

FW: Draft - Email & Webpost

Stirling, Bryan

Sent: Wednesday, October 31, 2012 10:47 AM**To:** LeMoine, Leigh (leighlemoire@gov.sc.gov)

From: Greg Foster [mailto:GregFoster@schouse.gov]**Sent:** Wednesday, October 31, 2012 10:44 AM**To:** Stirling, Bryan**Subject:** Draft - Email & Webpost

Action Alert! - SC Taxpayers' Identities Hacked; Free Protection Available

Attention: This most likely affects you!

Anyone who has filed a South Carolina tax return since 1998 is potentially a victim of cyber identity theft. Free Protection is available to you, so please read this email carefully.

Last week, South Carolinians were notified of a serious cyber infiltration of sensitive private citizen information at our state's Department of Revenue. **Approximately 3.6 million Social Security Numbers and 387,000 credit card numbers were compromised in this cyber attack.**

To protect taxpayers, the state is providing one year of FREE credit monitoring and identity theft protection by Experian ProtectMyID Alert. While you have until January 31, 2013 to sign up, don't wait, it's important you act now to protect your identity from fraud and abuse. And again, it's totally FREE.

Hundreds of Thousands of South Carolinians have already signed up and are now protected.

While this cyber attack has raised a number of concerns that must be addressed, our immediate top priority is to make sure that every one of our state's 3.6 million citizens who have been affected get access to this free identity protection.

If you have filed a South Carolina tax return since 1998, here are the steps you need to take to access your free identity protection:

By Phone:

Call 1-866-578-5422 to enroll. The call center is open 9:00am to 9:00pm Monday-Friday & 11:00am to 8:00pm Saturday-Sunday. You can then determine if you would rather have an online or US Mail alert mechanism set up.

By Internet:

Sign up online at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Then follow

the quick and easy step-by-step instructions to enroll.

Again you have until January 31, 2013 to sign up...But please do it now, it's totally free.

Once you're enrolled, here are the protections that Experian will be providing you:

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, but you will continue to have access to fraud resolution agents and services beyond the first year. This complimentary 12-month ProtectMyID memberships available to you includes:

Credit Report: A free copy of your Experian credit report.

Daily 3 Bureau Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.

Identity Theft Resolution: If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process from start to finish.

ExtendCARE: Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.

\$1 Million Identity Theft Insurance: As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Additionally, access to unlimited fraud resolution beyond the one year enrollment period is included in your Experian's ProtectMyID membership. You will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if you claim minors as dependents.

Please Act Now...

Now is not the time to point blame, but time to make sure all South Carolinians' identities are protected. There are several things that must be addressed following this cyber attack, many of which are already in motion, to better insulate sensitive data and help prevent future attempts to bypass our security measures. But right now, first and foremost, we must ensure that our citizens' identities are protected from fraud and abuse.

While there will no doubt be several exhaustive investigations into determining how exactly this cyber infiltration happened, what you can do right now is follow these steps to make sure your identity is protected.

Greg Foster
Deputy Chief of Staff
& Director of Communications
Office of the Speaker
South Carolina House of Representatives

(803) 734-3125

gregfoster@schouse.gov

twitter.com/gregfoster_sc

Accepted: FW: Experian meeting

Stirling, Bryan

Sent: Tuesday, October 30, 2012 9:06 PM

To: Ozzie Fonseca [ofonseca@experianinteractive.com]

When: Wednesday, October 31, 2012 11:00 AM-12:00 PM.

Location: (855) [REDACTED], Participant code [REDACTED]

Re: IRS Info

Stirling, Bryan

Sent: Tuesday, October 30, 2012 9:06 PM**To:** Grube-Lybarker, Carri

Thank you very much for your help on this.

From: Grube-Lybarker, Carri**Sent:** Tuesday, October 30, 2012 09:03 PM**To:** Stirling, Bryan**Subject:** Fw: IRS Info

Connected by DROID on Verizon Wireless

-----Original message-----

From: "Grube-Lybarker, Carri" <clybarker@scconsumer.gov>**To:** "Grube-Lybarker, Carri" <clybarker@scconsumer.gov>**Sent:** Wed, Oct 31, 2012 00:55:15 GMT+00:00**Subject:** IRS Info

Hi Brian,

Most of the info I found points to the IRS. I assume since most of the documents/sites refer to "taxpayers," it would include businesses:

- [http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-\(EINs\)-](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-(EINs)-)
- <http://www.irs.gov/uac/Safeguards-Program>
- <http://www.irs.gov/uac/Identity-Protection>
- Number taxpayers who think their tax records may be at id theft risk: IRS Identity Protection Specialized Unit at 1-800-908-4490

I hope this information is helpful. I'll continue to look tomorrow to see if I can find anything additional.

Thanks,
Carri

Carri Grube Lybarker, Esq.

