sent: Friday, November 09, 2012 10:44 AM
To: Godfrey, Rob
Subject: Questions Regarding Security Breach

Rob,

I am a reporter with State Tax Notes, a publication of Tax Analysts, in Washington D.C.

I am working on an article about the security breach, specifically about the Social Security numbers being unencrypted. I have a few questions and would appreciate a response.

1. Why weren't the Social Security numbers encrypted?
2. How many Social Security numbers were compromised?
3. Cyber security experts I have spoken with say the numbers should have been encrypted. What is the governor's response to that?

Thanks.

Best,
Jenny Jones
State Tax Notes
Tax Analysts
703-531-4828
jjones@tax.org

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Friday, November 09, 2012 11:00 AM
To: Godfrey, Rob
Subject: Questions from the emails...

_Why did y'all initially think you could tell people whether or not their information specifically had been compromised? And why can't you? All of the original news releases say to call the toll-free number to determine if you're affected. According to the internal emails, y'all initially thought that could actually be determined, and, after the initial release, there was also some back and forth on how you'd let people know when that was sorted out.

_Why even have the initial two-step process for registering for ProtectMyID? When was it decided that folks would have until Jan 31 to enroll, because I can't find that anywhere on the initial releases.

_Why did you say in news releases that 3.6 million SS numbers were taken, when clearly, what was taken were entire tax returns, with SSN and lots of other stuff?

_Explain why Experian is getting SSN from Revenue. Emails on Oct. 27 ask the agency to clean up the data, noting SSN records are given in different ways. If you truly don't know whose data was accessed, are you just giving Experian all SSN that Revenue has, of everyone who's ever lived in the state since 1998? Why is the info recorded so haphazardly?

_Explain the Oct. 12 email to Ted Pitts that tells him to trash the final DOR IT checklist report. First of all, why are you trashing reports at all? Secondly, what was in it? It says DOR "wanted another week." For what?? To tell the public what happened?

_As for the chart from DOR, I realize that's before the \$12 million was negotiated. But does the \$12 million include the call center, or is that a separate cost? If so, is that a negotiated set fee? What is it?

_Also, explain why that chart says 3.95 taxpayers were compromised. That's obviously more than the 3.6 million announced. It's also more than the 3.8 million The State reported the other day.

_On businesses, y'all obviously reported up to 657,000 businesses affected. Haley has said that includes duplications. I thought that meant, and I'm pretty sure it was said, that meant duplicate filings. But an Oct. 31 email giving the breakdown says that means 340,185 sales accounts, and 317,322 withholding accounts. So, that suggests to me the duplications are basically retail stores that have both? And, if the revenue department can provide such an intricate breakdown on those numbers (open, closed, inactive, warrant pending...), how do you NOT know which businesses are affected?

_Where is that Experian contract? Tommy Stringer was assured via email that the contract required Experian to use a U.S. call center. ... That certainly suggests a contract is signed.

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msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Marion Edmonds <medmonds@scprt.com>
Sent: Friday, November 09, 2012 11:53 AM
Subject: Daily Press Clippings: Friday, November 09, 2012

Daily Press Clippings: Friday, November 09, 2012

Myrtle Beach Mayor Rhodes wants to have the longest boardwalk in the world and is looking for backers to build \$20 million extension

[Myrtle Beach Sun News](#)

The estimated \$150 million price tag for renovations to Charleston International Airport plus a newly disclosed \$37 million management fee and \$12 million in new construction costs, means the project could reach nearly \$200 million

[Post and Courier](#)

Joseph Jacobson at Columbia's Oak Table returns home to begin work at one of the most eagerly-anticipated new additions to the Columbia food scene

[The State](#)

Two men's and women's teams will take on each other in the 2nd annual Carrier Classic, which turns the flight deck of the USS Yorktown, into a prime-time basketball arena on Friday night as a benefit for veterans

[The State](#); <http://www.heraldonline.com/2012/11/08/4400526/teams-tip-off-on-uss-yorktown.html>

If a big hit, Yorktown ballgame could return

[Post and Courier](#)

Post and Courier update on SCDOR hacking

[Post and Courier](#); [Sumter Item/AP](#)

Empowering state regulators to take charge of ethics troubles could require change to state Constitution, GOP legislators told by dean of USC law Thursday

[The State](#)

The 32nd annual Economic Outlook Conference hosted by the Darla Moore School of Business on the USC campus Dec. 12

[Columbia Regional Business Report](#)

Charleston City Council is looking at ways to alter the city's skateboarding ordinances so that they make sense and are easy to follow

[Post and Courier](#)

Marion Edmonds

Communications Director

SC Department of Parks, Recreation & Tourism

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www.DiscoverSouthCarolina.com

Godfrey, Rob

From: Behre, Robert <rbehre@postandcourier.com>
Sent: Friday, November 09, 2012 1:05 PM
To: Godfrey, Rob
Subject: Gov. story for Sunday

Rob,

I'm wrapping up my piece on Gov. Haley's handling of the hacking story (and whether it may affect her prospects in 2014). It's the same story I was working on last week with Brendan Kearney. My editors decided last week to hold it until this Sunday.

Clearly, I still have your statement from last week:

Her focus is on getting to the bottom of the international hacking case, making sure citizens are as protected as possible, and preventing it from happening again," he said. "As with job creation, government reform, and so many other vital issues, Governor Haley has always believed that the politics will take care of itself if she continues to work hard and get results for the people of our state."

I just wanted to see if there would be a chance to talk with the governor in more depth about it today. Thanks.

- Robert

Godfrey, Rob

From: Slade, David <dslade@postandcourier.com>
Sent: Friday, November 09, 2012 1:36 PM
To: Godfrey, Rob
Subject: RE: looking for comment

Hey Rob,
Just trying to make sure you got this.
David

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

From: Slade, David
Sent: Friday, November 09, 2012 10:32 AM
To: 'RobGodfrey@gov.sc.gov'
Subject: looking for comment

Hi Rob,

I'm hoping you can provide some comment from the governor's office regarding the budget of the SC Department of Consumer Affairs.

As you know, state residents have been turning to DCA for help following the hacking incident, but DCS today has less than half the staff and only about 30 percent of the state funding that it had just five years ago (in fy 09).

As I understand it, DCA also doesn't have the authority to spend what money it does have (including money from licensing fees from regulated industries).

What does DCA's much-reduced state funding say about the state's role in protecting consumers, and where does the gov's office see taking DCA from here?

Thank you,

David Slade
Staff Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403-4800
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<http://www.postandcourier.com/apps/pbcs.dll/personalia?ID=78>

Read my personal finance columns at:
<http://www.postandcourier.com/section/PC050202>

Follow me on Twitter: @DSladeNews

Godfrey, Rob

From: Ashley Byrd <abyrd@southcarolinaradionetwork.com>
Sent: Friday, November 09, 2012 2:01 PM
To: Godfrey, Rob
Subject: presser next week about security breach

To confirm, gov. will update public next week on the hacking case?

Have you set a day?

Thanks—and we missed you the other day. Will send you the links.

Ashley Byrd
News Director
South Carolina Radio Network
803-790-4300
www.southcarolinaradionetwork.com
@scrnnews

Godfrey, Rob

From: Isikoff, Michael (NBCUniversal) <Michael.Isikoff@nbcuni.com>
Sent: Friday, November 09, 2012 2:23 PM
To: Godfrey, Rob
Subject: RE: NBC News story on SC tax breach

Just for planning purposes—and we won't hold you to it—likely to be wed or thurs? (I'd like to come down for it, so would be helpful to make some plans.)

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 09, 2012 2:20 PM
To: Isikoff, Michael (NBCUniversal)
Subject: RE: NBC News story on SC tax breach

Not yet. But as soon as we know something I'll let you know. I'll also add you to the press list for all updates on the breach. Thanks.

From: Isikoff, Michael (NBCUniversal) [mailto:Michael.Isikoff@nbcuni.com]
Sent: Friday, November 09, 2012 2:19 PM
To: Godfrey, Rob
Subject: NBC News story on SC tax breach

Rob—Thanks for all the background. I understand that the gov. has said she plans to give a press update next week. We may peg our story to do that night. Do you know when that will be?

Mike Isikoff

NBC News

O 202-885-4993

C 202- [REDACTED]

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 08, 2012 4:16 PM
To: Isikoff, Michael (NBCUniversal)
Subject: More background

FAQ on breach.

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Friday, November 09, 2012 2:31 PM
To: Godfrey, Rob
Subject: FW: Hacking Oversight Panel Appointed
Attachments: Hacking Oversight Panel Appointed.docx

This is from a press release sent out by Sen. Leatherman's office today.
He's referring to the hearing in which Director Etter testified:

"I don't think any senator was satisfied with the answers we got,"
Leatherman said. "More questions were raised than answers were provided.
Mr. Etter first told us he did not know if private information of companies was stolen. When members pressed him, however, and after he checked with his staff, he admitted that corporations with state identification numbers had been breached."

Does Director Etter care to respond?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Behre, Robert <rbehre@postandcourier.com>
Sent: Friday, November 09, 2012 3:23 PM
To: Godfrey, Rob
Subject: RE: Gov. story for Sunday

Sorry I missed your call. I was hoping to talk with the governor, but I understand from your previous message she is unavailable.

- R

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 09, 2012 3:01 PM
To: Behre, Robert
Subject: RE: Gov. story for Sunday

Have called you on this.

