

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.com>
Sent: Sunday, October 28, 2012 12:07 PM
To: Haley, Nikki
Subject: ID Protection

Title: Mr
First Name: John
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: Sc
Zip: 29615
Phone: 864. [REDACTED]

Email: [REDACTED]@att.com

Affiliation: Constituent

Message:

I have registered my wife and me for ID protection, but cannot register my 3 minor sons at Experian's web site. How do I protect their information? Thanks.

OCT 29 2012

He... (15)
Answered _____

7674

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@YAHOO.COM>
Sent: Saturday, October 27, 2012 6:37 AM
To: Haley, Nikki
Subject: link does not work

Title:
First Name: Linda
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: SIX MILE
State: SC
Zip: 29682 [REDACTED]
Phone: 864. [REDACTED]
Email: [REDACTED]@YAHOO.COM

RECEIVED
OCT 29 2012
Refer. [REDACTED]
Answered [REDACTED]

224645

Affiliation: Other

Message:

Link to experian doesn't work, it asks for code and I tried to enter scdor ,no luck and when typed in web address bar the scdor diappears.help,thank you

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, October 30, 2012 12:50 PM
To: Haley, Nikki
Subject: credit report

Title:
First Name: jennifer
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: west columbia
State: sc
Zip: 29170
Phone: 803 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I know the hacking of SCDOR was a devastating occurrence for South Carolina but it forced me to check my credit history and I am glad I did- I had 4 negative credit listings that did not belong to me- It was not part of the hacking scheme- I did get with the 3 credit bureaus and all has now been cleared up. Thanks to the Governor for all she did and for helping me find a potential credit nightmare.

RECEIVED

OCT 30 2012

Referred

Answered

486706

nhcorrespondence,

From: [REDACTED]@aol.com
Sent: Tuesday, October 30, 2012 9:08 AM
To: Haley, Nikki
Subject: information request

Hello Governor Haley,

Could you have a staffer address my concern for me. It has been announced that 3 million people's info was hacked. I am trying to determine if my family was in this group before taking action. Called the number in the paper and they could not tell me. I called one of your staffers to see if there was a number I could call, and they did not know either. How did they come up with the 3 million number if there is no list somewhere?

Thanks and keep up the good work.

Karen [REDACTED]
803-[REDACTED]

RECEIVED
OCT 30 2012
Referred 05
Answered _____
112030

204786

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, October 30, 2012 3:12 PM
To: Haley, Nikki
Subject: Cyber attack

RECEIVED

Title: Mr.
First Name: Richard
Middle Initial: R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Central
State: SC
Zip: 29630
Phone: 864-[REDACTED]

OCT 30 2012
Referred 15
Answered _____

224795

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

- 1) Why do I have to select an affiliation?
- 2) The attacked information wasn't encrypted? Why would anyone not have thought that was necessary?
- 3) Why were multiple attacks allowed before we were notified?
- 4) Why aren't we being protected automatically? I have to spend time to do your work after the fact. Perhaps I should bill you at an hourly rate.
- 5) What benefit, if any, are you receiving from the companies you've suggested we use?
- 6) It appears that you are as unqualified as the previous Governor and Lt. Governor. Maybe if you had spent less time campaigning for other people who are as bad for democracy as you, the state's citizens would not have been put at risk.

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@comporium.net>
Sent: Tuesday, October 30, 2012 2:07 PM
To: Haley, Nikki
Subject: Fraud Alert Company

Title:
First Name: Christopher
Middle Initial:S
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Rock Hill
State: SC
Zip: 29732
Phone: 803 [REDACTED]

Email: [REDACTED]@comporium.net

Affiliation: South Carolina Resident

Message:

Fraud Alert I have tried to go through the website that has been published to register for the fraud protection and unable for some reason not able to register. The phone number that is published hangs up at the end of their message and will not let you hang for 10 minutes; therefore I am not able to get through after several efforts.

There needs to be some alternative way when someone is having difficulty with the systems. Do you have any suggestions has to get through?

Shannon

RECEIVED
OCT 30 2012
Referred: 15
Answered: _____

224796

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@yahoo.com>
Sent: Tuesday, October 30, 2012 2:06 PM
To: Haley, Nikki
Subject: Hacking

Title: Ms

First Name: Rita

Middle Initial: H

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Chesnee

State: SC

Zip: 29323

Phone: 864 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

How do I find out if my SS# or credit info has been hacked?

RECEIVED
OCT 30 2012
Referred to [REDACTED]
Answered [REDACTED]

224797

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Tuesday, October 30, 2012 1:46 PM
To: Haley, Nikki
Subject: Questions re: Identity breach

Title: Mr
First Name: Carl
Middle Initial: T
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29223
Phone: 803-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

Governor Haley,

I am disappointed in the mechanisms put in place to service the millions of tax payers affected by this. I just called the only number provided and after listening to the boilerplate Experion information twice was told by the automated attendant that the lines were busy call back later - that is unacceptable. My questions that I would like answered as quickly as possible are:

- Since my return also has my deceased wife's SSN, my current wife's SSN and my children's SSN do I need to register them each individually?
- Fortunately, to my memory I have not used a credit card, however I have provided bank account numbers for electronic drafts for years that I owe and for deposit for years that I was to receive a refund. My question is, is my bank account information compromised as well?
- What happens in a year? By announcing that the protections last for a year only gives the thieves the knowledge that if they hold onto the information it will be once again unprotected.
- Why aren't there FAQs being collected and publicized

We can do better for the taxpayers of SC. I look forward to your response.

Sincerely,

Carl [REDACTED]

RECEIVED
OCT 30 2012
Referred to: 15
Answered: _____

064798

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Wednesday, October 31, 2012 8:40 AM
To: Haley, Nikki
Subject: Protect My ID won't allow child sign up

Title: Ms
First Name: Marjorie
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29205
Phone: 803-[REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

The media indicates that children whose social security numbers are on tax returns could be signed up. However, Protect My ID age restriction require born 1994 or earlier. My child was born in 2004. What to do please? Thank you.

PS: I tried calling Protect My ID but it only gives one a recording and doesn't let one talk to a person/agent.

OCT 31 2012
Referred to CS
Answered

224015

nhcorrespondence,

NRN

From: Thomas, Katherine
Sent: Friday, November 16, 2012 8:08 AM
To: Haley, Nikki
Subject: FW: Message from the Governor

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

From: Ralph [REDACTED] [mailto:[REDACTED]@inbox.com]
Sent: Tuesday, November 13, 2012 7:40 PM
To: Thomas, Katherine
Subject: RE: Message from the Governor

Office of Governor Haley,

Thank you for sending thorough "what to do" instructions regarding the SCDOR security breach. I will pass them on to my businessman son and to my daughter. -Ralph [REDACTED]

> -----Original Message-----

> **From:** kthomas@oepp.sc.gov
> **Sent:** Tue, 13 Nov 2012 17:08:45 -0500
> **To:** kthomas@oepp.sc.gov
> **Subject:** Message from the Governor
>
> Governor Haley asked that I send you the attached documents.
>
> Thank you,
>
> Katherine Thomas
> Office of Governor Nikki R. Haley

61186817

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@inbox.com>
Sent: Wednesday, October 31, 2012 2:49 PM
To: Haley, Nikki
Subject: Free Credit Monitoring & ID Protection

Title: Mr.
First Name: Ralph
Middle Initial: H
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Charleston
State: SC
Zip: 29407
Phone: 843-[REDACTED]

Email: [REDACTED]@inbox.com

Affiliation: Constituent

Message:

I am getting the run-around in trying to enroll in free credit Monitoring and Identity Protection. I can neither sign up on-line or get through by phone. The bottom line is: call back later, but repeated calls only get "call back later." Do you have enough people on this????????? If not, why not?

RECEIVED

OCT 31 2012

05

224617

nhcorrespondence,

From: Thomas, Katherine
Sent: Friday, November 16, 2012 8:07 AM
To: Haley, Nikki
Subject: FW: Message from the Governor

Laughlin

From: Kathy [REDACTED] [mailto:[REDACTED]@earthlink.net]
Sent: Wednesday, November 14, 2012 8:08 AM
To: Thomas, Katherine
Subject: RE: Message from the Governor

Thank you. However, I see no information provided in the documents you attached regarding how to protect the credit/identity of a dead person whose credit, bank information, etc., is linked to mine. I obviously cannot sign up someone who is deceased, as I would be impersonating that person in doing so.

Kathy [REDACTED]
(803) [REDACTED] (C)
(803) [REDACTED] (alt. c)
(803) [REDACTED] (H)
[REDACTED]@earthlink.net

EarthLink Revolves Around You.

6/18/19

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

From: Thomas, Katherine
To: Thomas, Katherine
Sent: 11/13/2012 5:11:45 PM
Subject: Message from the Governor

Governor Haley asked that I send you the attached documents.

Thank you,

Katherine Thomas
Office of Governor Nikki R. Haley

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@earthlink.net>
Sent: Wednesday, October 31, 2012 2:12 PM
To: Haley, Nikki
Subject: ID protection for deceased

Title:
First Name: Kathy
Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Cayce

State: SC

Zip: 29033

Phone: (803) [REDACTED]

Email: [REDACTED]@earthlink.net

Affiliation: Constituent

Message:

So how do I get this free ID protection for my husband who just passed away last week?

RECEIVED

OCT 31 2012

John

CS

Answered

612422

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@clermson.edu>
Sent: Wednesday, October 31, 2012 1:41 PM
To: Haley, Nikki
Subject: Minors with Hacked Social Security Numbers

Title: Dr.