***Administrator* | SC Department of Consumer Affairs**

2221 Devine Street, Suite 200

P.O. Box 5757 | Columbia, SC 29250-5757

803.734.4297 | 803.734.4229 FAX

www.consumer.sc.gov *****Please note new website address*****



Re: From Greg Young, re: numbers for Call Center and ExtendCare info

Stirling, Bryan

Sent: Tuesday, October 30, 2012 7:05 AM**To:** Greg.Young@experianinteractive.com; Godfrey, Rob**Cc:** Michael.Bruemmer@experianinteractive.com; ofonseca@experianinteractive.com

Thank you, this is very helpful.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]**Sent:** Tuesday, October 30, 2012 12:47 AM**To:** Stirling, Bryan; Godfrey, Rob**Cc:** Michael Bruemmer <Michael.Bruemmer@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>**Subject:** From Greg Young, re: numbers for Call Center and ExtendCare info

Gentlemen,

Here is information related to the campaign and message points on ExtendCARE (as of 9 pm Pacific). Seeing images of the storms and hope all is well out there.

- Total calls made to the toll free number: 533,000
- Average wait for representative: 9.5 minutes
- Average time representative spends on phone getting information, explaining process and registering individuals: 9 minutes
- Total number of PMID registrations: 287,000

ExtendCARE

This benefit extends our Fraud Resolution Assistance to SC taxpayers after their memberships have expired. By acting quickly and drawing on proven experience in fraud protection Experian Fraud Resolution Experts help you minimize the loss of time and money associated with identity theft.

Experian Fraud Resolution Agents specialize in:

- Working directly with SC taxpayers from beginning to end to help resolve identity theft once their membership begins and long after it expires.
- Placing a temporary 90-day or extended seven-year fraud alert on consumers' Experian credit reports, as requested, to help stop fraudulent new accounts from opening.
- Sharing the fraud alert with the Equifax® and TransUnion® credit bureaus.
- Assisting with the dispute process for inaccurate information or fraudulent activity on Experian credit reports.
- Drafting and providing dispute letters for SC taxpayers to report credit fraud to Equifax and TransUnion.
- Assisting in scheduling conference calls with financial providers, creditors and service providers to dispute fraudulent charges and accounts.
- Interacting with law enforcement or government agencies to work toward a resolution and assist with filing a police report, if possible.

- Providing copies of all necessary letters to report credit fraud and identity theft to creditors, credit reporting agencies or others who may be involved in the process of reclaiming SC taxpayers' identities.
- Reviewing credit records to help SC taxpayers determine potential areas of fraud.

Greg Young, APR

Director

Public Relations/Consumer Engagement

Experian Consumer Services

535 Anton, suite 100

Costa Mesa, CA 92626

Direct: 949-567-3791

Mobile: 949-294-5701

greg.young@experianinteractive.com

freecreditreport.com

freecreditscore.com

creditreport.com

protectmyid.com

safetyweb.com

RE: Family Secure

Stirling, Bryan

Sent: Monday, October 29, 2012 3:15 PM**To:** Ozzie Fonseca [ofonseca@experianinteractive.com]

Can you get me the numbers of people signed up and the number of calls by the close of business today.

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]

Sent: Sunday, October 28, 2012 2:14 PM**To:** Stirling, Bryan; Jim Etter (etter_jf@sctax.org)**Subject:** Family Secure

Gentlemen:

I spoke with Greg Young and he asked me to set up a call with you to further discuss Family Secure. I'm available at your convenience.

Please let me know when you will have a moment and I will send a meeting invitation.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution



Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR
Visit us at <http://www.experian.com/databreach>

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Re: Conference Call

Stirling, Bryan

Sent: Sunday, October 28, 2012 11:05 PM

To: JeffGossett@scsenate.gov

Thank you. Ted Pitts will be reaching out, I have forwarded this email to him.

From: Jeff Gossett [mailto:JeffGossett@scsenate.gov]

Sent: Sunday, October 28, 2012 09:58 PM

To: Stirling, Bryan

Subject: Re: Conference Call

I understand you and Mike talked about the conference call. If you end up sending something new to all Senators, please include Mike and I on the message.

Thanks,

Jeff

His email, if you don't have it, is MikeHitchcock@scsenate.gov

On Oct 26, 2012, at 10:09 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

Can I call you tomorrow on this? Been a very busy day.

From: Jeff Gossett [mailto:JeffGossett@scsenate.gov]

Sent: Friday, October 26, 2012 10:07 PM

To: Stirling, Bryan

Subject: Conference Call

I know it's probably been a bad day, but did y'all really send this out as a press release?

If you want info to go to legislators, you can get it to Charles and I and we can get it to them for you.

Jeff

CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your

behalf.

Call Number: 1-800-670-1742 (No access code is needed).