From: Godfrey, Rob
Sent: Friday, November 09, 2012 1:06 PM
To: 'rbehre@postandcourier.com'
Subject: Re: Gov. story for Sunday

She is not available. Feel free to send questions over.

From: Behre, Robert [mailto:rbehre@postandcourier.com]
Sent: Friday, November 09, 2012 01:04 PM
To: Godfrey, Rob
Subject: Gov. story for Sunday

Rob,

I'm wrapping up my piece on Gov. Haley's handling of the hacking story (and whether it may affect her prospects in 2014). It's the same story I was working on last week with Brendan Kearney. My editors decided last week to hold it until this Sunday.

Clearly, I still have your statement from last week:

Her focus is on getting to the bottom of the international hacking case, making sure citizens are as protected as possible, and preventing it from happening again," he said. "As with job creation, government reform, and so many other vital issues, Governor Haley has always believed that the politics will take care of itself if she continues to work hard and get results for the people of our state."

I just wanted to see if there would be a chance to talk with the governor in more depth about it today. Thanks.

- Robert

Godfrey, Rob

From: Stewart, Nathan <njstewart@WLTX.GANNETT.COM>
Sent: Monday, November 26, 2012 11:41 AM
To: Godfrey, Rob
Subject: News 19 WLTX

Rob,

Do you have the latest Experian numbers this morning? Calls / signups?

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Friday, December 07, 2012 3:02 PM
To: Godfrey, Rob
Subject: Re: Quote for weekend story

Thanks

On Fri, Dec 7, 2012 at 2:56 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Quote from Rob Godfrey, Haley spokesman: "Gov. Haley certainly counts herself among the 74.6% of South Carolinians who think the state was not providing state-of-the-art computer security. South Carolina was way behind, and we're fixing it as quickly as we can."

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Friday, December 07, 2012 10:02 AM
To: Godfrey, Rob
Subject: Quote for weekend story

Rob --

The State requested Winthrop ask a couple breach-related questions in the last poll. We will publish the results Sunday.

I wanted to get the governor's office reaction.

Sorry for the short notice but I could use this by noon. (I have a family event this afternoon.)

Thanks,

Andy

Embargoed for Sunday

1. How familiar would you say you were with the incident?

73.3% - very or somewhat familiar,

18.5% - heard but knew no details

8.3% - not at all

2. SC was or was not providing adequate computers security of taxpayer info at the time of the hacking?

74.6% - Was Not

17% - Was

8.4% - Unsure/Refused

--

Andrew Shain

Reporter/Editor

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Andrew Shain

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Godfrey, Rob

From: Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>
To: [REDACTED]@clemson.edu
Sent: Saturday, December 08, 2012 12:32 PM
Subject: Undeliverable: Gov. Nikki Haley's Weekly Schedule: December 3, 2012

Delivery has failed to these recipients or distribution lists:

[REDACTED]@clemson.edu

Microsoft Exchange has been trying to deliver this message without success and has stopped trying. Please try sending this message again, or provide the following diagnostic text to your system administrator.

Diagnostic information for administrators:

Generating server: mailstore1.clemson.edu

[REDACTED]@clemson.edu

< #4.4.7 SMTP; 452 4.2.2 Over quota> #SMTP#

Original message headers:

Return-Path: <RobGodfrey@gov.sc.gov>
Received: from mx2.clemson.edu (mx2.clemson.edu [130.127.237.235] (may be forged)) by mailstore1.clemson.edu (8.13.8/8.13.8) with ESMTP id qB3HVKYc004538 for <[REDACTED]@clemson.edu>; Mon, 3 Dec 2012 12:31:21 -0500
Received: from ciomail2.sc.gov (ciomail2.sc.gov [167.7.36.2]) by mx2.clemson.edu (8.13.8/8.13.8) with ESMTP id qB3HV8Vn003266 for <[REDACTED]@clemson.edu>; Mon, 3 Dec 2012 12:31:14 -0500
Received: from (unknown [167.7.136.59]) by ciomail2.sc.gov with smtp (TLS: TLSv1/SSLv3,128bits,AES128-SHA) id 5391_3c5a_84235f22_3d6a_11e2_972c_00188b2fc6a2; Mon, 03 Dec 2012 11:58:23 -0500
Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht02.bcbad.state.sc.us ([167.7.136.59]) with mapi; Mon, 3 Dec 2012 11:55:50 -0500
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Mon, 3 Dec 2012 11:55:11 -0500
Subject: Gov. Nikki Haley's Weekly Schedule: December 3, 2012
Thread-Topic: Gov. Nikki Haley's Weekly Schedule: December 3, 2012
Thread-Index: Ac3RdnYQqgnlby9ZRyaf/9ym+ndx5A==
Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01D40364@SCMBXC02.bcbad.state.sc.us>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
acceptlanguage: en-US

Content-Type: multipart/alternative;

boundary="_000_B0A6515D1E2B5D48B936DC213B3B8F8E01D40364SCMBXC02bcbadst_"

MIME-Version: 1.0

X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10432:5.9.8185,1.0.431,0.0.0000

definitions=2012-12-03_04:2012-12-03,2012-12-03,1970-01-01 signatures=0

X-Proofpoint-Spam-Details: rule=notspam policy=default score=0 spamscore=0 ipscore=0 suspectscore=1
phishscore=0 bulkscore=100 adultscore=0 classifier=spam adjust=0

reason=mlx scancount=1 engine=6.0.2-1203120001 definitions=main-1212030139



Gov. Nikki Haley's
Weekly Sche...

Experian sends Family Secure notifications to taxpayers with minor dependents

Gov. Nikki Haley continues working with law enforcement and business leaders to protect S.C. taxpayers

COLUMBIA, S.C. – Governor Nikki Haley today announced that taxpayers affected by the South Carolina Department of Revenue information security breach who claim minors as dependents have begun receiving notification from Experian by email or letter with instructions about how to sign up for Experian's Family Secure® identity monitoring service free of charge for one year.

"We continue to work with law enforcement, legislators and great corporate citizens like Experian to ensure that South Carolina taxpayers have the very best protection available," said Gov. Haley. "If you claim minors as dependents, you should absolutely take the time to sign them up for identity and credit monitoring through Experian's Family Secure."

Experian® began notifying individuals by email or letter yesterday, Thursday, November 29. Notifications will be staggered over the next few weeks so South Carolina taxpayers should not be concerned if they do not receive a notice right away. Once notified, individuals may register coverage for himself/herself and any number of minors (five minors can be enrolled via the website; for more than five minors, the adult must call Experian). Family Secure enrollment ends May 31, 2013. To enroll a minor dependent with "Family Secure," an individual must already be enrolled in Experian's ProtectMyID® and have the minor dependent's Social Security number, name and date of birth, and must be the minor's legal parent or guardian.

Family Secure monitors children's personal information for the existence of a credit file and sends alerts if suspicious activity or signs of identity theft are detected. For minors who have a credit history, Experian will regularly monitor the minor's credit file to see if any credit, loan, or similar account is opened in the minor's name. For minors who do not have a credit history, Experian will regularly monitor the minor's personal information (name, address, date of birth and Social Security number) to see if any credit file is created in the minor's name.

As of Friday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 845,000 calls and approximately 900,000 signups for Experian's ProtectMyID. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for the Family Secure plan if they claim minors as dependents.

Dun & Bradstreet Credibility Corp offers South Carolina businesses that have filed a tax return since 1998 a CreditAlert product that will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner. The cost will be waived for business filing tax returns since 1998. Business owners can visit <http://www.dandb.com/sc/> or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows access to a company's business credit report and score.

South Carolina businesses can sign up for Business Credit Advantage at <http://www.smartbusinessreports.com/SouthCarolina>.

Gov. Haley reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call Experian at 1-866-578-5422 to enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code SCDOR123 when prompted. South Carolina taxpayers have until the end of January, 2013 to sign up.

Family Secure features include:

- Regular monthly monitoring of Experian information for every child on the account
- Protection against material damages that may occur to a child due to misuse of their credit file
- If no credit file exists, Experian monitors children's personal information for the creation of one
- Alerts the parent/guardian to important activity such as credit inquiries, public records, delinquencies, negative information (e.g., liens, civil judgments, bankruptcies), and new accounts) to a minor's credit history
- Activity is detected based on the minor's SSN, date of birth, name or address or any combination of that data, utilizing Experian's proprietary credit file matching logic
- Once activity is detected, the parent/guardian can work with a dedicated Experian Fraud Resolution representative on the best course of action
- Monthly "No Hit" Alerts if no credit activity is detected in a month
- Comprehensive fraud resolution service – dedicated professionals to manage your case and help members recover from identify theft quickly and efficiently
- Daily monitoring of primary parent's credit report and early warning alerts if credit report changes are detected
- Unlimited Experian credit reports and scores
- Experian credit score illustrator to show monthly score tending and analysis
- \$2,000,000 product guarantee

-###-

Family Secure® – Frequently Asked Questions

When will the Family Secure® product offered through Experian be available for families?

Notifications will be sent on or about November 29 to those individuals who are currently enrolled in the ProtectMyID® product. Such individuals with minor dependents should use the unique activation code provided in the notification to enroll in the Family Secure product, following the instructions provided therein. The notifications will be sent staggered, so not everyone will receive an activation code at the same time.

When will the activation code for the Family Secure product be delivered to individuals?