First Name: Neil

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Seneca

State: SC

Zip: 29678

Phone: 864 [REDACTED]

Email: [REDACTED]@clermson.edu

Affiliation: Constituent

Message:

Governor Haley

Thank you for your leadership and setting up the Experian account for South Carolinians. As I understand the situation from the news, 3.5 million SC social security numbers were hacked. SC has 4.7 million people so odds are that if 74% of our social numbers are compromised, mine are at risk. Odds also are that a good number of the hacked social security numbers belong to minors, which are 23% of SC's population. Both my minor children's social security numbers were on my SC tax return.

However, the SC Experian account will not take a birthday earlier than 1994, i.e., a child younger than 18.

Please amend the contact with Experian to include minors.

Neil [REDACTED]

RECEIVED
OCT 31 2012
Referred CS
Answered

224821

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comporium.net>
Sent: Wednesday, October 31, 2012 1:33 PM
To: Haley, Nikki
Subject: DOR Breach

Title: Director, [REDACTED] & [REDACTED] First Name: Sandy Middle Initial:

Last Name: Andrews

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Rock Hill

State: SC

Zip: 29732

Phone: 803-[REDACTED]

Email: [REDACTED]@comporium.net

Affiliation: South Carolina Resident

Message:

Gov. Haley,

Please let me say up front, I appreciate everything you are doing for the people who have been affected by this breach. I would also like you to know that the breach was no more your fault than mine when hackers hacked into my e-mail and sent e-mails from my address. Anyone who is at all familiar with cyberspace should know this, I'm like you, I'd like to cut off every digit on their body!

I do have a question, my son, who now longer resides in South Carolina, was on my Income Tax Returns for several years, from 1998-2005. Will he be allowed the protection offered to me? He and I are very concerned since his SSN was stolen right along with mine. Again I appreciate everything you are doing about this situation. Please let me know about my son's protection. Thank you

RECEIVED

OCT 31 2012

Referred to CS

Answered

FYI Huthwagner

224022

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ymail.com>
Sent: Wednesday, October 31, 2012 12:20 PM
To: Haley, Nikki
Subject: Cyber Attack Victim

Title: Ms
First Name: D'Shonda
Middle Initial: R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Ladson
State: SC
Zip: 29456
Phone: 843 [REDACTED]

Email: [REDACTED]@ymail.com

Affiliation: Constituent

Message:

I'm writing you because I'm concerned about the breach that occurred with our State Revenue System. I found out this morning after checking my bank that I'm a victim of this disaster. My bank card has close to \$700 in transactions from France. I don't understand how this could've happened. Now, I have to wait until these transactions post before I can get reimbursed from my bank. As far as I'm aware, we have only received assistance with credit protection, well what about our children's social security information? Why weren't we given a number to call to verify if we were in fact compromised? If I had this information, then I could've contacted my bank on Friday and had them issue me a new bank card. How did the Department of Revenue get my debit card number? I have never received a refund to my debit card. I'm a single working mom who needs my money to take care of my children. I look forward to a response on this matter.

Sincerely,

D'Shonda [REDACTED]

RECEIVED
OCT 31 2012
Referred CS
Answered

224033

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Wednesday, October 31, 2012 11:47 AM
To: Haley, Nikki
Subject: cyber attack sign up for protection

Title: cyber attack sign up for protection First Name: Dolores Middle Initial: R Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: North Augusta

State: SC

Zip: 29860

Phone: 803-[REDACTED]

RECEIVED
OCT 31 2012
Ref: [REDACTED]
Answered [REDACTED]

722424

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

I went on the Web Site for sign up.....www.protectmyid.com/scdor then I went into Experian main site due to nothing being brought up for scdor. I filled out my name, etc., made a password, and then they wanted my credit card no. I saw no place to put in the activation code scdor123. I did not put in my credit card no. Where is the activation code space and do we have to put in our credit card no. for this protection?

Please, advise. Thanks

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Thursday, November 01, 2012 2:12 PM
To: Haley, Nikki
Subject: Ethics

RECEIVED

NOV 01 2012

Referred to: Police

Answered: _____

Title: Mr.
First Name: Kester
Middle Initial: V
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Charleston
State: SC
Zip: 29405
Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

Our SC report Card at www.stateintegrity.com rank of F for corruption and a rank of 45th out of 50 states is embarrassing and disgusting; and make me ashamed to be a South Carolinian.

In addition to the above we now have to deal with the hacker at the SCDOR!! Someone should be held accountable for this gross negligence in computer security!

What are your thoughts on the SC Report Card? Do you plan to take any action? If so, what is your plan?

Respectfully,

K. V. [REDACTED]

224920

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Wednesday, October 31, 2012 7:49 PM
To: Haley, Nikki
Subject: Thank You

Title:
First Name: Richard
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sharon
State: SC
Zip: 29742
Phone: 803 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

Thnak you Governor Haley for cutting budgets and giving my identity away. I spent my whole life building a solid financial foudation and I suspect due to your lack of IT knowledge it will soon all be gone or I wil have to spend years recovering. Now that my personal information is known throughout the world with the other 3.6 million people. How is it that you sleep at night?

RECEIVED

NOV 01 2012

answerer
Haltwanger
NRN

22 49110

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Monday, October 29, 2012 2:17 AM
To: Haley, Nikki
Subject: SCDOR hacking

Title: Mr
First Name: Cliff
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: aiken
State: sc
Zip: 29801
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Your ass along with the whole SCDOR should be fired. With today's technology the breach in inexcusable. Then you were late reporting it. Shame on you. I hope you all get robbed of your funds.

RECEIVED

OCT 29 2012

Patricia [REDACTED]
[REDACTED] NRN

225034

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 6:32 PM
To: Haley, Nikki
Subject: SC security taxpayer security breach of Oct 26

Title: Ms
First Name: Toni
Middle Initial:
Last Name: [REDACTED]
Suffix:

Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29202
Phone: N/A

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Dear Governor Haley and SC Department of Revenue Director, You should both be ashamed of yourselves. Not only was this information kept from the public for almost 2 weeks (since Oct 10), but the remedies you are providing to taxpayers are useless. The 866-578-5422 phone number you listed in your press release and listed in all news reports is worthless. I have been dialing for over 30 minutes, and all I get is a recorded message (no identification information) stating "we are experiencing high call volume, please call back at another time - click", and the website you provided is also useless since you can't do anything without an activation code, which must be obtained through the phone number you can't get through on. Since you KNOW you have jeopardized over 3 million people, you NEED to have services and enough people in place to handle your error. Not only have you put a huge number of SC citizens at risk, your customer service is abysmal and your remedies, so far, useless. Double shame on both of you.

Toni [REDACTED]

RECEIVED

OCT 29 2012

Referred CS

Answered _____

25035

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, October 31, 2012 11:32 PM
To: Haley, Nikki
Subject: I.D

Title: Mr
First Name: Randy
Middle Initial: H
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: SC
Zip: 29607
Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

I have a question about the I.D protection that SC residents can sign up for. What about my daughter she is 4 and her S.S # is on my tax return I tried to sign her up for the I.D Protection but cant does she not need this.

GOD BLESS,

Randy [REDACTED]

Also I think you are doing a geat job keep up the great work.

RF

NOV 01 2012

Refer

Answered

CS

225036

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@sc.rr.com>
Sent: Wednesday, October 31, 2012 8:47 PM
To: Haley, Nikki
Subject: Cyber Attack

Title: Mrs.
First Name: Claudia
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Myrtle Beach
State: SC
Zip: 29588
Phone: 843 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

You provided a phone number....a person who my husband works with called this number and got a foreign person talking to him. A foreign person stole identity information. Why would someone feel comfortable talking to a foreigner? Is this state helping some other countries economy by employing someone to talk to us about identity theft? Like India, Pakistan, wherever!!!

I tried to use the supplied web site. All I need to do is put my social security number on another web site for that to hacked.

And, when the site came up it was Expedia. Is that right? When you're given www.protectmyid.com/scdor, that's what I expect to see in the <http://www>. line. So what's up????

No wonder there are dead people voting.

It's about time a handle is gotten on our security: state, federal, personal, bank, medical.

Looking forward to the generic letter from your office.

Upset, Confused, Angry.

Claudia [REDACTED]

RECEIVED

NOV 01 2012

Rele.

15

Answered

225037

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, October 31, 2012 6:52 PM
To: Haley, Nikki
Subject: TAX information theft to residents

Title:
First Name: Aorel
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Charleston
State: sc
Zip: 29418
Phone: 678-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Hello Elected Nikki R. Haley

I find this cyber attack an abomination to the state of South Carolina and me a law abiding citizen!
It's people the citizens and taxpayers, we do all that we can to protect our personal information. How did this go on since September and now we get it in the last few days in October??
WHAT????

I read in the local paper that the protection provided will be in place for one year...what happens to us all after that time period expires???

I a tax payer for 30 years with no qualms but now I demand a link to find out if I have been a victim of this cyber attack!!

You were placed in that coveted seat by Us the people who voted you in and whom you swore to serve..... Thank you and have a great day.

Please don't send me a computer generic response.

RECEIVED
NOV 01 2012
Reten... 03
Answered _____

225030

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, October 26, 2012 5:32 PM
To: Haley, Nikki
Subject: SC Dept of Rev. Cyber Attack

Title: Mrs
First Name: CAROL
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Piedmont
State: SC
Zip: 29673
Phone: 864. [REDACTED]
Email: [REDACTED]@aol.com

RECEIVED

OCT 29 2012

Referred to CS

Answered

225039

Affiliation: South Carolina Resident

Message:

When I heard about this cyber attack it really made me mad! It is the government's responsibility to protect its citizens and you FAILED! In the meantime you give me a telephone number to call that is currently receiving a high volume of calls and tells me they are sorry for the inconvenience and to call back! Then you tell me I need to contact all 3 credit agencies! I didn't lose my social security number and I didn't give it out. I have my family's personal information locked up in a safe place. Why is it my responsibility to cover my ass when YOU failed! Your office should be the one making all the calls! Thanks so much for adding another financial burden to my plate!