Directions:

-
1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
 2. Participants should plan to join the call 5-10 minutes prior to the start of the call.
 3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
 4. All participants will be given the opportunity to ask questions.
 5. Questions will be announced in the order that they are received.
 6. For operator assistance at any time during the call, please press *0.

-###-

Fw: Conference Call

Stirling, Bryan

Sent: Sunday, October 28, 2012 10:01 PM**To:** Pitts, Ted

From: Jeff Gossett [mailto:JeffGossett@scsenate.gov]**Sent:** Sunday, October 28, 2012 09:58 PM**To:** Stirling, Bryan**Subject:** Re: Conference Call

I understand you and Mike talked about the conference call. If you end up sending something new to all Senators, please include Mike and I on the message.

Thanks,

Jeff

His email, if you don't have it, is MikeHitchcock@scsenate.gov

On Oct 26, 2012, at 10:09 PM, "Stirling, Bryan" <BryanStirling@gov.sc.gov> wrote:

Can I call you tomorrow on this? Been a very busy day.

From: Jeff Gossett [mailto:JeffGossett@scsenate.gov]**Sent:** Friday, October 26, 2012 10:07 PM**To:** Stirling, Bryan**Subject:** Conference Call

I know it's probably been a bad day, but did y'all really send this out as a press release?

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4. All participants will be given the opportunity to ask questions.
5. Questions will be announced in the order that they are received.
6. For operator assistance at any time during the call, please press *0.

-###-

Fw: Experian call

BESAdmin, on behalf of Ozzie Fonseca
[ofonseca@experianinteractive.com]

Sent: Sunday, October 28, 2012 8:53 PM

Required: Godfrey, Rob

When: Sunday, October 28, 2012 9:15 PM-10:15 PM.

Location: (855)-[REDACTED] Participant code [REDACTED]

Show time as: Tentative

Description:

Re: Fwd: Website email from Lisa Hoffman

Stirling, Bryan

Sent: Sunday, October 28, 2012 3:22 PM

To: Veldran, Katherine; Pitts, Ted; Godfrey, Rob

Cc: Schimsa, Rebecca

Thank you, I have called him back and walked him through the process.

From: Veldran, Katherine

Sent: Sunday, October 28, 2012 02:43 PM

To: Stirling, Bryan; Pitts, Ted; Godfrey, Rob

Cc: Schimsa, Rebecca

Subject: Fw: Fwd: Website email from Lisa Hoffman

From: Garry R. Smith [mailto:GarrySmith@schouse.gov]

Sent: Saturday, October 27, 2012 07:13 PM

To: Veldran, Katherine

Subject: Fwd: Website email from Lisa Hoffman

Katherine, the questing from this constituent is what do they do if they do not have Internet access. Can you help with this?

Thanks!

Sent from my iPad

Begin forwarded message:

From: "[REDACTED]@aol.com" <[REDACTED]@aol.com>

Date: October 27, 2012, 4:52:56 PM EDT

Subject: Website email from Lisa Hoffman

What do people who do not have internet access do about the SCDOR security breach?

Thanks!

Lisa Hoffman
204 Hunters Woods Dr
simpsonville, SC 29680

Re: FINALS FOR POST AND COURIER

Stirling, Bryan

Sent: Saturday, October 27, 2012 8:50 PM**To:** Greg.Young@experianinteractive.com; [REDACTED]@gmail.com; Godfrey, Rob

Also the out going after hours voice message should have the hours and the code on it.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]**Sent:** Saturday, October 27, 2012 08:42 PM**To:** [REDACTED]@gmail.com <[REDACTED]@gmail.com>; Godfrey, Rob; Stirling, Bryan**Subject:** RE: FINALS FOR POST AND COURIER

Yes – but I didn't read that as the question. Why don't I submit to her and tell her she can contact me with additional questions related to these four. If that comes up, I can clarify?

Greg Young, APRDirector
Public Relations/Consumer EngagementExperian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.comfreecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Tim Pearson [mailto:[REDACTED]@gmail.com]**Sent:** Saturday, October 27, 2012 5:40 PM**To:** Greg Young; Godfrey, Rob (RobGodfrey@gov.sc.gov); Stirling, Bryan (BryanStirling@gov.sc.gov)**Subject:** Re: FINALS FOR POST AND COURIER

Sorry Greg - not trying to be difficult here, and the answer to 1 is perfect, but not sure 2 answers the question yet. Does entering the code the first time mean that they will never have to enter it again, and we will take care of contacting them if anything is necessary going forward?

Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>**Date:** Sun, 28 Oct 2012 00:33:58 +0000**To:** Godfrey, Rob (RobGodfrey@gov.sc.gov)<RobGodfrey@gov.sc.gov>; Stirling, Bryan (BryanStirling@gov.sc.gov)<BryanStirling@gov.sc.gov>;

[REDACTED]@gmail.com' [REDACTED]@gmail.com)<[REDACTED]@gmail.com>

Subject: FINALS FOR POST AND COURIER

Gents,

She is definitely ready for this, per her last email. Can I send?