The unique activation code is provided in the notification sent to the individual.

Will the lapse in time between the time the breach occurred and the time the Family Secure product is made available create a greater likelihood of minors' data being used?

No. If a minor's information has been compromised and is currently exposed, then the consideration should not be if it will be used, as much as identifying that it has been used illegally and then correcting the error in the minor's credit record. The gap between the breach and enrolling in the Family Secure product will not impact a parent's/guardian's ability to do this.

Are individuals that were already enrolled in Experian products prior to the breach eligible for the free Family Secure product? If so, how will these individuals be notified?

Yes. Individuals who were enrolled in an Experian product prior to the breach should call the Experian® Call Center.

Why should minors be enrolled in Family Secure?

Without a monitoring system like Family Secure in place, parents/guardians may not know whether or not a minor's identity is being used illegally. Additionally, Family Secure provides the resources, in the form of fraud resolution representatives, to correct the minor's information and prevent significant damage to the minor's credit history which would become problematic when s/he becomes an adult.

What types of services are provided by Family Secure?

Regular monitoring of Experian information for every minor on the account

Provides protection against material damages that may occur against a minor due to misuse of their credit file

If no credit file exists, Experian monitors the minor's personal information for the creation of one

Alerts the parent/guardian if a minor's credit file exists using the minor's identity.

Activity is detected based on the minor's SSN, date of birth, name or address or any combination of that data, utilizing Experian's proprietary credit file matching logic

Once activity is detected, the parent/guardian can work with a dedicated Experian Fraud Resolution representative on the best course of action

Monthly No Hit Alerts if no credit activity is detected in a month

Daily monitoring of primary parent's credit report and early warning alerts if credit report changes are detected

Unlimited Experian credit report and score

\$2,000,000 product guarantee

How long will the free Family Secure product be available to the enrolled individuals for their minor dependents?

Membership is for one year from the date of enrollment in Family Secure.

FREQUENTLY ASKED QUESTIONS REGARDING SC DOR SECURITY BREACH

NOVEMBER 30, 2012

MINOR DEPENDENTS – WHY IDENTITY MONITORING IS IMPORTANT

Q: Why should children be enrolled for identity monitoring?

A: Even though your minor dependent may not have a credit history, the Social Security Number of your minor dependent may have been exposed and fraudulently used to open credit. Without a monitoring system, like the Family Secure[®] product, you may not know whether your minor dependent's identity is being used illegally. Monitoring a minor dependent's identity can prevent significant damage to his/her credit history, which if left uncorrected, could become problematic during adulthood.

WHAT IS FAMILY SECURE[®]

Q: What is Family Secure[®]?

A: Family Secure[®] is an identity monitoring service provided by Experian[®]. In addition to monitoring whether your minor dependent's identity is being used illegally, the Family Secure[®] plan provides fraud resolution to assist you in correcting the minor dependent's information.

Q: How much does Family Secure[®] cost?

A: The Family Secure[®] service is being provided free of charge for one year from the date of enrollment.

Q: What benefits will my family receive after registering with Family Secure[®]?

A: The primary benefit that Family Secure[®] offers is monitoring the identity of the minor, even if the minor has no credit report. Once registered, in the event a child does not have a credit file, if any credit, loan, or similar account is opened with that information, then Experian[®] will alert the parent/legal guardian. Details of the alerts on minors are not released unless or until the parent/legal guardian authenticates himself/herself with Experian[®] as the parent/legal guardian of the minor.

Q: How much does Family Secure[®] cover?

A: Family Secure[®] coverage is for one parent/legal guardian and any number of his/her minor dependents. Five minor dependents can be enrolled using the Family Secure[®] website. (See below for enrollment instructions.) For more than five minors, the parent/legal guardian must call Experian[®]. The parent/legal guardian coverage includes a \$2,000,000 product guarantee (not available in the State of New York) covering all enrollees in the Family Secure[®] product.

WHO MAY ENROLL IN FAMILY SECURE[®]?

Q: Who is eligible to enroll in the Experian[®] Family Secure[®] plan?

A: Individuals who filed tax returns with the State of South Carolina from 1998 to the present and who claimed minor dependents are eligible to enroll for Family Secure[®]. Those dependents must still be a minor at the time of enrollment.

Q: What if my dependent is over the age of 18? Can an adult dependent register himself/herself?

A: Anyone over the age of 18, whether or not listed as a dependent, may enroll in the ProtectMyID[®] product. Family Secure[®] is offered to monitor a minor dependent's Experian credit file.

FREQUENTLY ASKED QUESTIONS REGARDING SC DOR SECURITY BREACH

NOVEMBER 30, 2012

Q: What if I have a minor child whom I did not claim as a dependent when I filed my taxes? Am I still eligible to enroll him/her in the Family Secure[®] plan?

A: No. If a minor was not listed as a dependent when you filed your taxes, then the minor's information was not compromised in the SCDOR security breach.

Q: Who is permitted to enroll a minor dependent in the Family Secure[®] plan?

A: Only one parent/legal guardian may enroll a minor dependent. If a child has two parents or legal guardians, then only one parent or legal guardian may enroll the child.

Q: Does it have to be the parent who claimed the child as a dependent?

A: No. If the adult filer has legal guardianship, he/she may enroll the minor.

Q: May foster parents enroll the child?

A: Yes. Call Experian[®] for assistance at 1-866-578-5422.

Q: If I am a minor and my parent or legal guardian has not enrolled with Experian[®] for ProtectMyID[®], then may I enroll myself?

A: No. A parent or legal guardian is required to enroll you in Family Secure[®].

Q: If I was enrolled with Experian[®] prior to the SCDOR cyber security breach, am I eligible to enroll free of charge for the Family Secure[®] plan? If so, how will I be notified?

A: If your personal information was affected by the SCDOR cyber security breach, then you will be eligible to enroll for the Family Secure[®] plan. You will be notified by email/letter if you were affected by the breach and about enrollment eligibility.

HOW TO ENROLL IN FAMILY SECURE[®]

Q: How do I enroll in the Family Secure[®] plan?

A: There are three steps to enroll in Family Secure[®]:

- **Step One: ENROLL IN ProtectMyID[®]:**

If you have not registered for ProtectMyID[®], then go to www.ProtectMyID.com/SCDOR and enter the activation code (SCDOR123), or call the Experian[®] call center at 1-866-578-5422.

- **Step Two: YOU WILL RECEIVE A NOTIFICATION FROM EXPERIAN[®]:**

You will receive a notification from Experian[®] to enroll for the Family Secure[®] plan. Notifications will begin on November 29, 2012. ***The notifications will be staggered so not everyone will receive a notification at the same time.*** If you registered with Experian[®] and provided an email address, then you will receive an email notification. If you registered with Experian[®] and did not provide an email address, then you will be notified by U.S. Mail.

- **Step Three: REGISTER WITH FAMILY SECURE[®]:**

If you receive a notification by email, then use the following link (www.FamilySecure.com/SCDOR), which is provided in your email/mail notification, and enter the unique activation code in the email that has been assigned to you to follow the instructions for registration. If you receive a notification by U.S. Mail, then follow the instructions for registration provided or call Experian[®] at 1-866-578-5422.

FREQUENTLY ASKED QUESTIONS REGARDING SC DOR SECURITY BREACH

NOVEMBER 30, 2012

Q: What information is needed to enroll a minor dependent in the Family Secure[®] plan?

A: To enroll, you will need to know and provide the following information:

Parent/Guardian:

Name

Address

Email address

Phone #

SSN

Date of Birth

Mother's Maiden Name

Minor dependent:

Name

SSN

Date of Birth

Q: When does the Family Secure[®] enrollment period end?

A: You may enroll for Family Secure[®] after you receive your email/mail notification until May 31, 2013.

HOW DOES FAMILY SECURE[®] WORK

Q: How does identity monitoring (Family Secure[®]) work?

A: Once registered, Experian[®] will regularly monitor information about the minor dependent, which is either the minor's credit file (if a credit history exists) or a minor's personal information to see if any credit, loan, or similar account is opened in the child's name. If new activity is created, the parent/legal guardian will be alerted. Experian[®] will detect new activity based on the minor's SSN, date of birth, name, address, or any combination thereof.

Q: After enrolling in the Family Secure[®] plan, how will I be alerted?

A: You will be alerted by text/email notification. Details of the alerts on minors are not released unless or until the parent/legal guardian authenticates himself/herself with Experian[®] as the parent/legal guardian of the minor. Even if activity is not detected in a month's time, you will still receive monthly "no hit" alerts.

Q: If Experian[®] alerts me of a change in my minor's credit file, what should I do next?

A: You should call Experian[®] at 1-866-578-5422. A dedicated Experian[®] Fraud Resolution representative will be assigned to help you determine the best course of action to protect your minor's identity.

MISCELLANEOUS

Q: There was a lapse in time between the breach and when I could enroll in the Family Secure[®] plan. Will that lapse in time affect my minor dependent, causing a greater likelihood of my minor's data being fraudulently used?

A: No. If a minor's information has been compromised and is currently exposed, then the consideration should not be if it will be used, as much as identifying that it has been used illegally and then correcting the error in the minor's credit record. The gap between the breach and enrolling in the Family Secure[®] product will not impact a parent's/legal guardian's ability to correct the minor's credit record.

Q: After being enrolled as a minor in the Family Secure[®] plan, what should I do when I turn 18 years old or begin to file tax returns on my own?

