

**From:** Card, Rachel  
**To:** Veldran, Katherine <KatherineVeldran@gov.sc.gov>  
**Date:** 10/25/2013 3:17:59 PM  
**Subject:** FW: Experian questions

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Here are the answers to the questions below:

1. Is it correct that all SC taxpayers were eligible to enroll in Experian last year (paper and electronic filers)? We have had several people who filed paper returns say they signed up for Experian and do not understand why they are not being offered CSID.  
Yes, for a short amount of time until the Feds provided more details as to the data that was compromised. At that point, enrollment was limited based on eligibility.
2. How do people go about getting a refund for Experian if they have already signed up for the additional coverage but would like to enroll in CSID's free coverage instead?  
---According to information obtained from Experian, individuals who recently enrolled for another year of credit protection through their services may cancel the membership free of charge before the extra year of monitoring begins.  
Experian will reimburse individuals the full amount if no paid portion of the second year of monitoring has been used, or individuals may receive a prorated reimbursement rate depending on when they re-enrolled or cancelled their memberships.  
Taxpayers who paid to enroll for another year with Experian and would like to cancel can do so by calling Experian at 1-866-584-9479.  
The state Budget and Control Board is in the process of reviewing bids and a formal announcement will be made next week as to which vendor was chosen to offer credit and identification protection. The vendor will work alongside the state of South Carolina to promote and educate the public on the protection service.  
From the SCOR press release on September 18, 2013

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**From:** Card, Rachel  
**Sent:** Friday, October 25, 2013 10:52 AM  
**To:** Chrytsal R. Laughlin (LaughlCR@sctax.org)  
**Cc:** Veldran, Katherine (KatherineVeldran@gov.sc.gov); Milton Kimpson (kimpsom@sctax.org); 'khouris@sctax.org'  
**Subject:** Experian questions

Chrystal,

Can you please help me with the following questions? If possible, I need the answers before 11:00 am.

Thanks,  
Rachel

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