GY

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS.**
3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
4. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Greg Young
Director, Public Relations
Experian Consumer Services

Re: Rob and Bryan, please review - TIME SENSITIVE

Stirling, Bryan

Sent: Saturday, October 27, 2012 8:26 PM**To:** Greg.Young@experianinteractive.com; Godfrey, Rob**Cc:** Ken.Chaplin@experianinteractive.com; Joshua.Light@experianconsumerdirect.com; Ken.Bixler@experianinteractive.com; ofonseca@experianinteractive.com

1). All SC taxpayers from 1998 to present will be covered by this service at no cost to them.

2) SC officials are monitoring the situation and will after consulting with Experian decide when to go back to the individual identifiers, our focus right now is to protect each effected taxpayer and SC will keep monitoring the call center and until we sure all effected taxpayers are able to register without unreasonable delay we will maintain the current process.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]**Sent:** Saturday, October 27, 2012 07:58 PM**To:** Godfrey, Rob; Stirling, Bryan**Cc:** Ken Chaplin <Ken.Chaplin@experianinteractive.com>; Joshua Light <Joshua.Light@experianconsumerdirect.com>; Ken Bixler <Ken.Bixler@experianinteractive.com>; Ozzie Fonseca <ofonseca@experianinteractive.com>**Subject:** Rob and Bryan, please review - TIME SENSITIVE

Rob and Bryan,

I am not prepared to answer all of the Post and Courier questions at this point, but here are answers for the ones I feel we can answer. Obviously the paper needs this soon for EOD publishing.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **THE STATE HAS INDICATED THAT SOUTH CAROLINA TAXPAYERS DATING BACK TO 1998 SHOULD REGISTER.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?**THE CURRENT CODE OPOTION IS IN PLACE TO HELP WITH THE TREMENDOUS CALL VOLUME AND PROVIDE A BETTER EXPERIENCE FOR CALLERS. THE INTENT IS TO RETURN TO LIVE SUPPORT FOR ALL CALLERS ONCE THE CALL VOLUME DECREASES.**
3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE**

CODES, TO THIS POINT.

4. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Greg Young
Director, Public Relations
Experian Consumer Services

Re: Your message

Stirling, Bryan

Sent: Saturday, October 27, 2012 4:28 PM

To: ofonseca@experianinteractive.com; Greg.Young@experianinteractive.com

Thank you, I will reach out to him.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]

Sent: Saturday, October 27, 2012 04:20 PM

To: Stirling, Bryan; Greg Young <Greg.Young@experianinteractive.com>

Subject: Your message

Bryan:

My apologies for not being able to pick up your call. I'm on the phone coordinating other aspects of the initiative.

I spoke with Greg and it might be beneficial to let him be your main point of contact going forward so that you have the most up to date information.

Greg should be able to send you his comments soon.

Thanks

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

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Blog: www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>

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Accepted: SCDOR status call

Stirling, Bryan

Sent: Friday, October 26, 2012 10:53 PM

To: Ozzie Fonseca [ofonseca@experianinteractive.com]

When: Sunday, October 28, 2012 9:00 AM-9:30 AM.

Location: (855) [REDACTED] Participant code [REDACTED]

Re: From the Governor's Office re. cyber-attack at DOR

Stirling, Bryan

Sent: Friday, October 26, 2012 10:43 PM

To: Schimsa, Rebecca

Please keep forwarding any legislative responses. I will call them if I have the number if not I will email them.
Thank you.

From: Schimsa, Rebecca

Sent: Friday, October 26, 2012 10:40 PM

To: Stirling, Bryan

Subject: Fw: From the Governor's Office re. cyber-attack at DOR

FYI.

From: Leon Stavrinakis [mailto: [REDACTED]@msn.com]

Sent: Friday, October 26, 2012 10:28 PM

To: Schimsa, Rebecca

Cc: Pitts, Ted; Veldran, Katherine

Subject: RE: From the Governor's Office re. cyber-attack at DOR

He did. Thank you all very much for the prompt reply.

Leon E. Stavrinakis / Attorney at Law / Stavrinakis Law Firm
S.C. House of Representatives / District 119, Charleston County
One Cool Blow Street, Suite 201 / Charleston, SC 29403
843.724.1060 (Law Office) / 843.853.7816 (Law Fax)
803.734.3039 (State House Office) / 888.626.9708 (E-Fax)
stavlaw.net / leonforhouse.com

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From: RebeccaSchimsa@gov.sc.gov

To: [REDACTED]@msn.com

CC: TedPitts@gov.sc.gov; KatherineVeldran@gov.sc.gov

Date: Fri, 26 Oct 2012 19:19:16 -0400

Subject: Re: From the Governor's Office re. cyber-attack at DOR

Thank you for your questions, Representative. I understand that our Chief of Staff, Bryan Stirling, has reached out to you.