A: Call Experian[®] for assistance at 1-866-578-5422.

Godfrey, Rob

From: Tim Kelly <Tim.Kelly@chernoffnewman.com>
Sent: Friday, October 26, 2012 9:18 AM
To: Godfrey, Rob; Rick Silver; Emily Brady
Subject: RE: Executive Order 2012-10 and Letter to Maley

Thanks

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, October 26, 2012 9:15 AM
To: Tim Kelly; Rick Silver; Emily Brady
Subject: Executive Order 2012-10 and Letter to Maley

Godfrey, Rob

From: Emily Brady <Emily.Brady@chernoffnewman.com>
Sent: Friday, October 26, 2012 9:29 AM
To: Godfrey, Rob
Subject: RE: Press Conference

Great- thanks

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, October 26, 2012 9:27 AM
To: Emily Brady
Subject: RE: Press Conference

Has been pushed back.

From: Emily Brady [mailto:Emily.Brady@chernoffnewman.com]
Sent: Friday, October 26, 2012 9:26 AM
To: Godfrey, Rob
Subject: Fwd: Press Conference

Are you still meeting with wltx and Greenville news now?

Emily Brady
Manager of Public Affairs
Chernoff Newman
1411 Gervais St, 5th Floor
Columbia, SC 29201
P 803.233.2452
F 803.252.2016
Emily.Brady@cnsgr.com
www.chernoffnewman.com

Sent from my iPhone

Begin forwarded message:

From: "Jim Etter" <Etter_JF@sctax.org>
Date: October 26, 2012 9:20:36 AM EDT
To: rush.smith@nelsonmullins.com, Rick.Silver@chernoffnewman.com,
Emily.Brady@chernoffnewman.com, Tim.Kelly@chernoffnewman.com, patrickmaley@oig.sc.gov,
"Samantha Cheek" <CheekS@sctax.org>, "Harry Cooper" <COOPERH@sctax.org>
Cc: "Ted Pitts" <tedpitts@gov.sc.gov>
Subject: Press Conference

The 11:30 will be delayed. It will happen today but is still in the air.
I will keep you posted.

Jim Etter
Director
SC Department of Revenue

Godfrey, Rob

From: Maybank, Burnet R. III <BMaybank@nexsenpruet.com>
Sent: Friday, November 09, 2012 11:54 AM
To: Godfrey, Rob
Cc: Allen, Cathy A.
Subject: Re: Question

Glad to; pls send to Cathy and she will sign and email in

Sent from my iPhone

On Nov 9, 2012, at 9:41 AM, "Godfrey, Rob" <RobGodfrey@gov.sc.gov> wrote:

Burnie,

Would you be willing to place an op-ed in The Myrtle Beach Sun News today or Monday responding to the editorial they ran today criticizing the state's response to the data breach? If that's not feasible, would you be willing to call the editorial page editor and talk about the unprecedented state response to inform the public and protect taxpayers in the wake of the breach?

Call me.

Rob

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

*** CONFIDENTIAL COMMUNICATION *** The information contained in this message may contain legally privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this transmission is strictly prohibited. If you have received this communication in error, please notify us by telephone or email immediately and return the original message to us or destroy all printed and electronic copies. Nothing in this transmission is intended to be an electronic signature nor to constitute an agreement of any kind under applicable law unless otherwise expressly indicated. Intentional interception or dissemination of electronic mail not belonging to you may violate federal or state law.

*** IRS CIRCULAR 230 NOTICE *** Any federal tax advice contained in this communication (or in any attachment) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending any transaction or matter addressed in this communication.

Godfrey, Rob

From: Stirling, Bryan
Sent: Sunday, November 11, 2012 5:44 PM
To: 'Greg.Young@experianinteractive.com'
Cc: Godfrey, Rob; 'Jon.Neiditz@nelsonmullins.com';
'Michael.Bruemmer@experianinteractive.com'; 'ofonseca@experianinteractive.com';
'Anel.Nevarez@experianinteractive.com'
Subject: Re: Call and Activation stats for 1:30 PM Pacific, 11-11-12

Thank you.

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

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Sunday, November 11, 2012 04:30 PM
To: Stirling, Bryan
Cc: Godfrey, Rob; Jon.Neiditz@nelsonmullins.com <Jon.Neiditz@nelsonmullins.com>; Michael Bruemmer
<Michael.Bruemmer@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>; Anel Nevarez
<Anel.Nevarez@experianinteractive.com>
Subject: Call and Activation stats for 1:30 PM Pacific, 11-11-12

Latest numbers:

Activations: 759,000

Calls: 760,000

Avg. Call Wait: 6.75 min

Greg Young, APR
Experian Consumer Direct
Director, Public Relations /Consumer Engagement
949-294-5701

Sent by my iPhone

Oct. 30, 2012

To: Samantha Check, S.C. Department of Revenue
public information officer
Cc: Rob Godfrey, S.C. Governor's office

Dear Samantha,

This letter is a request for the following public records pursuant to the S.C. Freedom of Information Act. I would like to receive copies of the following:

- The contract signed on or about Oct. 12 between the S.C. Department of Revenue and Mandiant, the technology firm hired in the wake of the hacking of DOR computer server.
- The contract or any terms of agreement signed on or about Oct. 19 between DOR and the Nelson Mullins law firm in the wake of the hacker's attack
- The contract between DOR and Experian for the ProtectMyID Alert program that will cover the S.C. taxpayers affected by the hacking incident.

If these contracts do not fall under DOR's responsibility, I request that you forward this letter to the appropriate agency or office.

Since this request primarily benefits the general public, I request that any search and copying fees be waived. If there is a charge for access, I ask that you call me with an estimate and an explanation of the basis of those charges.

If you have any questions about this request, please contact me at (803) 771-8307. If I am not available, please contact reporter Andy Shain at (803) 771-8619.

I appreciate your efficient handling of my FOI request.

Sincerely,

Noelle Phillips
The State Media Co.
P.O. Box 1333
Columbia, SC 29202

The Post and Courier

134 Columbus Street

CHARLESTON, SC 29403-4800

(843) 577-7111

Oct. 29, 2012

Gov. Nikki Haley
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

Governor:

This is a formal request under the S.C. Freedom of Information Act to inspect and/or copy all records and correspondence relating to the breach of the Department of Revenue's computers by an unknown hacker this year.

This request includes, but is not limited to, written letters, memos, emails and text messages generated or received by your office in connection with the cyber-hacking of Social Security numbers and credit and debit card numbers contained in DOR databases.

Please waive any applicable fees. Release of the information is in the public interest because it will contribute significantly to public understanding of government operations and activities.

Please cite the specific exemption under the FOIA if you choose to withhold any of the requested materials.

Thank you for your time and attention to this matter.

Sincerely,

Glenn Smith
Staff Reporter
The Post and Courier
843-937-5556
gsmith@postandcourier.com

cc: Rob Godfrey

Godfrey, Rob

From: Tim Kelly <Tim.Kelly@chernoffnewman.com>
Sent: Friday, October 26, 2012 7:49 AM
To: Godfrey, Rob; Rick Silver; Jim Etter; Harry Cooper; Samantha Cheek; Liz Mason
Cc: Rush Smith; jon.neiditz@nelsonmullins.com; ofonseca@experianinteractive.com
Attachments: 5. Mandiant Overview.pdf; 4. Cabinet Agency Information Security Policy Highlights.docx; 3. Consumer Safety Solutions.docx; 2. Chronology.docx; 1. DOR media release.docx

Media package contents are attached, including the formatted press release. I'll need any changes to the release by 9:15 am in order to assemble the press kits. If there are no changes to the other documents, I'm going to print those at 8:30 come hell or high water.

Thanks to everyone for your patience and professionalism, two qualities I rarely display myself!

TK



Tim Kelly

Public Relations Strategist

Chernoff Newman

e: tim.kelly@chernoffnewman.com

w: www.chernoffnewman.com

me: <https://www.vizify.com/tim-kelly>

p: 803.233.2459

1411 Gervais Street
Columbia, SC 29201



Follow Chernoff Newman

Media package contents are attached, including the formatted press release. I'll need any changes to the release by 9:15 am in order to assemble the press kits. If there are no changes to the other documents, I'm going to print those at 8:30 come hell or high water.

Thanks to everyone for your patience and professionalism, two qualities I rarely display myself!

TK

[ChernoffNewmanHirezLogo]

Tim Kelly

Public Relations Strategist

Chernoff Newman

e: tim.kelly@chernoffnewman.com<<mailto:tim.kelly@chernoffnewman.com>>

w: www.chernoffnewman.com<<http://www.chernoffnewman.com/>>

me: <https://www.vizify.com/tim-kelly>

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Columbia, SC 29201

[twitter-24x24] <<http://twitter.com/chernoffnewman>> [facebook-24x24] <<http://facebook.com/chernoffnewman>>

[linkedin-24x24] <<http://www.linkedin.com/companies/chernoff-newman>> - Follow Chernoff Newman

Godfrey, Rob

From: McQuary, Anne <amcquary@WLTX.GANNETT.COM>
Sent: Tuesday, November 20, 2012 4:43 PM
To: Godfrey, Rob
Subject: letter

Rob,

We would like to get a copy of South Carolina Department of Revenue Director Jim Etter's letter of resignation I am requesting this under the South Carolina's Freedom of Information Act.