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Monday, October 29, 2012 1:07 PM
To: Haley, Nikki
Subject: Stolen Social Security Numbers

RECEIVED

OCT 29 2012

Referred Pats
Answered

625010

Title: Mr
First Name: Charles
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Hanahan
State: SC
Zip: 29410
Phone: 843. [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I will spare you the advice on what should have been done to prevent the personal data loss of 3.6 million South Carolina residents. I am sure state IT specialists now know how to properly secure a server...at least I hope so.

That said, the current course of action being taken to protect us from identity theft is completely meaningless. Issuing free credit watch protection for a year, only, provides some assurance for a year, only. What happens to us after 12 months have passed?

If you are truly committed to protecting us from fraud, then legislators and your office should act immediately to pass laws that will allow every South Carolina resident the ability to lock and unlock access to their credit report at the three major credit reporting agencies. If companies do not have unfettered access to our credit report, then no fraudulent credit can be issued. Only the rightful owners should be able to permit access to their credit report (even for legitimate reasons), but the objections of big business corporate donors have kept this right from ordinary citizens far too long.

If now is not the time to put the citizens of South Carolina, first, then when will we ever be considered more important than corporations? This is not an event that will fade from the memories of the voting public, and no amount of slick political ads will ever alleviate the worry people feel from being left so vulnerable by those who are charged with protecting them.

If your main concern is for the people of South Carolina, its time to do something meaningful and effective.

Sincerely,

Charles [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 3:07 PM
To: Haley, Nikki
Subject: tax hacking

Title:
First Name: Janice
Middle Initial:R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Chapin
State: SC
Zip: 29036
Phone: 803. [REDACTED]
Email: [REDACTED]@yahoo.com

RECEIVED

OCT 29 2012

Referred to CS

Answered

1105041

Affiliation: South Carolina Resident

Message:

You're response to the tax hacking problem seems very insensitive and not on point with the problems created for taxpayers of SC. Appropriate action **MUST** be taken to properly secure confidential information in citizen records. It appears that this problem, although recognized has not been addressed. "Slamming an international hacker" is not part of your job; protecting the security of citizens of the state of South Carolina is. Notifying citizens late on Friday seems to me a cowardly move to avoid maximum publicity for this gross negligence.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 4:42 PM
To: Haley, Nikki
Subject: Personal Info Leak

Title: Mr
First Name: Les
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Rock Hill
State: SC
Zip: 29730
Phone: 803. [REDACTED]
Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

Governor Haley, As a taxpayer I would like to ask you a few questions.

1. Why did it take so long to notice that there were hackers trying to get into the computers that hold so much personal information of the citizens of this state? You realize that the best security system there is is the power button on a computer. If hackers are trying to get into your files and you are not 100% certain that your computers are not protected you can turn them off or at least disconnect from the network. How many million tax dollars have been spent paying so called experts to make sure that the state's computers are safe?

2. Why did it take 10 days for the taxpayers of SC to be warned about this breach of security? That gave the so called hackers a full 10 days to do what ever they pleased with the information they had stolen! That was 10 days that the taxpayers of this state foolishly went about their daily routines knowing that their bank accounts, credit cards and identities were safe because the State of SC had told them that their computer systems were secure and that the taxpayer's personal information was safe.

3. And finally, why did you and your merry band of followers choose to wait until late on Friday afternoon to make the announcement that most of the citizens of SC had had their personal information leaked to the world 10 days earlier? This is what has become expected of the Obama administration when they "fess up" on Fridays hoping what ever they have done will get lost in the weekend's news.

I have looked the other way since before you were elected when people came forward and told about their adulterous affairs with you and when accusations of underhand dealings, tax cheating and misuse of travel privileges were made public. I haven't complained when it seemed that your campaigning for Mitt Romney was more important than your responsibilities as governor were. I can not and will not look the other way when you and your appointed, and very well paid, staff fail to protect the taxpayers of this state. I refuse to let it slide when the Governor and her staff spend two weeks trying to figure out how to cover their butts while giving the so called hackers the same amount of time to do what ever they wished with the personal information of the taxpayers of SC.

RECEIVED

OCT 29 2012

Referred

Answered

205042

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 11:27 AM
To: Haley, Nikki
Subject: Security Breach

RECEIVED

OCT 29 2012

Referred to CS
Answered

225043

Title: Mr.
First Name: Charles
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650
Phone: 864. [REDACTED]
Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Gov. Haley, As a south carolina resident, I am calling on you to ask for the resignation of Curtis Loftis. He has failed to protect the tax information of virtually every citizen in the state of South Carolina. I also believe it should be the responsibility of the workers in the department to set up fraud alerts on all of the citizens' information, not us. We are not the ones that allowed a cyber attack. Furthermore, the state should issue a formal apology to all of its citizens. I have yet to hear of one.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@jacobs.com>
Sent: Saturday, October 27, 2012 10:52 AM
To: Haley, Nikki
Subject: Compromised Tax Return Data

Title: Mr.
First Name: William
Middle Initial: G
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29681
Phone: 864 [REDACTED]
Email: [REDACTED]@jacobs.com

Affiliation: South Carolina Resident

Message:

Please publicly confirm that any SC resident's financial loss due to the lax Department of Revenue handling of tax returns will be fully reimbursed by the State of SC.

RECEIVED

OCT 29 2012

Ref

15

Answered

225044

Correspondence,

From: Office of the Governor Site Support <[REDACTED]@jacobs.com>
Sent: Monday, October 29, 2012 7:27 AM
To: Haley, Nikki
Subject: Tax Returns

Title: Mr.

First Name: William

Middle Initial: G

Last Name: [REDACTED]

Suffix: Jr.

Street Address: [REDACTED]

Street Address 2:

City: Simpsonville

State: SC

Zip: 29681

Phone: 864. [REDACTED]

Email: [REDACTED]@jacobs.com

Affiliation: South Carolina Resident

Message:

I am a tax payer since 1973. If SC is going to collect tax using tax returns, then there is an obligation to secure any information on the returns. Your action has been late and inadequate. You being mad solves nothing. SC needs to pledge reimbursement for the next 20 years. If you cannot secure information, then you need to delete the returns and let citizens pay what they feel the government is worth.

RECEIVED

OCT 29 2012

Referred to: CS

Answered: _____

295044

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Saturday, October 27, 2012 4:16 PM
To: Haley, Nikki
Subject: Stolen Information

Title: Mr
First Name: Ron
Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Anderson

State: SC

Zip: 29625

Phone:

864. [REDACTED]
Email: [REDACTED]@charter.net

Affiliation: Constituent

Message:

Please tell me that several people have lost their job over this internet cyber attack. This has got to be the worst thing the SC Government has done to their citizens. Not protecting our information should result in a MAJOR Shakeup. Also, how can the state allow Experian to benefit from this. They will make millions of dollars, which is another scam in itself. I support you, I voted for you, my expectation is that you will not only take care of the incompetence that exists in the revenue dept, very publicly, you should also pass laws forcing credit agencies, like experian, not to charge for protection. This is way too coincidental. Thank you.

RECEIVED

OCT 29 2012

Referred to [REDACTED]

Answered: [REDACTED]

225045

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@hargray.com>
Sent: Tuesday, November 20, 2012 7:50 AM
To: Haley, Nikki
Subject: false tax returns

Title: Mr
First Name: Barnaby
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Hilton Head
State: SC
Zip: 29926
Phone: 843 [REDACTED]

Email: [REDACTED]@hargray.com

Affiliation: Constituent

Message:

I just read a case summary of Burrows v. Purchasing Power LLC in Florida from October of this year 2012. In this case, private data was stolen under and employee purchase program. When the employee went to file his taxes, he was informed that "he had already filed."

My concern is that in 2 months, we will be filing in SC. What safeguards can SC DOR put in place to prevent such spurious filings of tax returns, lost refunds, etc.? I have emailed and not heard a response from your team. I think this topic will resonate in Hilton Head, Charleston, Columbia...across the state. Please get out in front of this now. See case summary here:

http://blog.ericgoldman.org/archives/2012/10/data_breach_cla_1.htm

RECEIVED

NOV 20 2012

Referred

Laughlin

Answered

225046

correspondence,

From: Office of the Governor Site Support [REDACTED]@hargray.com>
Sent: Saturday, October 27, 2012 12:13 PM
To: Haley, Nikki
Subject: hack

Title: Mr
First Name: Barnaby
Middle Initial:
Last Name: Page
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Hilton Head
State: SC
Zip: 29926
Phone: 843. [REDACTED]

Email: [REDACTED]@hargray.com

Affiliation: Constituent

Message:

i am an attorney here in SC and consult on cybersecurity issues for critical infrastructure. no one can guarantee 100% security because of zero day attacks but some measures could help to prevent the type of disaster which just occurred here in our state. i am about to dive in to the laws but i was surprised to see that the credit card data was not encrypted. Why not? Also, there is a blanket notice to all citizens for us to contact the state. But the burden should actually be on the state to notify me, affirmatively, if my data was stolen. Even by email. i dont want another ID theft service, i have one. I dont want my data at an additional location and increase percent oppty to be stolen. Your administration needs to be more proactive on notice and then dont stop with a mandiant analysis...put best practice in place, stop taking data you dont need (my fishing license has everything, why?) and dont talk about how secure all of your agencies are or how much you have done to secure them, fix it! less talk and more action are needed. Cyber crime is an enormous business and you should consider promoting legislation here in SC to assist victims of ID fraud, because that may be the next big issue. Very disappointed in your team.