If you have any further questions, please let Bryan know.

From: Leon Stavrinakis [mailto:████████@msn.com]
Sent: Friday, October 26, 2012 06:32 PM
To: Schimsa, Rebecca
Cc: Pitts, Ted; Veldran, Katherine
Subject: Re: From the Governor's Office re. cyber-attack at DOR

How will you control access to this conf call now that the time and number have been published in the media?

Representative Leon Stavrinakis
Stavrinakis Law Firm
843-813-2800
leon@stavlaw.net
leonstav@schouse.gov

On Oct 26, 2012, at 4:44 PM, "Schimsa, Rebecca" <RebeccaSchimsa@gov.sc.gov> wrote:

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

In regards to the cyber-attack at the Department of Revenue announced this afternoon, we are sending you the following information: (1) the media release from our office (below); (2) the media release from the Department of Revenue (attached); (3) a link to the video of today's press conference; and (4) an invitation to a conference call on Monday morning with Chief Keel, Director Etter, and Inspector General Maley (below).

Sincerely,

Rebecca Schimsa

Office of the Governor

-

MEDIA RELEASE FROM THE GOVERNOR'S

OFFICE:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers

Hacker illegally obtained credit card and Social Security numbers

COLUMBIA, S.C. – The South Carolina Department of Revenue today announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack. Of the credit cards, the vast majority are protected by strong encryption deemed sufficient under the demanding credit card industry standards to protect the data and cardholders. Approximately 16,000 are unencrypted.

To protect taxpayers, the state will provide those affected with one year of credit monitoring and identity theft protection. Officials emphasized that no public funds were accessed or put at risk.

“On October 10, the S.C. Division of Information Technology informed the S.C. Department of Revenue of a potential cyber attack involving the personal information of taxpayers,” said DOR Director James Etter. “We worked with them throughout that day to determine what may have happened and what steps to take to address the situation. We also immediately began consultations with state and federal law enforcement agencies and briefed the governor’s office.”

Upon the recommendation of law enforcement officials, DOR contracted Mandiant, one of the world’s top information security companies, to assist in the investigation, help secure the system, install new equipment and software and institute tighter controls on access.

On October 16, investigators uncovered two attempts to probe the system in early September, and later learned that a previous attempt was made in late August. In mid-September, two other intrusions occurred, and to the best of the department’s knowledge, the hacker obtained data for the first time. No other intrusions have been uncovered at this time. On October 20, the vulnerability in the system was closed and, to the best of the department’s knowledge, secured.

“The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens,” said Gov. Nikki Haley. “We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected.”

Anyone who has filed a South Carolina tax return since 1998 is urged to visit protectmyid.com/scdor or call 1- 866-578-5422 to determine if their information is affected. If so, the taxpayer can immediately enroll in one year of identity protection service provided by Experian.

Experian’s ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year.

In addition to the Experian service, state officials urged individuals to consider additional steps to protect their identity and financial information, including:

- Regularly review credit reports;
- Place fraud alerts with the three credit bureaus;
- Place a security freeze on financial and credit information with the three credit bureaus.

If credit card information is compromised, the best protection is to have the bank reissue the card. Anyone who has used a credit card in a transaction with the Department of Revenue should check bank accounts regularly to see if any unauthorized charges have occurred. If so, the cardholder should contact the credit card issuer immediately by calling the toll-free number located on the back of the card or on a monthly statement, tell them what you have seen, and ask them to cancel and reissue the card. Consumers should also change any credit card web account passwords immediately when unauthorized charges are detected.

“From the first moment we learned of this, our top priority has been to protect the taxpayers and the citizens of South Carolina, and every action we’ve taken has been consistent with that priority,” Etter said. “We have an obligation to protect the personal information entrusted to us, and we are redoubling our efforts to meet that obligation.”

-###-

VIDEO OF TODAY’S PRESS CONFERENCE:

The S.C. Department of Revenue announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers have been exposed in a cyber attack.

Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel, United States Secret Service Special Agent in Charge Michael Williams, South Carolina Department of Revenue Director Jim Etter and State Inspector General Patrick Maley today responded to news of the cyber attack with consumer safety solutions during an afternoon press conference.

Video of the press conference is available here: <http://www.youtube.com/watch?v=0Dax66JEzVs&> Attached you will find a press kit that includes consumer safety solutions.

Anyone who has filed a South Carolina tax return since 1998 should take the following steps:

1. Call 1-866-578-5422 where you will enroll in a consumer protection service. **The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.**

2. Then you will determine if you wish to have an online or US Mail alert mechanism.

3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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CONFERENCE CALL INFORMATION FOR LEGISLATORS:

Our office has arranged a conference call for members of the General Assembly to be held on Monday, October 29th at 10:00 a.m. with Chief Mark Keel, Director Jim Etter, and Inspector General Pat Maley. The purpose of the conference call is to give you the opportunity to receive information and ask questions about the cyber-attack at the Department of Revenue. There is a limited number of lines available. This call is only intended for you, members of the General Assembly, or a staff member calling in on your behalf.