Thanks for your prompt response.

Anne McQuary
Digital media producer
www.wltx.com
(803) 776-9508

Godfrey, Rob

From: Hoover, Ben <bhoover@wistv.com>
Sent: Tuesday, November 20, 2012 5:30 PM
To: Godfrey, Rob
Subject: RE: Can you clarify for me?

I appreciate it.
Will do.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, November 20, 2012 5:29 PM
To: Hoover, Ben
Subject: RE: Can you clarify for me?

You're correct.

Up to 3.8 million tax filers. And up to 1.9 million dependents.

Thanks Ben. And don't hesitate to reach out any time we can be of assistance.

From: Hoover, Ben [mailto:bhoover@wistv.com]
Sent: Tuesday, November 20, 2012 5:18 PM
To: Godfrey, Rob
Subject: Can you clarify for me?

When reporting the # of people impacted by the DOR breach, is the grand total 5.7 South Carolinians?
3.8m taxpayers + 1.9m dependents = 5.7m.

That's the way I interpreted it while logging the Gov.'s soundbites (and The State's article) but some here interpret it as the 1.9m is part of that 3.8m number.

Help me get this right.

Thanks.

Ben Hoover

News Anchor
WIS-HD
(803) 608-5736
(803) 758-1267
bhoover@wistv.com
Facebook: @BenHoover
Twitter: @Ben Hoover

Godfrey, Rob

From: Becki [REDACTED] <[REDACTED]@bellsouth.net>
Sent: Tuesday, November 20, 2012 5:43 PM
To: Godfrey, Rob
Subject: RE: Video: Gov. Nikki Haley releases report on S.C. DOR data breach, pens letter to IRS, accepts Etter resignation

Thanks again, Rob. This was very helpful.
Becki

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, November 20, 2012 4:39 PM
To: Becki [REDACTED]
Subject: Video: Gov. Nikki Haley releases report on S.C. DOR data breach, pens letter to IRS, accepts Etter resignation
Importance: High

Governor Nikki Haley today released a report from information security company Mandiant regarding the information security breach at the South Carolina Department of Revenue (S.C. DOR) during an afternoon news conference at the Statehouse in Columbia. Mandiant's report is attached, and video of the governor's news conference is available here: <http://www.youtube.com/watch?v=7OV6TZHJKqg&>

The governor also encouraged the Internal Revenue Service (IRS) to require all states to have stronger security measures in place for handling tax information. A copy of the governor's letter to the IRS is attached.

Finally, the governor today accepted S.C. DOR Director Jim Etter's resignation effective December 31 and announced Bill Blume, who currently serves as Executive Director of the S.C. Public Employee Benefit Authority, as the next Director of S.C. DOR. Information about Blume is available here: <http://peba.sc.gov/meetbill/default.htm>

Rob Godfrey
Office of Gov. Nikki Haley
O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, November 20, 2012 5:48 PM
To: Godfrey, Rob
Subject: Letter

When will the state send those letters/emails informing folks whose info been breached?

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, November 20, 2012 5:55 PM
To: Godfrey, Rob
Subject: IRS

IRS Statement

Protecting taxpayer data is our top priority at the IRS. We have many different systems with a variety of safeguards -- including encryption -- to protect taxpayer data. The IRS has in place a robust cyber security of technology, people and processes to monitor IRS systems and networks.

We work closely with the states to ensure the protection of federal tax data. We have a long list of requirements for states to handle and protect federal tax information. Just as importantly, we expect the states to follow the standards of the National Institute of Standards and Technology.

We just received the letter from Gov. Haley, and we will be reviewing it.

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Shivers, Adam <[REDACTED]@turner.com>
Sent: Wednesday, November 21, 2012 9:10 AM
To: Godfrey, Rob
Subject: RE: Mandiant ID Theft Investigation

Cool, thx much!

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 21, 2012 9:03 AM
To: Shivers, Adam
Subject: RE: Mandiant ID Theft Investigation

<http://Governor.sc.gov>

From: Shivers, Adam [mailto:[REDACTED]@turner.com]
Sent: Wednesday, November 21, 2012 8:58 AM
To: Godfrey, Rob
Subject: Mandiant ID Theft Investigation

Hey Rob-

I was just listening through Gov. Haley talking about the ID theft investigation and she mentioned that the Mandiant investigation about the ID theft is complete. Can I get a copy of the Mandiant investigation report that Gov. Haley said she would give to the media?

Thanks,

Adam Shivers
Assignment Editor – CNN Southeast Desk
Affiliate Content Center
(w) 404-827-1505
(e) Adam.Shivers@CNN.com
[@CNNAdamShivers](#)

Godfrey, Rob

From: Marion Edmonds <medmonds@scprt.com>
Sent: Wednesday, November 21, 2012 3:24 PM
Subject: Daily Press Clippings: Thanksgiving Holiday Edition

Daily Press Clippings: Thanksgiving Holiday Edition

President pardons Cobbler and Gobbler both, for Thanksgiving

<http://holidayblog.today.com/news/2012/11/21/15336656-obama-pardons-cobbler-the-turkey-but-gobbler-gets-to-live-too?lite>

According to AAA Carolinas, more than 555,000 travelers will hit SC or NC roads this weekend over the Thanksgiving holiday, and gas prices are down \$0.50 since mid-September

[Spartanburg Herald-Journal; http://www.myrtlebeachonline.com/2012/11/20/3181492/lower-gas-prices-fueling-increase.html](http://www.myrtlebeachonline.com/2012/11/20/3181492/lower-gas-prices-fueling-increase.html)

The state announced Tuesday that the jobless rate dropped to its lowest level in four years in October

[The State](#)

SCDOR director resigns

[Associated Press](#)

Governor Haley explains S.C. hacking scandal

[Post and Courier](#)

One click likely doomed Dept. of Revenue data

[Post and Courier; The State](#)

Congaree National Park has changed hours for the Harry Hampton Visitor Center to 9 to 5 daily, though the park's trails are open even when the center is closed

[The State](#)

SC justices rule organized poker illegal; even in private homes. Darn, well maybe there's a game on this weekend

<http://www.myrtlebeachonline.com/2012/11/21/3182871/sc-justices-rule-organized-poker.html>

Marion Edmonds

Communications Director

SC Department of Parks, Recreation & Tourism

1205 Pendleton St.

Columbia, SC 29201

Phone: (803) 734-1370

Mobile: (803) 361-6144

medmonds@scprt.com

www.scmmediaroom.com

Godfrey, Rob

From: Eric Chabrow <echabrow@ismgcorp.com>
Sent: Wednesday, November 21, 2012 5:55 PM
To: Godfrey, Rob
Subject: Request to interview Gov. Haley

Rob,

I would like to conduct a telephone interview with Gov. Haley about a governor's responsibility in promoting IT security. The interview would be recorded, with the audio and transcript to be posted on several of our websites, including GovInfoSecurity and InfoRiskToday, both of which I edit.

Here are links to some of our coverage of the Department of Revenue breach:

- [Stolen Password Led to S.C. Tax Breach](#)
- [The Infosec Education of Nikki Haley](#)
- [IG: South Carolina Lacks IT Security Plan](#)
- [Silver Lining in South Carolina Tax Hack](#)
- [South Carolina Revenue Department Breached](#)

Since our launch nearly four years ago, I've interviewed for our podcasts well over 100 government officials, including senators, representatives and nearly all of the White House and administration's top IT and IT security leaders; federal, state and local IT security leaders and practitioners as well as IT security thought leaders. I also have interviewed a governor and a state attorney general.

If you're unfamiliar with GovInfoSecurity, we're the leading website covering government cybersecurity, and among our advisory board members are Melissa Hathaway, a former senior cyber adviser to Presidents Obama and Bush, and Karen Evans, who served as the federal CIO under President Bush.

Please let me know of the governor's availability.

Thanks.

Eric

Eric Chabrow

Executive Editor

Information Security Media Group

P: 973.821.4569

Skype: eric.chabrow1

Twitter: @GovInfoSecurity

The ISMG Network:

InfoRiskToday | DataBreachToday | CareersInfoSecurity

BankInfoSecurity | CUInfoSecurity | GovInfoSecurity | HealthcareInfoSecurity

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2013.0.2793 / Virus Database: 2629/5907 - Release Date: 11/20/12

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Friday, November 23, 2012 10:52 AM
To: Godfrey, Rob
Subject: Notification letters

_To make sure I have the latest info... Have they gone out yet? Any ETA on the send date?

_I was told no procurement process is needed if DSIT prints the letters (as an inter-governmental action). Is DOR really going through the procurement process on this, and why?

_Can you confirm that the reason the letters haven't gone out already is because the state was waiting on Mandiant to specify who was affected?

_When did state officials get that info from Mandiant? (Obviously it was some span of time before the news conference, whatever that length is.)

_Also, when did the governor's office first talk to the Department of Defense on identifying military service members? Thad said in that background session that it was the governor's office, not Revenue, that had dealt with DOD. (Bear in mind that Sen. Graham's letter sent to DOD, and cc'ed to Bryan, was included in the packet of emails.)

Seanna

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[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Friday, November 23, 2012 6:33 PM
To: Samantha Cheek
Cc: Godfrey, Rob
Subject: RE: Breakdown

Sorry. Seems I worded that badly. I understand about Department of Defense. That said, I was asking for a state-by-state breakdown of the 1.3 million total – NOT a military breakdown state-by-state.