RECEIVED

OCT 29 2012

Referred: [REDACTED]
Assigned: [REDACTED]

225046

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Thursday, November 01, 2012 10:53 AM
To: Haley, Nikki
Subject: Questions About DOR Hack Incident

Title: Mr.
First Name: Thomas
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: West Columbia
State: SC
Zip: 29169
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I have a few questions about the recent events at the SC DOR. I appreciate your personal attention to these questions. Thank you very much.

1. I would like to know more about the timeline that is detailed in the press release. The vulnerability was apparently closed on 20 October and initially reported to DOR on 10 October. This question is relevant to me because I paid estimated taxes on 12 October with a credit card.
 - a. Why weren't the systems taken off of the Internet during the interval when the vulnerability was known and not provably closed?
 - b. When did SC IT first discover the hack?
 - c. Why did it take SC IT so long to discover and/or report it?
 - d. Who is the security auditor for SC DOR and/or SC IT?
2. Why are some credit card records being stored unencrypted?
3. What data types were obtained through the hack beyond credit card numbers and social security numbers? Tax returns? Personal/business bank account data? Records shared by the IRS to the state DOR? What confidence level is there that investigators actually know what data was accessed?
4. Experian's systems appear to be completely overwhelmed at present. I have been unsuccessful in establishing a credit-monitoring account with them. Is South Carolina applying appropriate pressure to this vendor such that actually provide \$12M worth of mitigation services?

Sincerely,

Tom [REDACTED]

RECEIVED
NOV 01 2012
CS
Referred
Answered

225047

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Thursday, November 01, 2012 9:38 AM
To: Haley, Nikki
Subject: Cyber Attack

Title:
First Name: Walter
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Inman
State: SC
Zip: 29349
Phone:

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

In reference to the recent cyber attack on SC tax records, I think that there should be a full fledged investigation as to why this was allowed to happen. This is not the first cyber attack on a government website. To have no defenses in place to avert this kind of disaster is inexcusable. The fact that 85% of all residents that filed taxes had their info compromised indicates a very high level of incompetence and complacency in the management of the personal data of SC residents. Someone should be held accountable.

RECEIVED

NOV 01 2012

Refer: CS

Answered: _____

225048

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Thursday, November 01, 2012 9:18 AM
To: Haley, Nikki
Subject: Security

Title: Ms.

First Name: Lynn

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Duncan

State: SC

Zip: 29334

Phone: 802 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

Mrs. Haley,

I am writing concerning the security of our identity. I moved to SC in 2005. I couldn't believe when I found out that anyone can access any of my information. From traffic tickets, court cases, family court and can even see my signature in register of deeds. With the current issue at hand, it has made me think about this yet again. People hacking into the states systems to get SS # and steal identity. But what about the public information? I will give you a perfect example. I was talking to a friend of mine who was born & raised here. I asked her who she was suing in court. She asked what I was talking about. When I showed her the county records she was surprised to see everything about her life even her signature on each and every house she bought. People want to complain about a hacker and you are doing everything to protect us but what can we do to protect this other information that the state allows anyone to go on any county and access my information. Anyone could print a copy of a deed and forge anyone's signature. I would like to see something done about this.

Sincerely,

Lynn [REDACTED]

NOV 01 2012
Refer to CS
Annotated

225049

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Wednesday, October 31, 2012 6:43 PM
To: Haley, Nikki
Subject: Id Protection

Title: Mrs.
First Name: Beverly
Middle Initial: C
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Newberry
State: SC
Zip: 29108
Phone: 803-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

My son 19 year old working and full time student files a 2011 tax return tried online and over the phone to get registered for the protection being offered and said he could not get protected because he did not have any credit.. What gives he has a SS # and is a tax payer and has filed a tax return. What do we do now ? These young people just starting out need the protection too !!

Thank-you

Beverly [REDACTED]

RECEIVED

NOV 01 2012

Reference: C3

Answered

225050

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, October 31, 2012 5:21 PM
To: Haley, Nikki
Subject: Protect My ID

Title:
First Name: George
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Travelers Rest
State: SC
Zip: 29690
Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent
Message:
Dear Governor Haley,

I realize the stress the government is under but I do have a complaint about the protect my id system you've arranged for. My wife (a college graduate and very computer literate person) got into the web site, filled out the info and received a banner from the site that says: "you need to call us". She called the listed number and the recording says to try again another time (time of call on Wed 31 Oct was about 5pm).

So my complaint is that not only did your government cause major problems with our privacy, but you've also made it extremely UNuserfriendly to get the one year protection. Please do something about this and get back to me ASAP...like you, we don't have the time to deal with a very non-user friendly system.

HELLLLPPPP!!!!

Very Respectfully
George L. [REDACTED]

PS...I was a colonel in the USAF and served as a major command staff director. If I had put a system like this in place to serve our field commands, I would have been fired. I do hope you're hands on and involved with the problems this system is causing just to get our privacy back to normal!

RECEIVED
NOV 01 2012
Motorola CS
Answered: [REDACTED]
225059

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, October 31, 2012 3:33 PM
To: Haley, Nikki
Subject: Department of Revenue

RECEIVED

NOV 01 2012

Refer:

Answered

225060

Title:
First Name: Sara
Middle Initial: T
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: The Woodlands
State: TX
Zip: 773814
Phone: 281-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Other
Message:
Dear Nikki,

I am a native of Myrtle Beach, S.C., lived elsewhere for almost 40 years and returned in 2002. I lived in Beaufort for 8 years and while there was President of the Beaufort Republican Women's Club and a Director in the SCFRW. In 2007, I was given the SC House of Representatives Republican Women's Caucus Woman of Achievement Award.

In 2010 I moved to Texas to be near my son and his family (I still have my SC cell phone number. The reason I am writing to you is that my brother send me an email regarding the SC Department of Revenue being hacked. I made the phone call, went to the web site, followed all instructions and all it was was a sales pitch. I received absolutely no information regarding my credit being hacked.

My question is, was this legit? Were accounts really hacked into or was this a scam by Esperian to acquire more customers? I assume they did not use your name without permission.

Thanking you for your response,

Sara T. [REDACTED]
H) 281-[REDACTED]
C) 843-[REDACTED]

Correspondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, October 31, 2012 4:12 PM
To: Haley, Nikki
Subject: SCDOR

Title:

First Name: Sara

Middle Initial: T

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: The Woodlands

State: TX

Zip: 77381

Phone: 843-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Other

Message:

Dear Nikki, again,

Just wanted to appologize for my tone in my previous email. I was annoyed because it had taken me several tries to get to the correct web site page and then to find out there was no report, only a sales pitch. I don't usually do that, I wait to gather my thoughts before I speak out. I was annoyed and I am still confused that this could be affiliated with the State of South Carolina. Maybe I am missing something.

Thanks again,

Sara [REDACTED]

843-[REDACTED]

[REDACTED]@gmail.com

RECEIVED
NOV 01 2012
[REDACTED]
[REDACTED]

225060

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Thursday, November 01, 2012 11:18 AM
To: Haley, Nikki
Subject: credit protection

Title: Ms

First Name: Mary

Middle Initial: F

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Aiken

State: SC

Zip: 29803

Phone: 803 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

You said in the Aiken Standard it is my responsibility to sign up for the experian credit protection. Now it is ur responsibility to talk with these ppl and have them straighten out this mess. Nothing works except the email and they email back to go to the website which does not work.

I voted for you; don't make me put my hands on my hips.

RECEIVED

NOV 01 2012

RECEIVED

05

RECEIVED

225061

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Thursday, November 01, 2012 10:41 AM
To: Haley, Nikki
Subject: Cyber attach

Title: Mr
First Name: David
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Clover
State: SC
Zip: 29710
Phone:

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

I know you and great SC employees are working hard on this issue (I worked for the state for 11 yrs at the DOR and my wife currently works for the state). Thank you. I have signed up for the protective service, however, I tried to sign my 89 year old father up and was not allowed because my email was already used (for me and my family). Because of my fathers advanced age he does not have an email account. How do I get coverage for him and my inlaws (they have no email)?

I have called the phone number given and it was not useful.

RECEIVED

NOV 01 2012

Answered

295062

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Thursday, November 01, 2012 10:40 AM
To: Haley, Nikki
Subject: Cyber attack

Title: Mr
First Name: Edward
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Edisto Island
State: SC
Zip: 29438
Phone:

Email: [REDACTED]@gmail.com

Affiliation: Constituent
Message:
Gov. Haley,

You need to INDEMNIFY the taxpayers of this state due to your negligence. Perhaps this will induce you and your executives to act more wisely.

To offer the taxpayers 1 year of credit monitoring is more than an insult. It is as disgusting as your mismanagement.

And please don't tell me this will not happen again or this happens to others.

You have failed to properly safeguard the data we citizens have entrusted when we provided it to our government.

You failed to properly encrypt the data, and I am not sure the incompetence of you professional staff is such that this would have been done well.

To say you do not know when the penetration occurred says you do not have a history file of the transactions processed on the state computers.

This absurd and to be likened to a candy store operation and yet another indicator of your incompetence to properly oversee our government.

No amount of training is going to compensate for this. In 1 week you are going to create a work force that is technically endowed? You are dreaming.

That said, we taxpayers should not now have to run the risk of identify theft that you caused.

PLEASE INDEMNIFY THE SOUTH CAROLINA TAXPAYERS.