Call Number: 1-800-670-1742 (No access code is needed.)

Directions:

1. Upon dialing the conference number, each participant will be asked his or her name and then be placed into the conference call.
2. Participants should plan to join the call 5-10 minutes prior to the start of the call.

3. Once the speakers have completed their statements, the call operator will provide instructions for the question and answer portion of the call.
4. All participants will be given the opportunity to ask questions.
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-###-

<Media Release from DOR 10.26.2012.pdf>

Re: Conference Call

Stirling, Bryan

Sent: Friday, October 26, 2012 10:09 PM**To:** JeffGossett@scsenate.gov

Can I call you tomorrow on this? Been a very busy day.

From: Jeff Gossett [mailto:JeffGossett@scsenate.gov]**Sent:** Friday, October 26, 2012 10:07 PM**To:** Stirling, Bryan**Subject:** Conference Call

I know it's probably been a bad day, but did y'all really send this out as a press release?

If you want info to go to legislators, you can get it to Charles and I and we can get it to them for you.

Jeff

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RE: From the Governor's Office re. cyber-attack at DOR

Stirling, Bryan

Sent: Friday, October 26, 2012 8:00 PM

To: Schimsa, Rebecca

Thank you.

From: Schimsa, Rebecca

Sent: Friday, October 26, 2012 8:00 PM

To: Stirling, Bryan

Subject: Fw: From the Governor's Office re. cyber-attack at DOR

FYI.

From: Larry Martin [<mailto:lmartin@alicemfgco.com>]

Sent: Friday, October 26, 2012 07:38 PM

To: Schimsa, Rebecca

Cc: Pitts, Ted; Veldran, Katherine

Subject: Re: From the Governor's Office re. cyber-attack at DOR

Rebecca:

They did so. Unfortunately, one has to call the toll free number, and it's swamped. If everyone has to make the call as a precursor for signing up, it will take a long time to get everyone signed up.

Our Tigers did well last night! It was good to see a Thursday night game go so well.

Hope you have a great weekend.

Larry

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

From: Schimsa, Rebecca

To: 'lmartin@alicemfgco.com'

Cc: Pitts, Ted ; Veldran, Katherine

Sent: Friday, October 26, 2012 7:16 PM

Subject: Re: From the Governor's Office re. cyber-attack at DOR

Thank you for letting us know, Senator. I understand that our Chief of Staff, Bryan Stirling, has reached out to you in addition to our press office to walk you through the steps.

Please let us know if you have any further questions.

From: Larry Martin [<mailto:lmartin@alicemfgco.com>]

Sent: Friday, October 26, 2012 07:04 PM

To: Schimsa, Rebecca

Cc: Pitts, Ted; Veldran, Katherine

Subject: Re: From the Governor's Office re. cyber-attack at DOR

Not suggesting you reply to my comment this evening, but just want to report that protectmyid.com/scdor simply

takes you to the default homepage of protectmyid.com . I tried it a couple of time and it doesn't take you to the scdor page.

Thanks!

Larry

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

From: Schimsa, Rebecca

Cc: Pitts, Ted ; Veldran, Katherine

Sent: Friday, October 26, 2012 4:44 PM

Subject: From the Governor's Office re. cyber-attack at DOR

NEW INFORMATION INCLUDED.

Dear Members of the General Assembly,

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Office of the Governor

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-###-

RE: legislator notifications

Stirling, Bryan

Sent: Friday, October 26, 2012 4:48 PM

To: Schimsa, Rebecca; Pitts, Ted; Veldran, Katherine; Godfrey, Rob

Cc: Haltiwanger, Katherine; Soura, Christian

Thank you very much.

From: Schimsa, Rebecca

Sent: Friday, October 26, 2012 4:47 PM

To: Pitts, Ted; Veldran, Katherine; Stirling, Bryan; Godfrey, Rob

Cc: Haltiwanger, Katherine; Soura, Christian

Subject: legislator notifications

This afternoon at 4:45 p.m., an email went out to members of the General Assembly including:

1. Media release from our office;
2. Media release from DOR;
3. Video of today's press conference; and
4. Conference call information for Monday.

Thanks.

Rebecca S. Schimsa

Office of Governor Nikki R. Haley

Staff Attorney & Commerce Liaison

O: (803) 734-6068 | C: (803) 429-4561

Re: FINALS FOR POST AND COURIER

Stirling, Bryan

Sent: Saturday, October 27, 2012 9:23 PM**To:** Greg.Young@experianinteractive.com

Thank you for the call a minute ago. We will talk in the morning.