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Friday, November 23, 2012 5:46 PM
To: Adcox, Seanna M.
Cc: RobGodfrey@gov.sc.gov
Subject: Re: Breakdown

Hi Seanna,

At this time we don't have a specific breakdown as we are working with the Department of Defense to locate and contact those individuals.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Nov 23, 2012, at 3:29 PM, "Adcox, Seanna M." <SAdcox@ap.org> wrote:

Samantha,

I know you said Revenue's still working on determining how many of the 1.3 million are military personnel. Do you have a state-by-state breakdown of where the individuals live?

Seanna

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.
[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Friday, November 23, 2012 7:33 PM
To: Godfrey, Rob
Subject: FW: Follow up on FOIA requests

Sending you this as a reminder of when I started asking about this. And I told Samantha on Tuesday, knowing that I would be out on Wednesday and she'd be out on Friday, to send me whatever she had on Wednesday, and told her specifically what I was writing about and when. So the fact that I was writing this story today should not have come as any surprise.

From: Adcox, Seanna M.
Sent: Monday, November 19, 2012 4:50 PM
To: 'Samantha Cheek'
Cc: Godfrey, Rob (RobGodfrey@gov.sc.gov)
Subject: RE: Follow up on FOIA requests

Thanks. One thing I will be working on tomorrow – and I've already given Rob a heads up – is the letter to out-of-state tax filers. I believe Thad has said the state legally has 45 days to notify. I'm guessing the clock started the day state officials learned of the breach. That would mean the state would need to send those letters by Saturday. Thad said last week no letters had gone out. Where does that stand?

Seanna

From: Samantha Cheek [<mailto:CheekS@sctax.org>]
Sent: Monday, November 19, 2012 4:39 PM
To: Adcox, Seanna M.
Subject: Follow up on FOIA requests

Seanna,

Attached is a copy of DOR's response at this time as we continue to process your two requests for documents under the Freedom of Information Act.

Thanks,

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review,

dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Ballard, Andrew <aballard@bna.com>
Sent: Tuesday, November 06, 2012 12:31 PM
To: Godfrey, Rob; 'CheekS@sctax.org'
Subject: RE: press inquiry re data breach lawsuit

Thanks Rob!

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Tuesday, November 06, 2012 12:30 PM
To: Ballard, Andrew; 'CheekS@sctax.org'
Subject: Re: press inquiry re data breach lawsuit

Quote from Rob Godfrey, Haley spokesman: "Nothing Mr. Hawkins does surprises the governor, nor does it change her statement from last week: there is a trial lawyer with a hand out and a tissue ready at any crisis."

From: Ballard, Andrew [mailto:aballard@bna.com]
Sent: Tuesday, November 06, 2012 12:25 PM
To: Godfrey, Rob; Samantha Cheek <CheekS@sctax.org>
Subject: press inquiry re data breach lawsuit

Hello Rob and Samantha...I am working on a story for BNA's Privacy & Security Law Report (and potentially other publications we issue) on the proposed class action lawsuit filed against the governor, SCDOR, SCDSIT, and Trustwave alleging violations of state law re data security and breach notification (Morgan v. Haley, S.C.C.P. (Richland), 2012-cp-40-7331, amended complaint 11/5/12).

Do you have any comment or statement on this lawsuit, brought by former state Sen. John Hawkins?

Any new developments on cyber attack?

Thanks for your time!

Andrew M. Ballard
Staff Correspondent
Raleigh, NC

BNA, Inc.

Direct 919.841.1240
aballard@bna.com

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Tuesday, November 06, 2012 3:27 PM
To: Godfrey, Rob
Subject: question

Who retained Chernoff Newman to deal with the hacking issue and how much are they being paid?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Ann Roberson <ARoberson@doi.sc.gov>
Sent: Tuesday, November 06, 2012 3:31 PM
To: Godfrey, Rob
Subject: question

Rob,

We are working to finalize our plan to communicate with our stakeholders the information regarding taxpayer's credit monitoring with respect to the recent cyber attack. Can you tell me if the DOR has information that they would like for us to distribute or should we use what is posted on their website?

Thank you for your help with this.

Sincerely,

Ann

Godfrey, Rob

From: Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>
To: bsymmes@clemson.edu
Sent: Tuesday, November 06, 2012 3:55 PM
Subject: Undeliverable: Video: Gov. Nikki Haley's Cabinet meeting and media availability

Delivery has failed to these recipients or distribution lists:

bsymmes@clemson.edu

Microsoft Exchange has been trying to deliver this message without success and has stopped trying. Please try sending this message again, or provide the following diagnostic text to your system administrator.

Diagnostic information for administrators:

Generating server: mailstore1.clemson.edu

bsymmes@clemson.edu
#< #4.4.7 SMTP; 452 4.2.2 Over quota> #SMTP#

Original message headers:

Return-Path: <RobGodfrey@gov.sc.gov>
Received: from mx1.clemson.edu (mx1.clemson.edu [130.127.237.234] (may be forged)) by mailstore1.clemson.edu (8.13.8/8.13.8) with ESMTP id qA1KZn8i010310 for <bsymmes@clemson.edu>; Thu, 1 Nov 2012 16:35:49 -0400
Received: from ciomail2.sc.gov (ciomail2.sc.gov [167.7.36.2]) by mx1.clemson.edu (8.13.8/8.13.8) with ESMTP id qA1KZhZw006595 for <bsymmes@clemson.edu>; Thu, 1 Nov 2012 16:35:48 -0400
Received: from (unknown [167.7.136.58]) by ciomail2.sc.gov with smtp (TLS: TLSv1/SSLv3,128bits,AES128-SHA) id 2304_ede8_975e696c_2463_11e2_9267_00188b2fc6a2; Thu, 01 Nov 2012 16:34:58 -0400
Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht01.bcbad.state.sc.us ([167.7.136.58]) with mapi; Thu, 1 Nov 2012 16:34:39 -0400
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Date: Thu, 1 Nov 2012 16:34:21 -0400
Subject: Video: Gov. Nikki Haley's Cabinet meeting and media availability
Thread-Topic: Video: Gov. Nikki Haley's Cabinet meeting and media availability
Thread-Index: Ac24cDIixZIzoBPSQ6ytzxbIiP+aZw==
Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01CA235D@SCMBXC02.bcbad.state.sc.us>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:

acceptlanguage: en-US
Content-Type: multipart/alternative;
 boundary="_000_B0A6515D1E2B5D48B936DC213B3B8F8E01CA235DSCMBXC02bcbadst_"
MIME-Version: 1.0
X-NAI-Spam-Flag: NO
X-NAI-Spam-Level:
X-NAI-Spam-Threshold: 8
X-NAI-Spam-Score: 0.5
X-NAI-Spam-Version: 2.2.0.9309 : core <4389> : streams <849833> : uri
 <1257811>
X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10432:5.7.7855,1.0.431,0.0.0000
 definitions=2012-11-01_06:2012-11-01,2012-11-01,1970-01-01 signatures=0
X-Proofpoint-Spam-Details: rule=notspam policy=default score=0 spamscore=0 ipscore=0 suspectscore=7
 phishscore=0 bulkscore=0 adultscore=0 classifier=spam adjust=0 reason=mlx
 scancount=1 engine=6.0.2-1203120001 definitions=main-1211010226



Video: Gov. Nikki
 Haley's Cabi...

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, November 06, 2012 4:24 PM
To: Godfrey, Rob
Subject: FW: contract w/ Chernoff Newman

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

From: Largen, Stephen [mailto:slargen@postandcourier.com]
Sent: Tuesday, November 06, 2012 4:21 PM
To: Samantha Cheek
Subject: RE: contract w/ Chernoff Newman

To clarify the second question: Why did DOR hire a PR firm, and then why Chernoff Newman? It's Election Day and we have an early deadline. I need an answer to these questions by 5 p.m.

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Largen, Stephen
Sent: Tuesday, November 06, 2012 3:39 PM
To: CheekS@sctax.org
Subject: contract w/ Chernoff Newman

How much is it for and why did DOR choose the firm?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, November 06, 2012 4:25 PM
To: Godfrey, Rob
Subject: FW: One more question

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Tuesday, November 06, 2012 4:23 PM
To: Samantha Cheek
Subject: Re: One more question

Samantha --

Who recommended Chernoff to DOR?

Andy

On Tue, Nov 6, 2012 at 1:58 PM, Shain, Andy <ashain@thestate.com> wrote:
Samantha --

One more issue I just saw in an email from the FOIA: Was there an issue of some taxpayer info not being clear for Experian? Garbled data?

Andy

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Tuesday, November 06, 2012 4:25 PM
To: Godfrey, Rob
Subject: FW: One more question

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Tuesday, November 06, 2012 11:57 AM
To: Samantha Cheek
Subject: One more question

Samantha --

Just noticed from this Oct. 28 projected cost document that the number of taxpayers compromised is 3,945,153. So is 3.9 million (and not 3.6 million) the correct number?

Andy

--
Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Smith, Tim <tcsmith@greenvillenews.com>
Sent: Tuesday, November 06, 2012 4:46 PM
To: Godfrey, Rob
Subject: Please call

Rob,

I've gone through the hacking documents released this morning and had a question about one of them.

Please call me at 256-7367.

Thanks!