Ed [REDACTED]

RECEIVED

NOV 01 2012

CS

225063

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Thursday, November 01, 2012 10:09 AM
To: Haley, Nikki
Subject: Web Site www.protectmyid.com/scdor

Title:
First Name: Claude
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Anderson
State: SC
Zip: 29625
Phone: 864-[REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

Can not log to this web site. It is not available.

Sends me to Exp home page. The telephone nummbe 866-578-5422 is nothifng but a recording. It it me are state mess up again.

Claude

RECEIVED

NOV 01 2012

Referred to CS
Answered

49705064

Thomas, Katherine

From: Regina [REDACTED] <[REDACTED]@yahoo.com>
Sent: Wednesday, November 14, 2012 5:54 PM
To: Thomas, Katherine
Subject: Re: Message from the Governor

Mrs Thomas,

Thank you for sending this information. However, it still did not answer some of the questions I had. I finally got in touch with the credit protection people. They explain to me that they could not tell me if my account was compromised. That I could not open up another credit protection account for the tax information due to the one that I had from the south carolina medicaid compromised situation. So I am assuming that when my year is up from that (August I think), I will no longer be covered from anything. They also stated that the protection that I have from the medicaid issue is better than what I was to be given from the tax situation.

I have checked all of my tax refunds, but they have my bank account number on them. Do I need to call my bank and see if it is possible to change my account? I am very concerned about this situation and I feel like I am not getting in answers. Any help in this situation is truly appreciated.

Thanks,
Regina
[REDACTED]

RECEIVED

NOV 15 2012

Noted: Laughlin
Answered: _____

Thanks,
Regina
[REDACTED]

From: "Thomas, Katherine" <KThomas@oepp.sc.gov>
To: "Thomas, Katherine" <KThomas@oepp.sc.gov>
Sent: Wednesday, November 14, 2012 4:27 PM
Subject: Message from the Governor

Governor Haley asked that I send you the attached documents

Thank you,

Katherine Thomas
Office of Governor Nikki R. Haley

225065

Correspondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Thursday, November 01, 2012 9:23 AM
To: Haley, Nikki
Subject: SCDOR breach

Title: Ms.
First Name: Regina
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29224
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I have been calling the toll free number for several days now and can not get a person on the phone. I have a couple of questions.

1. Was my information affected?
2. I currently have this protection due to the fact that my Medicaid information was comprised. Do I need to have two separate accounts?
3. If I can just do one account, will it just extend out until next year?

But mostly I would like to know the answer to question 1. Any help in this matter is truly appreciated.

Thank you,
Regina
[REDACTED]

RF

NOV 01 2012

Referred

CS

Answered

970065

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Thursday, November 01, 2012 9:18 AM
To: Haley, Nikki
Subject: Cyber Attack on DOR

Title: Mr.
First Name: Charles
Middle Initial: E
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED] Street Address 2:
City: Lake City
State: SC
Zip: 29560
Phone: 931 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Senior Citizen

Message:

My 3elderly mother has lived in Lake City all of her life and is both hearing and speech impaired. She has no computer. Finally, she is quite worried about the cyber attach on the DOR.

Mom asked me to get involved in getting her the offered Experian security coverage. I attempted to enroll her via the internet but the application requires an email address. Neither she nor many of her elderly friends have a computer! I then called the Experian number listed on their home page only to be informed by a computer that their office was closed. The times that I called were well within their posted office hours and on a Thursday!

In the first place, it's not her fault someone at the DOR was not on the ball; she "religiously" pays her taxes in the correct amount and on time. Someone on your end has AGAIN dropped the ball!!

Furthermore, as concerned as she has always been about her credit standing, we feel those victimized by this cyber attach should be afforded more security coverate than for one year!

Mother and I would appreciate your response to this message.

"Edd" Henry

RECEIVED

NOV 01 2012

Referred to CS
Answered

225066

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@dhec.sc.gov>
Sent: Thursday, November 01, 2012 9:04 AM
To: Haley, Nikki
Subject: protect my ID

Title:
First Name: Melody
Middle Initial: K
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: spartanburg
State: SC
Zip: 29307
Phone: 864/[REDACTED]

Email: [REDACTED]@dhec.sc.gov

Affiliation: South Carolina Resident

Message:

I just wanted to say I am seriously upset about the hacking scandal and the seriousness of loss of my person information. Also, I have tried repeatedly to get the Experian web site to take my information without having to put in a credit card number and it will not. I went into the web site that you say to use and there is not place to put in an activation code. Please get back with me about this. Thanks, Melody

NOV 01 2012
15
ANSWERED

225067

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Thursday, November 01, 2012 8:43 AM
To: Haley, Nikki
Subject: Protection regarding taxes from 1998 being hacked

Title:
First Name: Jacqueline
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Bluffton
State: SC
Zip: 29909
Phone:

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Please advise me on how to proceed to obtain information regarding my taxes being hacked. I have lived here in Bluffton, SC and have had an account file my taxes for me.

I understand there is no charge for this service.

Thank you.

RECEIVED

NOV 01 2012

Date: CS

Answer:

225068

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]
Sent: Thursday, November 01, 2012 8:41 AM
To: Haley, Nikki
Subject: Release of Tax Information from SC

Title: Mr
First Name: Jim
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: SC
Zip: 29607
Phone:

Email: [REDACTED]

Affiliation: Small Business Owner
Message:
Date: November 1, 2012

To: Governor Nicky Haley's office

Subject: Reference the loss of SS, debit card numbers and other information.

When person's or Companies filed tax returns in SC some of them provided bank account routing numbers so they could receive their refund as a direct deposit into their bank account. I need to know if the bank routing numbers provided the state of South Carolina were compromised?

Jim [REDACTED]

RECEIVED

NOV 01 2012

Rec

CS

Answered

925069

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Thursday, November 01, 2012 1:09 PM
To: Haley, Nikki
Subject: Experian

Title: Ms.
First Name: Margaret Anne
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Camden
State: SC
Zip: 29020
Phone: 803-[REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident
Message:

I registered on Sunday for the protectmyid.com/scdor123 and it went through; however, I can not access the data. I called Experian and spoke with a supervisor Sunday evening, but the password would not work. She told me to give it a day or so and then call back. Now when I call after their lengthy message regarding SC tax payers, it hangs up and never give you the opportunity to speak to anyone. Can someone call me back today and give me some further directive? I am afraid I have already been hit by the person who stole the information, if not why else would they not speak to me.

Margaret Anne [REDACTED]
803-[REDACTED]

RECEIVED
NOV 01 2012
Re [REDACTED]
Answered [REDACTED]

225070

nhcorrespondence,

From: Office of the Governor Site Support <kathy@[REDACTED]>
Sent: Thursday, November 01, 2012 3:01 PM
To: Haley, Nikki
Subject: Cyber Attack

Title:
First Name: Kathy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Rock Hill
State: SC
Zip: 29732
Phone:

Email: [kathy@\[REDACTED\]](mailto:kathy@[REDACTED])

Affiliation: Constituent

Message:

I have a tried accessing the website to protect my ID, but no matter what day or time of day, the site will not accept the code. Calling the number posted did not help either - I was told the traffic was too high and to call later.

I also want to know why private citizens will only receive this protection for free for one year, when private businesses will receive it for a life-time?

RECEIVED

NOV 01 2012

Peter

Answered

CS

225071

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@yahoo.com>
Sent: Thursday, November 01, 2012 2:18 PM
To: Haley, Nikki
Subject: Hacker

Title: Mrs
First Name: Jeanne
Middle Initial: S
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Myrtle Beach
State: SC
Zip: 29582
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

What is going to happen when people file their SC income tax this year? If the hackers have our SS # what's going to happen when we file or they file and it's sent to the wrong people has anyone thought about fixing that maybe a code should be assign to people and sent to them I don't really know but someone needs to be checking into this and not waiting til the last minute to tell us.

RECEIVED

NOV 01 2012

CS

Re: [REDACTED]
Answered [REDACTED]

225072

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Thursday, November 01, 2012 2:02 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

NOV 01 2012

Referred to: [REDACTED]

Answered: [REDACTED]

225073

Title:
First Name: Roxanne
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29209
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

My husband and I have registered for the credit protection offered by the state because of the cyber attack. We are concerned about protecting the future of our children. Their information is also part of our tax return and we feel they should be afforded the same credit protection. The credit service does not allow children under 18 to be registered. What can be done to protect them?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Thursday, November 01, 2012 1:40 PM
To: Haley, Nikki
Subject: Cyber Attack - resolution possibility

RECEIVED

NOV 01 2012

Reference

Answered: _____

Title: Mrs.

First Name: Tricia

Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Greenville

State: SC

Zip: 29607

Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Just curious - when my credit card has been "hacked", the credit card agency simply cancels it, rolls the history and balance to a new account and issues me a new card and number. Why couldn't we do the same thing with the Social Security Numbers? I realize that a SSN is intended to stay with a person their whole life, but in cases when it is hacked, the federal government should be give the ability to "cancel" our old number, roll our credit history to a new number and issue us a new Social Security number. The old one would forever be unauthorized. This would likely lead to us running out of SS numbers, but again, systems need to be put into place to either expand current SS numbers or allow Alpha characters (in addition to numeric characters) in the existing 9 digit scheme.

Anyways, just my two cents on a way to help resolve this! Have a great day!