From: Greg Young [mailto:Greg.Young@experianinteractive.com]

Sent: Saturday, October 27, 2012 08:55 PM**To:** [REDACTED]@gmail.com <[REDACTED]@gmail.com>; Godfrey, Rob; Stirling, Bryan**Subject:** RE: FINALS FOR POST AND COURIER

1. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS. THE CODE BEING DISTRIBUTED NOW IS A "ONE-TIME" USE. ANYONE WHO HAS USED THE CURRENT CODE WILL NOT BE REQUIRED TO CALL BACK IN FOR AN INDIVIDUAL CODE. THEIR REGISTRATIONS ARE COMPLETED.**

Greg Young, APR

Director

Public Relations/Consumer Engagement

Experian Consumer Services

535 Anton, suite 100

Costa Mesa, CA 92626

Direct: 949-567-3791

Mobile: 949-294-5701

greg.young@experianinteractive.com

freecreditreport.com

freecreditscore.com

creditreport.com

protectmyid.com

safetyweb.com

From: Tim Pearson [mailto:[REDACTED]@gmail.com]

Sent: Saturday, October 27, 2012 5:48 PM**To:** Greg Young; Godfrey, Rob (RobGodfrey@gov.sc.gov); Stirling, Bryan (BryanStirling@gov.sc.gov)**Subject:** Re: FINALS FOR POST AND COURIER

What we have doesn't answer their question, or mine. Let's get it right and fire it off in the next 10 minutes.

Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>

Date: Sun, 28 Oct 2012 00:46:10 +0000

To: [REDACTED]@gmail.com <[REDACTED]@gmail.com>; Godfrey, Rob (RobGodfrey@gov.sc.gov) <RobGodfrey@gov.sc.gov>; Stirling, Bryan (BryanStirling@gov.sc.gov) <BryanStirling@gov.sc.gov>

Subject: RE: FINALS FOR POST AND COURIER

Latest from PC:

Greg, I know you're trying to do this as fast as you can, but we're running up against deadline. If I don't have it by 9, it's going to start causing some problems for us. Is there any way you can send me whatever you've got? Obviously, some of those questions are far more important for the reader to understand tomorrow.

I think we can go with what we have and I can clarify anything. Otherwise we miss the window, which I know Rob didn't want to do.

GY

Greg Young, APR

Director

Public Relations/Consumer Engagement

Experian Consumer Services

535 Anton, suite 100

Costa Mesa, CA 92626

Direct: 949-567-3791

Mobile: 949-294-5701

greg.young@experianinteractive.com

freecreditreport.com

freecreditscore.com

creditreport.com

protectmyid.com

safetyweb.com

From: Tim Pearson [[mailto:\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)]

Sent: Saturday, October 27, 2012 5:40 PM

To: Greg Young; Godfrey, Rob (RobGodfrey@gov.sc.gov); Stirling, Bryan (BryanStirling@gov.sc.gov)

Subject: Re: FINALS FOR POST AND COURIER

Sorry Greg - not trying to be difficult here, and the answer to 1 is perfect, but not sure 2 answers the question yet. Does entering the code the first time mean that they will never have to enter it again, and we will take care of contacting them if anything is necessary going forward?

Sent from my Verizon Wireless BlackBerry

From: Greg Young <Greg.Young@experianinteractive.com>

Date: Sun, 28 Oct 2012 00:33:58 +0000

To: Godfrey, Rob (RobGodfrey@gov.sc.gov) <RobGodfrey@gov.sc.gov>; Stirling, Bryan (BryanStirling@gov.sc.gov) <BryanStirling@gov.sc.gov>;

[REDACTED]@gmail.com <[REDACTED]@gmail.com> [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Subject: FINALS FOR POST AND COURIER

Gents,

She is definitely ready for this, per her last email. Can I send?

GY

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS.**
3. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
4. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Greg Young
Director, Public Relations
Experian Consumer Services

Re: Experian PR contact

Stirling, Bryan

Sent: Saturday, October 27, 2012 12:17 PM

To: ofonseca@experianinteractive.com

Thank you for calling this AM. Please keep me posted throughout the day as we discussed. I called and checked the outgoing recording at 11:00 AM today.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]

Sent: Friday, October 26, 2012 06:35 PM

To: Stirling, Bryan

Cc: Greg Young <Greg.Young@experianinteractive.com>; Thad Westbrook <thad.westbrook@nelsonmullins.com>

Subject: RE: Experian PR contact

Bryan:

I spoke with our call center and they found a way to record the message in eastern terms. That will be done within the next 60 minutes.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach

Follow us on Twitter: www.Twitter.com/Experian_DBR

Visit us at <http://www.experian.com/databreach>

CONFIDENTIALITY NOTICE:

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

From: Stirling, Bryan [<mailto:BryanStirling@gov.sc.gov>]