Tim Smith

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Monday, November 05, 2012 10:47 AM
Subject: Gov. Nikki Haley's Weekly Schedule: November 5, 2012

Gov. Nikki Haley's Weekly Schedule: November 5, 2012

COLUMBIA, S.C. – Governor Nikki Haley's schedule for the week of November 5 includes:

Tuesday, November 6, 9:30 AM: Gov. Haley and First Gentleman Michael Haley will vote, Mt. Horeb United Methodist Church, Gymnasium, 1205 Old Cherokee Road, Lexington, S.C.

Thursday, November 8, 12:00 PM: Gov. Haley will be the keynote speaker at the South Carolina Chamber of Commerce's 33rd Annual Summit Luncheon, Wild Dunes, Palms Ballroom, 4600 Palm Boulevard, Isle of Palms, S.C.

Friday, November 9, 12:00 PM: Gov. Haley will be the keynote speaker at the Palmetto Center for Women's Tribute to Women in Industry Awards Luncheon, Columbia Marriott Downtown, 1200 Hampton Street, Columbia, S.C.

Note: As additional public events are added to the schedule, you'll be notified.

-###-

Gov. Nikki Haley's Schedule: October 29, 2012

COLUMBIA, S.C. – Gov. Nikki Haley's schedule for the week of October 29 included the following:

Monday, October 29

8:45 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

9:00 AM Agency meeting.

10:00 AM: Gov. Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials held a press conference to update the people of South Carolina on

the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves, Statehouse, Columbia, S.C.

1:45 PM: Economic development meeting.

3:45 PM: Constituent call.

7:00 PM: Policy call.

8:50 PM: Policy call.

Tuesday, October 30

9:00 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

9:15 AM: Gov. Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials held a press conference to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves, Statehouse, Columbia, S.C.

10:00 AM: Gov. Haley attended a Budget and Control Board meeting, Room 252, Edgar Brown Building, Columbia, S.C.

11:30 AM: Media availability.

1:00 PM: Legislative meeting.

5:50 PM: Call with a member of the congressional delegation.

7:25 PM: Call with a member of the congressional delegation.

7:30 PM: Call with a member of the congressional delegation.

Wednesday, October 31

9:25 AM: Call with a member of the congressional delegation.

9:55 AM: Agency call.

10:00 AM: Gov. Haley attended agency meetings in Bamberg, S.C.

1:20 PM: Call with a member of the congressional delegation.

1:30 PM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

3:15 PM: Economic development call.

4:30 PM: Gov. Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials held a press conference to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves, Statehouse, Columbia, S.C.

Thursday, November 1

1:00 PM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

2:30 PM: Gov. Haley held a cabinet meeting, Room 252, Edgar Brown Building, Columbia, S.C.

2:50 PM: Media availability.

3:45 PM: Policy call.

4:00 PM: Policy call.

4:50 PM: Policy call.

Friday, November 2

9:45 AM: Gov. Haley arrived at the Office of the Governor for office hours, Statehouse, Columbia, S.C.

11:00 AM: Agency call.

11:45 AM: Newspaper interview.

~~###~~

Rob Godfrey

Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Tuesday, November 06, 2012 4:47 PM
To: Godfrey, Rob
Subject: question

Is it an appropriate use of taxpayer money for the S.C. Department of Revenue to have hired a communications firm to help the agency with the hacking crisis? The firm said the value of the contract is about \$160,000. I'm still waiting for confirmation of that number from the Revenue Department.

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Smith, Tim <tcsmith@greenvillenews.com>
Sent: Tuesday, November 06, 2012 4:54 PM
To: Godfrey, Rob
Subject: DOR estimate
Attachments: DOR.pdf

Rob,

Attached is the estimate sheet. I am guessing this is pre-Experian announcement and the current estimate would be adding \$12 million to the \$1.5 million in other costs on this sheet.

Tim

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Tuesday, November 06, 2012 5:27 PM
To: Godfrey, Rob
Subject: Chernoff Newman

Rob --

Chernoff Newman provided the governor with talking points for the hack news conference. Did she use them?
(Or how would you describe how useful they were?)

Andy

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Neal, Sharranda <sneal@wltx.gannett.com>
Sent: Wednesday, November 07, 2012 11:15 AM
To: Godfrey, Rob
Subject: RE: Request from News19 WLTX-TV

Should I send all future requests to them?
If so, what is that email/address?

Thanks,
Sharranda

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 07, 2012 9:32 AM
To: Neal, Sharranda
Cc: Jacoby, Marybeth; Cooke, Scott; Patel, Swati
Subject: RE: Request from News19 WLTX-TV

This request was forwarded to our legal office, which handles all FOI requests, and the legal office is processing it.

From: Neal, Sharranda [mailto:sneal@wltx.gannett.com]
Sent: Wednesday, November 07, 2012 9:30 AM
To: Godfrey, Rob
Cc: Jacoby, Marybeth; Cooke, Scott
Subject: FW: Request from News19 WLTX-TV

Good Morning Rob,
I didn't receive a response from you regarding this request.
Would you please advise whether you're working on it?
Thanks,
Sharranda

From: Neal, Sharranda
Sent: Wednesday, October 31, 2012 5:58 PM
To: 'Godfrey, Rob'
Subject: Request from News19 WLTX-TV

Pursuant to the SC Freedom of Information Act, News19 WLTX-TV requests the following information:

- *all email/ written correspondence between Governor Nikki Haley and her staff with Pat Malley and James Etter between August 26, 2012 to present (October 31, 2012)
- * any written requests, from Governor Nikki Haley requesting an investigation into how hackers breached the computer servers maintained by the South Carolina Department of Revenue

This request is for correspondence sent between August 26, 2012 and October 31, 2012

I request any fees associated with this request be waived, because the information requested will serve the public interest.

Please let me know if there is anything more I need to do to facilitate this request.

Thanks for your prompt response,

Sharranda Neal

Content Manager

News19 WLTX-TV

Address: 6027 Garners Ferry Road

Columbia, S.C. 29209

Phone: (803) 695-3741

Cell Phone: (803) 429-9021

Fax: (803) 776-1791

Godfrey, Rob

From: Harriet McLeod <harrietmcleod@gmail.com>
Sent: Wednesday, November 07, 2012 11:46 AM
To: Godfrey, Rob
Subject: Rob, what is the governor's comment or statement ...

Rob, what is the governor's comment or a statement on the 200,000 additional taxpayer records found to have been exposed in the cyber attack?

Thanks,
Harriet

--
Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
harrietmcleod@gmail.com

Godfrey, Rob

From: Ryan Naquin <rnaquin@wpde.com>
Sent: Wednesday, November 07, 2012 11:49 AM
To: Godfrey, Rob
Subject: Nikki Haley Presser

Rob,

Can you please send me a link to the Governor's press conference yesterday? We were a little busy covering the election. We were not able to cover the Governor's press conference.

I'm mostly interested in if we know who exactly has been hacked yet. Do we know that yet?

Ryan Naquin
Reporter
NewsChannel 15 WPDE
Myrtle Beach, SC
843-742-9833

Godfrey, Rob

From: Marion Edmonds <medmonds@scprt.com>
Sent: Wednesday, November 07, 2012 11:46 AM
Subject: Daily Press Clippings: Wednesday, November 07, 2012 (Election Wrap-up Edition)

Daily Press Clippings: Wednesday, November 07, 2012 (Election Wrap-up Edition)

2012: Pres. Obama wins second term, but Gov. Romney defeats Obama in SC
[Post and Courier](#); [The State](#); [The State/McClatchy](#)

Lt. gov - governor amendment likely approved
[The State](#); [Greenville News](#)

Scott set to keep House seat
[Hilton Head Island Packet](#)

Rice wins S.C.'s new congressional seat
[Myrtle Beach Sun News](#); [SC Radio Network](#)

Clyburn wins re-election
[SC Radio Network](#)

Mulvaney defeats 5th District challenger
[Spartanburg Herald-Journal](#)

SC HOUSE: Bernstein, McCulloch take Midlands House seats
[The State](#)

Kennedy takes Saluda-area District 39 seat
[Greenwood Index-Journal](#)

Skelton wins Clemson-area House seat
[Anderson Independent-Mail](#)

Setzler fends off Haley-backed opponent
[Aiken Standard](#)

Edge beats challenger Randall for the fourth time
[Myrtle Beach Sun News](#)

Statehouse veterans Martin, Skelton fend off challengers
[Greenville News](#)

Charleston-area incumbents win House match-ups
[Post and Courier](#)

SC SENATE: Shealy becomes sole woman in state Senate by unseating Knotts
[WIS-TV](#); [The State](#)

McElveen holds lead in Senate 35
[Sumter Item \(pay\)](#)

Nicholson hangs on to District 10 seat
[Greenwood Index-Journal](#)

Hayes retains Rock Hill-area Senate seat
[Rock Hill Herald](#)

Thurmond to replace McConnell in Senate
[Post and Courier](#)

LOCAL ELECTIONS: Richland penny referendum results still to be determined
[The State](#)

Incumbents ousted in Abbeville, runoff to determine mayor
[Greenwood Index-Journal](#)

Aiken says 'No' to change in form of government
[Aiken Standard](#)

Beaufort voters OK land bond, reject gov't change
[Beaufort Gazette](#)

York Co. approves Sunday alcohol sales
[Rock Hill Herald](#)

Bamberg voters approve penny sales tax
[Orangeburg Times-Democrat](#)

SCDOR says it's hired a PR firm for \$160,000 to assist in the response to hacking that compromised taxpayer and business records
[Post and Courier](#); [Rock Hill Herald](#)

Army Corps estimates up to \$3.5 million in damage to Folly
[Post and Courier](#)

Marion Edmonds

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Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Wednesday, November 07, 2012 12:02 PM
To: Godfrey, Rob
Subject: quick question

Rob,
Do you know how many folks have signed up with Experian so far? Thanks.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

Godfrey, Rob

From: Harriet McLeod <harrietmcleod@gmail.com>
Sent: Wednesday, November 07, 2012 1:29 PM
To: Godfrey, Rob
Subject: Rob, how many people have now signed up with Experian? Thanks!