Tricia [REDACTED]

225074

nhcorrespondence,

From: Thomas, Katherine
Sent: Friday, November 16, 2012 11:01 AM
To: Haley, Nikki
Subject: FW: Message from the Governor

RECEIVED

NOV 16 2012

From: Gary A. [REDACTED] [mailto:[REDACTED]@bellsouth.net]
Sent: Friday, November 16, 2012 10:02 AM
To: Thomas, Katherine
Cc: Gary [REDACTED]
Subject: RE: Message from the Governor

Re: [REDACTED]
Answered: [REDACTED]

Hi

Several issues that should be addressed:

First, The DOR should provide an alternate for tax refunds other than direct deposit—because of this issues of stolen data

I will NOT have a direct deposit made. Can you not have them to issue a check like they use to and mail it?

Second, the contract you have with Experian is very disjointed. When you call for information, Experian is broken up into so many pieces organizational that they tell you that they do not handle that piece you are needing and cannot send you to the correct place because it is a different division. WHAT IF STATE GOVERNMENT DID THIS TO IT'S CITIZENS IT WOULD NOT BE PROVIDING A VERY GOOD SERVICE. MAYBE YOU SHOULD REVISIT THIS CONTRACT IT TERMS OF SCOPE OF SERVICE.

Third, the office of the Governor should not imply that it [hacking] could not have been prevented—I am a retired computer person of over 38 years of experience and in my work experience and knowledge it could have been prevented. The Governor is misleading people by implying otherwise and knowledgeable computer people will know this and citizens will feel that the statement is false.

225075

From: Thomas, Katherine [mailto:KThomas@oepp.sc.gov]
Sent: Tuesday, November 13, 2012 5:09 PM
To: Thomas, Katherine
Subject: Message from the Governor

Governor Haley asked that I send you the attached documents.

Thank you,

Katherine Thomas
Office of Governor Nikki R. Haley

Correspondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
To: Thursday, November 01, 2012 1:38 PM
Subject: Haley, Nikki
Experian

Title: Citizen
First Name: Gary
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] Street Address 2:
City: Columbia
State: SC
Zip: 29210
Phone:

Email: [REDACTED]@bellsouth.net

Affiliation: Constituent

Message:

Been talking to this company and their employees have no idea of the circumstances in SC and no way to help us with this unique situation. The best they can offer is "I am not in that division and have no way to connect you or refer you. Sorry"

SO WHAT EVER THE STATE IS PAYING THEM IT SHOULD BE FOR GOOD SERVICE WHICH THEY ARE NOT PROVIDING.

A VERY FRAUSTRATED CITIZEN

RECEIVED

NOV 01 2012

Refer:

CS

Answered

St. C. C. R. L.

Added to list?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Thursday, November 01, 2012 12:55 PM
To: Haley, Nikki
Subject: Breach in identification information

Title: Mr
First Name: Richard
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29203
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Hello Gov. Haley,

Let me first tell you how sorry I am that you are having to deal with all of this mess with the breach of security information. I am praying for you during this time.

I do have a question though that I would like an answer to if you can. My wife and I have registered for the protection services as recommended, thank you by the way for that, but I would like to know if we will be notified if indeed our information was part of the group of numbers and credentials that were compromised? We signed up through the web sight and didn't see where we can tell if we were part of that group. This will of course be of importance if we decide to extend our year long protection with Expedian.

Thank you for your time and your effort through all of this and may you find your strength in knowing that there are folks in the state who are praying for you!!

Sincerely,

Richard [REDACTED]

RECEIVED

NOV 01 2012

CS

ANSWERED

225074

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Thursday, November 01, 2012 11:48 AM
To: Haley, Nikki
Subject: SC Hacking

Title: Mrs.
First Name: Latoya
Middle Initial: M

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Columbia

State: SC

Zip: 29209

Phone: 803-[REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: SC State Employee

Message:

Trying to get through the number that was given by you and the media has been a very frustrating time and then when I went on the website it ask for information about me then it asked for a promotional code and when I enter the code SCDOR it will not take in the system it then gives me a different number to call then the number was given by you and the media. Please let me know what else to do to ensure my family is protected.

RECEIVED

NOV 01 2012

Deferre

05

Answered

225079

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@windstream.net>
Sent: Tuesday, November 20, 2012 1:02 PM
To: Haley, Nikki
Subject: SCDOR SECURITY BREACH- CHILDRENS SSN #'S

Title:
First Name: Terri
Middle Initial: E
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Elloree
State: SC
Zip: 29047
Phone: 803-[REDACTED]

Email: [REDACTED]@windstream.net

Affiliation: South Carolina Resident

Message:

- 1) When are children's SSN #'s going to be covered by the state against fraud?
- 2) Why not use LIFELOCK instead of a credit monitoring service?
- 3) Will SC DOR reimburse my child if her SSN is stolen and used?

RECEIVED

NOV 20 2012

Referred *Laughlin*
Answered _____

225077

espondence,

From: Office of the Governor Site Support <[REDACTED]@windstream.net>
Sent: Thursday, November 01, 2012 12:39 PM
To: Haley, Nikki
Subject: Protection of Childrens SS#S

Title:

First Name: Terri

Middle Initial: E

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Elloree

State: SC

Zip: 29047

Phone: 803-[REDACTED]

Email: [REDACTED]@windstream.net

Affiliation: South Carolina Resident

Message:

Why are we not able to register our children claimed on SC Tax returns for the protection being offered? My daughter was born in 1996 and I am unable to register for fraud protection. I DO NOT WANT TO HAVE TO EXPLAIN TO HER WHEN SOMEONE STEALS HER IDENTITY AND RUNS UP DEBT IN HER NAME, USING HER SOCIAL SECURITY NUMBER THAT THE STATE OF SC LET THEIR COMPUTERS GET HACKED AND THE STATE OF SOUTH CAROLINA WAS TOO SHITIN' TO ALSO INCLUDE CHILDREN BORN AFTER 1994 ON THE IDENTITY PROTECTION!!!! IF my daughter's identity IS/WHEN stolen, I can assure you, I WILL SUE THE STATE OF SOUTH CAROLINA FOR EVERYTHING IT IS WORTH ALONG WITH YOU GOV. HALEY!

RECEIVED

NOV 01 2012

Referred

LS

Answered

7.7.0.7.2.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Monday, November 12, 2012 1:52 PM
To: Haley, Nikki
Subject: Credit Protection for hacking incident

Title: Ms.
First Name: Edna
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Cayce
State: SC
Zip: 29033
Phone: 803-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

I sent a message several weeks ago asking about how to get covered for the hacking incident. The companys web site would not accept me. I personally called the company twice and was told that because I had not taken out a loan or had a credit card since 1998 there was nothing to cover. I am concerned that if I am not monitored my information may be used to open credit card accounts and loans in my name but not by me. How am I going to be covered? I would appreciate an answer. Can't someone in your office get me an answer to this question? I was under the impression that the state would do everything possible to get everyone covered but that is apparently not true. Should I seek legal advise?

Thanks for a response!

RECEIVED

NOV 13 2012

Replied to [REDACTED]
Answered [REDACTED]

225080

response,

From: Office of the Governor Site Support <[REDACTED]@AOL.COM>
Sent: Thursday, November 01, 2012 11:45 AM
To: Haley, Nikki
Subject: Tax Payer not Covered by Experian

Title: Ms
First Name: Edna
Middle Initial: R

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Cayce

State: SC

Zip: 29033

Phone: 803 [REDACTED]

Email: [REDACTED]@AOL.COM

Affiliation: Constituent

Message:

I have spoke several times to Experian to try to get the id theft coverage promised by the State, but Experian says that because I have not had a credit card or loan since 1998 that they cannot cover me because they cannot generate a credit report. I understand I have no credit report, but what about protecting me from having the hacker use the personal information they may now have to create their own credit card or loan using my social security number and personal info.

How do you plan to protect me from being a victim of the States breach? I am very concerned about this, please see what you can do to help. I am an 81 year old resident with an very clean credit history and I dont't want to see my future ruined for me.

RECEIVED

NOV 01 2012

Return: 05

Answered

225080

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hindon.com>
Sent: Thursday, November 01, 2012 11:33 AM
To: Haley, Nikki
Subject: Compromised Minor SSNs

Title: Mr.
First Name: Bradley
Middle Initial:
Last Name: [REDACTED]
Suffix: Sr.
Street Address: [REDACTED]
Street Address 2:
City: Hollywood
State: SC
Zip: 29449
Phone:

Email: [REDACTED]@hindon.com

Affiliation: Constituent
Message:
Dear Mrs. Haley,

I am very concerned that there is currently no way to protect my children's SSNs. If your minor child does not have a credit record (which, why would they), you cannot put a fraud alert on their SSN to prevent someone from using it. The dates on the experian site will not allow you to enroll your minor children either.

Do you have any suggestions? I understand that they are trying to get this set up; however, there is no indication as to when this will be accomplished. How can I protect my children's SSNs at this point?

Thank you for your attention to this matter.

Kind regards,

Bradley [REDACTED]

RECEIVED

NOV 01 2012

Refer:

13

Answered

225001

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@bellsouth.net>
Sent: Thursday, November 01, 2012 11:21 AM
To: Haley, Nikki
Subject: No Protection on ID

Title: No protect my id.

First Name: Rebecca

Middle Initial: B

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Bath

State: SC

Zip: 29816

Phone: 803 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: South Carolina Resident

Message:

Dear Mrs. Haley, I went through the motions this morning with your hotline. There is no protection without credit. My husband is suppose to be receiving a great deal of money back that was taken illegally from him in 2008. [REDACTED]

[REDACTED]. We are in bad need. SS owes over a Billion dollars to people nation wide. Maybe this is what your Hacker was after. I work Walmart and I'm tired of waiting. You Credit company Eperican or what ever they call themselves doesn't want to give that ID protection because of no credit. Where do we go from Here?

Thank-You Rebecca [REDACTED]

RECEIVED

NOV 01 2012

Referred

CS

Assigned

225062

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Tuesday, October 30, 2012 10:40 PM
To: Haley, Nikki
Subject: Cyber Attack

Title: Ms.
First Name: Deborah
Middle Initial: E
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Summerville
State: SC
Zip: 29483
Phone: 843-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

I'm not satisfied with the current decision by Governor Haley to just monitor our credit reports. Where credit cards, debit cards, etc. can be replaced with new numbers, our Social Security numbers are for life. These can not be changed. This could be a life long problem for all SC residents who have worked in this state.

Further, why were these problems with computer hacking not addressed before this happened? Was it to save money or was your office just plain incompetent? I don't think it was just to save money because in the end the credit monitoring will not be cheap. Which brings us to who pays for this. Gee, let me guess. Could it be all SC residents?

As far as transparancy of your office is concerned, the news reported that your office failed to give a cost amount for the service that we are being forced to use. How much is this costing us? I want a dollar amount.

In the end, if smaller government and wasteful spending can't do the job one of several things needs to happen. Perferably, we need to replace everyone in the Governors office and hire competent help. What happened to accountability? To me, it doesn't matter who the person was that did not do their job because in the end, the Governor is ultimately responsible.

There has to be a better way to fix this problem so that we, as citizens of this state, do not have to worry about our information floating around out there. This was a serious breach of trust. I want to know what the State of South Carolina intends to do about this breach other than credit monitoring.

RECEIVED
OCT 31 2012
Pitts
Answer
see 102570
2125096

225115

Gov Haley, I thought highly of you
but after this SC Dept of Revenue
scandal I've lost all faith!
It would you NOT encrypt all
personal information 2011 I'll
never vote for you again. 11

Governor Nikki Haley
Office of the Governor
1405 Pendleton Street
Columbia, SC 29201



03 NOV 2012 PM 1.1

NOV 05 2012
Refer
Answered
MEX

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Saturday, October 27, 2012 8:39 AM
To: Haley, Nikki
Subject: IMPEACHMENT

RECEIVED

OCT 29 2012

Referred Haltiwanger
Answered NRN

Title: Mrs.
First Name: Beth
Middle Initial: C
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Pawleys Island
State: SC
Zip: 29585
Phone:

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

I will be working to spread this message - All you can do is spend my money - reject the federal government and where has it gotten us - our records and personal lives are in jeopardy and all we get is "Call Back at our normal business hours"; You need to leave office and let's attempt to pull this State out of our dismal state of affairs! Please consider and help us all out.

10201

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 9:27 PM
To: Haley, Nikki
Subject: Ineffective "Help Line" number

Title: Mrs.
First Name: Kimberly
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Bluffton
State: SC
Zip: 29910
Phone:

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

In light of the recently released information of the cyberattack that resulted in multiple millions of social security numbers having been stolen, it only makes sense to extend the hours of operation of the SC DOR to accommodate multiple millions of phone call inquiries that will be made over the next several weeks. It is frustrating, but expected, to have an extended "hold" time. It is down-right infuriating to have the message tell you that you should call back later and then have the line go dead. Not only should there be extended hours of operation for the next several weeks or months, every SC social security number should be automatically enrolled with the protectmyid.com website. Obviously if the State has our social security information to be stolen, it also has the information to protect us.

RECEIVED

OCT 29 2012

Referred CS

Answered

L.
G
L
C
J

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 8:08 AM
To: Haley, Nikki
Subject: LACK OF CONCERN!!!!!!!!!!!!!!

Title: Mrs
First Name: Karen
Middle Initial: R
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Buffalo
State: SC
Zip: 29321
Phone:

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

In response to the Millions of South Carolinians' social security numbers stolen from state agency.....some people will not get to talk to someone for FAR too long to find out critical information with the current calling times AVAILABLE. Why can there not be phone lines available 24 hours so those of us that are compromised can start to work on our end of a time consuming process. Everyone I know has been calling non-stop and can not get through. When one work college finally got through they had a 45 minute wait time to speak to someone. UNACCEPTEABLE!! If there were a 24 hour number we would be able to protect ourselves faster than it seems we will be able to with the current operating times. The statement"Whatever it takes to do this, we are going to do," said Haley on potential costs for protecting residents. "This is not going to be inexpensive.".....doesn't seem accurate really DOES IT??? . Surely we deserve a 24 hour line??? I find this unacceptable when what is at stake is our lives being ruined. Some of us work most of those hours the lines are open and can not sit on the phone calling non-stop just to be put on hold for 45 min.

I am deeply concerned as a USA citizen in the way in which the state is handling this crisis as it seems there is a lack of urgency to help the SC taxpayers protect themselves!!

Yours Sincerely
A concerned SC Tax Payer

PS....I am saddened in this day and time of technology that this has happened. I would hope that the State of SC would take the appropriate steps.....WHATEVER THE COST.....to ensure we are protected in the future.

2220

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@limestone.edu>
Sent: Saturday, October 27, 2012 1:15 PM
To: Haley, Nikki
Subject: My SS information

Title: Doctor
First Name: Randall
Middle Initial: C
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Gaffney
State: sc
Zip: 29340
Phone:

Email: [REDACTED]@limestone.edu

Affiliation: Constituent

Message:

Ms. Haley, I called the number listed on the news release and was instructed to access an internet site. The voice was not clear in enunciating the url address and so I tried several different ones before I was able to ascertain the appropriate url. At that point, I was directed to a sign up page. No evidence that this was a page specifically for SC residents.

Since I seemed to be thwarted in that attempt I called the tollfree number listed on the web site. After 20 minutes I recieved a message that all available representatives were busy. So rather than sitting around on the phone trying to protect myself from someone else's incompetence I decided to drop you an epistle.

In your television broadcast you seemed genuinely concerned but I suggest that the state response to this potentially devastating event has been less than adequate. Why not do as a hospital that had the same issue occur do, and provide all whose information might have been jeopardized the coverage without our having to go through this hassle.

I await your response. Randall C. [REDACTED] Ph.D.

RECEIVED

OCT 29 2012

Referred: _____
Answered: _____

220207

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@windstream.net>
Sent: Saturday, October 27, 2012 12:23 PM
To: Haley, Nikki
Subject: No coverage for out-of-state victim's?

Title: Mrs
First Name: Mary
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: [REDACTED]
City: Toccoa
State: GA
Zip: 30577
Phone:

Email: [REDACTED]@windstream.net

Affiliation: SC State Employee

Message:

I work in the state of South Carolina, but now live in Georgia because my husband is a GA law enforcement officer-he needs to live where he is commissioned. So we live near the state line and I now commute to SC each working day. I know I am not the only SC tax payer that lives in GA or NC because I know several personally.

I am required to pay SC tax and my tax returns also include my husband's personal information (social security number, etc).

I was dismayed to learn the the Department of Revenue's files were breached, but I have been unable to learn if my and my husband's information was compromised.

When I dialed that toll-free number provided (1 866 578 5422), after many tries of busy number, then "call back later, now I learned that the DOR is only offering free credit monitoring and protection for residents of SC. But not all SC taxpayers are residents. Were only SC residents impacted? What about people who moved out of state recently? If the compromised records go back to 1998 there are many unprotected taxpayers out there. Why cannot I have the same protections as others because a SC agency neglected to adequately protect my confidential information? Why can't we get any information and why should I pay more for DOR mistakes???

If nonresidents are not affected then please have DOR post that sort of information on their web page.

Please look into this.

Thank you

RECEIVED

OCT 29 2012

Referred _____

Answered _____

20121029

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 10:51 AM
To: Haley, Nikki
Subject: Outrageous Incompetence Ongoing

Title: Mr
First Name: Ben
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Westminster
State: SC
Zip: 29693
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Apparently it is not sufficient that complete idiots were put in charge of securing the most sensitive data every single SC citizen possesses. It isn't bad enough they let it casually fall into the hands of international criminals. No, now we have to respect those same idiot's "banking hour" work schedules in order to keep from falling prey to identity theft from God knows where. Leave to the Republican governor to decide that she couldn't let the poor, overworked mass of morons running the data security networks work too many hours answering the phones because of the small, inconsequential possibility of almost 4 million people's financial lives being on the verge of destruction. No, we COULDN'T have that. That list could have been passed along to thousands of criminals by now and your main concern seems to be that SC State employees aren't worked beyond their banking hour capacities.

I intend to work using every possible legal measure available to guarantee your administration is held CRIMINALLY liable for this act of stupendous incompetence in any and all illegal actions committed worldwide by terrorists or other sociopaths operating their jihads under the names and identities of SC residents. Do you realize that a terrorist, strike that, THOUSANDS of terrorists using that information as a legitimate cover could come flooding into this country causing genocide and mass mayhem on a scale never seen before? And YOU and your incompetent tax ADMINISTRATION are responsible. The next plane that flies into a building, the next massive bomb set off outside a landmark or office, the next train or subway system that is attacked...YOU, AND YOUR ADMINISTRATION...PERSONALLY responsible. Just as if you had set the bomb off or flown the plane yourself.

I am paying your salaries but unfortunately I can't fire you until the next election. Even more unfortunate, you will do NOTHING to discipline the morons directly in charge of securing that data. They're likely Republicans and therefore the entire thing will just be swept under the table with the rest of incompetence, racism, sexism and bigotry that is rampant in Columbia. You may be able to ignore the many taxpayer's lives that you have most probably destroyed, but one day you will stand before an authority you CAN'T ignore. And on that day, each of you will answer for the criminal acts and atrocities you have brought down on the people of this great state.