--

Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
harrietmcleod@gmail.com

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Wednesday, November 07, 2012 3:35 PM
To: Godfrey, Rob
Subject: Hacking

Looking at the P&C's story, with Mandiant detailing how the breach happened. Do you guys want to weigh in? The gov has consistently said that no one at DOR would be punished, but the security folks seem to be saying that, in addition to the use of unsecured, third party-software on a state computer system, this also happened as a result of an employee mistake.

AP

ASSOCIATED PRESS

Meg Kinnard

The Associated Press
Reporter, Legal Affairs
mkinnard@ap.org
Twitter <http://twitter.com/megkinnardap>

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O 803 799 5510
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"One forges one's style on the terrible anvil of daily deadlines."

-- Emile Zola

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msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Wednesday, November 07, 2012 3:50 PM
To: Godfrey, Rob
Subject: RE: additional records hacked

Good deal, thanks.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 07, 2012 3:44 PM
To: Smith, Glenn
Subject: RE: additional records hacked

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 728,701 calls and approximately 693,272 signups for Experian's ProtectMyID program.

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Wednesday, November 07, 2012 3:37 PM
To: Godfrey, Rob
Subject: RE: additional records hacked

Thanks, Rob. Do you have an updated number on Experian registration? I think the State reported that 700,000 people had signed up.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 07, 2012 3:25 PM
To: Smith, Glenn
Cc: Lagen, Stephen
Subject: RE: additional records hacked

Glenn,

- 1) As we have always said, we are unraveling the data as fast as possible and getting as much information about the situation to taxpayers as soon as possible.
- 2) No.

Rob

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Wednesday, November 07, 2012 9:44 AM
To: Godfrey, Rob
Subject: additional records hacked

Rob,
Just saw the story in The State regarding additional recordings being hacked. Can you confirm that it now appears some 200,000 more tax records were compromised, bringing the total number to 3.8 million? Why was this not noticed earlier? Do these records extend back earlier than 1998?
Thanks in advance for your assistance.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

Godfrey, Rob

From: Harriet McLeod <[REDACTED]@gmail.com>
Sent: Wednesday, November 07, 2012 4:58 PM
To: Godfrey, Rob
Subject: Re: Rob, what's your ETA for those updated Experian figures? Thanks!

Thanks, Rob. Did the governor speak about this today?
Harriet

On Wed, Nov 7, 2012 at 3:44 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 728,701 calls and approximately 693,272 signups for Experian's ProtectMyID program.

From: Harriet McLeod [mailto:[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]
Sent: Wednesday, November 07, 2012 2:47 PM
To: Godfrey, Rob
Subject: Rob, what's your ETA for those updated Experian figures? Thanks!

--

Harriet McLeod
Reuters America
www.reuters.com


Charleston, South Carolina

[843-270-4619](tel:843-270-4619) (mobile)
[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)

--

Harriet McLeod

Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
@gmail.com

Godfrey, Rob

From: Kinnard, Meg <mkinnard@ap.org>
Sent: Thursday, November 08, 2012 8:58 AM
To: Godfrey, Rob; 'CheekS@sctax.org'
Subject: RE: Hacking

Thanks – I went ahead and picked up the P&C story, so I don't need him on those issues. But I would like to be able to have some sort of open line of communication with Mandiant, so whomever that authorization needs to come from, I'd appreciate it.

Thanks –
Meg

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Wednesday, November 07, 2012 5:49 PM
To: 'CheekS@sctax.org'
Cc: Kinnard, Meg
Subject: Re: Hacking

Will handle.

From: Samantha Cheek [mailto:CheekS@sctax.org]
Sent: Wednesday, November 07, 2012 05:30 PM
To: Godfrey, Rob
Subject: FW: Hacking

I believe this should come from you?

From: Kinnard, Meg [mailto:mkinnard@ap.org]
Sent: Wednesday, November 07, 2012 5:17 PM
To: Samantha Cheek
Subject: Fw: Hacking

Can you guys authorize them to speak w us this week and in the future on this?

Meg Kinnard
Associated Press
803-634-9078

From: Marshall Heilman [mailto:Marshall.Heilman@mandiant.com]
Sent: Wednesday, November 07, 2012 05:14 PM
To: Kinnard, Meg
Subject: RE: Hacking

Hi Meg, I really cannot comment any more. I was asked by my client to speak w/ the Post and Courier, but cannot comment unless authorized. Please redirect your request to the Department of Revenue.

r/
Marshall
Director
+1 (808) 230-4707

From: Kinnard, Meg [<mailto:mkinnard@ap.org>]
Sent: Wednesday, November 07, 2012 4:04 PM
To: Marshall Heilman
Subject: Hacking

Marshall –

Do you have a fact sheet on how Mandiant thinks the hacker infiltrated the SC DOR system? I was reading the Post and Courier story but was hoping to get the information directly from you.

Many thanks –

Meg

AP

ASSOCIATED PRESS

Meg Kinnard

The Associated Press

Reporter, Legal Affairs

mkinnard@ap.org

Twitter <http://twitter.com/megkinnardap>

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-- Emile Zola

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Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Thursday, November 08, 2012 9:24 AM
To: Shain, Andy
Cc: Godfrey, Rob
Subject: Re: Mandiant

Copying Rob for his input.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Nov 8, 2012, at 9:17 AM, "Shain, Andy" <ashain@thestate.com> wrote:

Samantha --

Saw the P&C story speaking with Marshall Heilman of Mandiant.
I'd like to speak with him too.
Do I make a request through you or Mandiant?

Thank you,
Andy

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Thursday, November 08, 2012 11:49 AM
To: Godfrey, Rob
Subject: Trustwave

The requested information dated [date] cannot be released as it relates to the Department security plans as provided under SC Code Section 30-4-20 (c).

However, we can provide to you significant details as they pertain to the contract the Department retains with Trustwave. The initial contract was signed on September 30, 2005 as a five-year contract and was renewed through June 30, 2016. The Department pays approximately \$38,000 a year to Trustwave.

The Department of Revenue used TrustWave, one of the world's leading information technology and data security firms, because the department, as with any entity handling credit card information, is required to be PCI compliant by the world's major credit card companies to safeguard financial information.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Thursday, November 08, 2012 12:41 PM
To: Susan Helmick
Cc: Godfrey, Rob
Subject: RE: More media calls

Hi Susan,

I'm diverting this Rob Godfrey over at the Governor's Office.

Thanks,
Samantha

From: Susan Helmick [mailto:susan.helmick@mandiant.com]
Sent: Thursday, November 08, 2012 12:36 PM
To: Samantha Cheek
Subject: More media calls
Importance: High

Hi Samantha,

As a result of the most recent news coming out re: the SC DOR hack, we're getting a lot of calls here to speak with Marshall Heilmann (as he was quoted extensively in latest coverage). How would you like us to handle those? Should they go to you, the governor's office?

Thanks!

Susan Helmick
MANDIANT
PR Manager, Marketing
2318 Mill Road
Suite 500
Alexandria, VA 22314
703.224.3547 t
703.683.2891 f
703.989.3429 m
susan.helmick@mandiant.com
www.mandiant.com

Godfrey, Rob

From: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Thursday, November 08, 2012 3:29 PM
To: Godfrey, Rob
Subject: Checking in on those contracts

Good afternoon, Rob.

It's now been a week since we were talking about getting a copy of the Experian contract. When do you think we might get a copy of that document, as well as copies of the contracts with Mandiant, Nelson Mullins and the other companies hired as part of the response to the DoR hack?

Thanks,

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
[@kearney_brendan](#) on Twitter

Godfrey, Rob

From: Stewart, Nathan <njstewart@WLTX.GANNETT.COM>
Sent: Thursday, November 08, 2012 3:46 PM
To: Godfrey, Rob
Subject: News 19

Hey Rob,

Nate here, hope all is well. I saw the AP's story saying Haley hopes to report next week on the probe into the hacking of the SCDOR.

Was hoping you could give me any insight as to what may be released.

Thanks.

Nate Stewart
Reporter
Cell: (803) 309-9480
Work: (803) 776-9508 EXT: 274
Twitter: [@WLTXNATESTEWART](https://twitter.com/WLTXNATESTEWART)
Facebook: [Nate Stewart WLTX](#)
Email: NJStewart@WLTX.GANNETT.COM



Godfrey, Rob

From: Isikoff, Michael (NBCUniversal) <Michael.Isikoff@nbcuni.com>
Sent: Thursday, November 08, 2012 3:54 PM
To: Godfrey, Rob
Subject: S.C. tax breach

Rob—Good talking. Please send the material on the tax breach here—as well as the contact at Dept. of Revenue.
Mike Isikoff
NBC News
O 202-885-4993
C 202-258-2535