Oh, yes. Nice job releasing the news on a Friday hoping it will all go away over the weekend. You haven't even BEGUN to hear the outrage that is coming your way.

Ben [REDACTED]

RECEIVED

OCT 29 2012

Reference: *Hattiwanger*
Answered: [REDACTED]

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2
2
2
2

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 9:31 PM
To: Haley, Nikki
Subject: Please do the right thing

Title: Mr
First Name: Daniel
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] Street Address 2:
City: Greenville
State: SC
Zip: 29617
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident
Message:
Governor,

First, I am a lifelong resident and native of South Carolina, and someone who cast a ballot for you.

While I know that the breach in our social security and credit numbers was not your fault - you are the one who stands in the position to make it right.

Please know that to the people of our state, our security and right to privacy is as important as securing those servers!

I do not feel that the state is offering enough to make this right. I understand that this means that *I* the taxpayer has to pay more - but we need more than one year of credit monitoring.

I work in IT and understand how security, hacking, and credit issues work.

I know that whoever has that information - and no, you will not slam them against a wall, or make us feel any better about the situation by saying that, but whoever has that information - might not use it this year, or next year. But they could use it 20 years down the road. 30 Years down the road. And the issues that could effect our credit today could happen then. And I can see a huge lawsuit over this coming up soon.

That is not my problem. My data was placed in an state-controlled server.

What about when I have to pay to change my credit and debit cards? Should I send the state that bill? I certainly expect that I should not be the one responsible to pay for this.

Again, I know that in this you are a figure-head - but you have a voice, and are my elected representation.

Thank you for your time, and I appreciate your service.

Thanks,
Daniel

OCT 29 2012
Heidi Pitts
Answered

10201

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 5:12 PM
To: Haley, Nikki
Subject: SCDOR Helpline

RECEIVED

OCT 29 2012

Referred to CS

Answered

Title: Mr.
First Name: Stephen
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29680
Phone:

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

I know you have already been slammed about this, but PLEASE provide additional telephone numbers for us to call. We just get a message that they are experiencing higher than normal call volume and we must call back later. We are then disconnected. I have been trying to call since your initial announcement. It's definitely frustrating! Praying for wisdom for you during this trying time!

207577

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 5:03 PM
To: Haley, Nikki
Subject: How DARE you

Title: Mrs.
First Name: Robin
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: Fountain Inn, SC
Street Address 2:
City: Fountain Inn
State: SC
Zip: 29644
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

How DARE you keep something like this breach of our secure tax records, SSNs, and credit card numbers secret for three solid MONTHS, then break the news on a FRIDAY afternoon at approximately 4 pm!!!! THEN give a website that CANNOT be used and a phone number that HANGS UP ON YOU when you call it!!!!

You ought to have your tail on a phone receiving calls yourself and every one of your LAZY staff doing the same thing till midnight each night till every person in SC knows whether they were effected or not.

HOW DARE YOU call yourself a leader of this state!

You can bet if I am effected by this, I will spend the entire time before the next election lobbying for anyone to be governor but YOU!

RECEIVED

OCT 29 2012

Referred to

CS

Answered

NRN

102207

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED].net>
Sent: Friday, October 26, 2012 4:33 PM
To: Haley, Nikki
Subject: Hackers

RECEIVED

OCT 29 2012

Referred: AS

Answered: _____

Title: Ms.

First Name: Lisa

Middle Initial: J

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Graniteville

State: SC

Zip: 29829

Phone:

Email: [REDACTED].net

Affiliation: South Carolina Resident

Message:

Please get the DOR to add more phone numbers for South Carolinians to call. There are more than 3 million Social Security numbers that have been hacked and there is only one number to call? By the time we get through on the one phone number a lot of damage could have already been done to our credit .Please, please add more numbers.

7/20/12

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@sc.rr.com>
Sent: Friday, October 26, 2012 4:13 PM
To: Haley, Nikki
Subject: SCDOR Hack response

RECEIVED

OCT 29 2012

Referenced CS
Answered _____

Title: Ms.
First Name: Delaney
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29229
Phone:

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Are you kidding? For our protection, we will get one year free subscription to 1 of the 3 credit reporting agency's credit monitoring service? This is in no way whatsoever adequate protection. I would like to be able to change my social security number. Even if SC were to say that they would be liable for any financial loss I suffer as a result of the hacking, that would not provide for credit damage that could prevent me from getting a loan or a job for the rest of my life because of the time that it could take to repair the damage. And this does not address the hassle factor. There MUST be a stronger, more effective response.

1121

nhcorrespondence,

From: Office of the Governor Site Support <penny@[REDACTED]>
Sent: Friday, October 26, 2012 3:49 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

Title:
First Name: Penny
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Myrtle Beach
State: SC
Zip: 29588
Phone:

OCT 29 2012
Referred CS
ANSWERED

22C219

Email: penny@[REDACTED]

Affiliation: South Carolina Resident

Message:

Have tried for hours calling 866-578-5422 and now it is 3:44 and a recording says the office is closed. This is such poor planning on the State of SC to make this announcement and then close the office. Did you really think one number would be sufficient for all the 3.7 million people that would be rushing to call?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 3:36 PM
To: Haley, Nikki
Subject: Computer Hack

Title: Mr
First Name: Patrick
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: N Charleston
State: SC
Zip: 29420
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident
Message:

It would probably have been wise to have several different phone numbers available for the millions of SC residents to call for information regarding our Social Security Numbers and credit card numbers.

MILLIONS of residents will be calling...MILLIONS!!! How do you expect me to get through in a reasonable amount of time?

I'm sure the office will be closed over the weekend as well. I hope not, but I don't think a government that gets blind-sided by a hacker multiple times will have the where-with-all to keep it's offices open over the weekend to help with the onslaught of phone calls and e-mails.

R

OCT 29 2012

Refer

Answered

CS

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Friday, December 14, 2012 9:55 AM
To: Haley, Nikki
Subject: Letter

Title: Security breach notification letter First Name: Gary Middle Initial:

Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Simpsonville

State: Sc

Zip: 29680

Phone: 864. [REDACTED]

Email: [REDACTED]@charter.net

Affiliation: Constituent

Message:

Where is my letter stating which family members were impacted by your failure to protect my identity? It was promised two weeks ago. More incompetence?

RECEIVED

DEC 14 2012

Referred

Laughlin

Answered

Laughlin

225214

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@charter.net>
Sent: Sunday, October 28, 2012 11:57 AM
To: Haley, Nikki
Subject: Security breach

Title: Voter
First Name: Gary
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: Sc
Zip: 29680
Phone:

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident

Message:

I worked hard to get a 800+ credit score and it could be gone. Your solution to use Protectmi id.com is crap. You owe me lifetime protection not one year. What a backwards ass state to have a breach. The buck stops with you. I want lifetime protection. You screwed up, not me.

RECEIVED

OCT 29 2012

Referenced CS
ATTACHED NRN

11/22/14

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@sc.rr.com>
Sent: Saturday, October 27, 2012 12:29 AM
To: Haley, Nikki
Subject: Security Breach

RECEIVED

OCT 29 2012

Referred to CS

Answered

Title: Mr
First Name: Tom
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29212-1603
Phone:

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

I have tried several times to get thru to the Dept of Rev and the wait times have:

- Timed out my phone on two occasions
- Drained my battery on another
- Or I couldn't stay on hold due to other factors I'm sure I'm not alone

With over 3.6million people affected and assuming the operators spend 5 to 10 minutes on a call it will take the 200 operators between 135 and 270 days to answer all the calls.

There has to be a better way to handle this. Is there no way to get secure web access? Other companies do it as a mater of routine.

I know this is not your doing and I appreciate the number of issues you must be juggling at this time; however, that's why I voted for you because I know you can handle the job. (I think you're doing a good job!)

Thank you,

Tom [REDACTED]

017077

225215

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 9:21 AM
To: Haley, Nikki
Subject: SSN# stolen

RECEIVED

OCT 29 2012

Referred: 05
Answered: _____

Title: Ms
First Name: Kimberly
Middle Initial: T
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Travelers Rest
State: SC
Zip: 29690
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

As a SC working tax paying citizen who helps pay the governor's salary, I think the governor should have the state notify the citizens who are affected by the hackers. How do you expect 3.6 million people to call one #. All you get during is "all circuits are busy, please try your call later". My time is valuable too. I'm a widow with three children and a full time employee. I don't have time to keep calling. Furthermore it's all over the news and your site how the compromised citizens will get only one year of credit protection. The hackers were smart enough to hack into the system don't you think they are smart enough to read this too. All they have to do is wait until the year is over and use the information. How are you protecting us? You should cover us with credit protection for life or give all of us new SS numbers. Just remember the governors reelection is up in two years and as for as me, I will make my vote depending on how she handles protecting us. I bet all the 3.6 million SC citizens affected are thinking the same thing.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Monday, October 29, 2012 12:59 PM
To: Haley, Nikki
Subject: CyberAttack

RECEIVED

OCT 29 2012

Referred to 65

Answered

Title: Ms.
First Name: Lorena
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: [REDACTED]
City: Columbia
State: SC
Zip: 29203
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

Governor,

Please provide additional assistance for those who do not have access to a computer in order to protect themselves.
Especially our senior citizens.
Thank you.

117077

225217

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 9:14 PM
To: Haley, Nikki
Subject: Cyber Attack

017 077
Title: Mr.
First Name: James
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: West Columbia
State: SC
Zip: 29170
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Do you agree that the IT dept head should be fired, after this security issue? What will the cost to taxpayers be for the fraud protection? Who manages State of South Carolina Dept. of Revenue computer database?

RECEIVED

OCT 29 2012

Referred to

Answered, _____

225218