Sent: Friday, October 26, 2012 3:23 PM

To: Ozzie Fonseca

Cc: Greg Young; Thad Westbrook

Subject: RE: Experian PR contact

Thank you, call him now.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, October 26, 2012 6:22 PM
To: Stirling, Bryan
Cc: Greg Young; Thad Westbrook
Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young
949 567-3791
Greg.Young@experianinteractive.com

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
Follow us on Twitter: www.Twitter.com/Experian_DBR Visit us at
<http://www.experian.com/databreach>

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This email message and any accompanying data or files is confidential and may contain privileged information intended only for the named recipient(s). If you are not the intended recipient(s), you are hereby notified that the dissemination, distribution, and or copying of this message is strictly prohibited. If you receive this message in error, or are not the named recipient(s), please notify the sender at the email address above, delete this email from your computer, and destroy any copies in any form immediately. Receipt by anyone other than the named recipient(s) is not a waiver of any attorney-client, work product, or other applicable privilege.

 Reply  Reply to All  Forward          

From Greg Young, re: current numbers

Greg Young [Greg.Young@experianinteractive.com]

Sent: Wednesday, October 31, 2012 1:24 PM

To: Stirling, Bryan

Cc: Jon Neiditz [Jon.Neiditz@nelsonmullins.com];
Thad Westbrook [thad.westbrook@nelsonmullins.com];
Rush Smith (rush.smith@nelsonmullins.com);
Michael Bruemmer [Michael.Bruemmer@experianinteractive.com]; Ozzie Fonseca [ofonseca@experianinteractive.com]

Bryan,

Apologize for delay:

Calls: 620,000

Registrations: 418,000

Greg Young, APR

Director

Public Relations/Consumer Engagement

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Direct: 949-567-3791

Mobile: 949-294-5701

greg.young@experianinteractive.com

RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Thad Westbrook [thad.westbrook@nelsonmullins.com]

Sent: Monday, October 29, 2012 2:23 PM

To: Godfrey, Rob; Stirling, Bryan

I'm contacting Experian about this. There should be no charge.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]

Sent: Monday, October 29, 2012 1:58 PM

To: Stirling, Bryan; Thad Westbrook

Subject: FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

From: Klump, Allen [mailto:Allen.Klump@mail.house.gov]

Sent: Monday, October 29, 2012 1:55 PM

To: Godfrey, Rob

Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

FYI, I just did this and it made me pay \$3 for my credit report

Allen G. Klump

Communications Director

The Office of Congressman Jeff Duncan SC-3

303 West Beltline Blvd.

Anderson, SC 29625

Cell: 864-915-4059



Subscribe to Rep. Duncan's
E-NEWSLETTER

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]

Sent: Monday, October 29, 2012 1:22 PM

Subject: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today provided reporters with an update on the S.C. DOR information security breach and discussed consumer safety solutions

available to South Carolinians during a Statehouse press conference. S.C. DOR announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

Video of today's Statehouse press conference, including remarks by the governor and Chief Keel as well as a media availability, is available here: <http://www.youtube.com/watch?v=ni9jQS3Nb80>

As of Monday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 455,000 calls and approximately 154,000 signups. Gov. Haley and Chief Keel reiterated that anyone who has filed a South Carolina tax return since 1998 should take the following steps:

- Call 1-866-578-5422 where you will enroll in a consumer protection service. (The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.)
- For any South Carolina taxpayer residing in South Carolina who wishes to bypass the telephone option, there currently is an online service available at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Every South Carolina taxpayer who takes the time to sign up will be afforded the protection, and that protection is retroactive. South Carolina taxpayers have until the end of January, 2013 to sign up. South Carolina taxpayers who sign up for protection will be notified about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

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

FW: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

Godfrey, Rob

Sent: Monday, October 29, 2012 1:57 PM

To: Stirling, Bryan; thad.westbrook@nelsonmullins.com

From: Klump, Allen [mailto:Allen.Klump@mail.house.gov]

Sent: Monday, October 29, 2012 1:55 PM

To: Godfrey, Rob

Subject: RE: Video: Gov. Nikki Haley, SLED Chief Mark Keel update taxpayers, media on DOR information security breach

FYI, I just did this and it made me pay \$3 for my credit report

Allen G. Klump

Communications Director

The Office of Congressman Jeff Duncan SC-3

303 West Beltline Blvd.

Anderson, SC 29625

Cell: 864-915-4059



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Sent: Monday, October 29, 2012 1:22 PM

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- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
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- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

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

Experian call

Ozzie Fonseca [ofonseca@experianinteractive.com]

Sent: Sunday, October 28, 2012 8:52 PM

Required: Michael Bruemmer [Michael.Bruemmer@experianinteractive.com]; Greg Young [Greg.Young@experianinteractive.com]; Thad Westbrook (thad.westbrook@nelsonmullins.com); Jon Neiditz (jon.neiditz@nelsonmullins.com); Stirling, Bryan

When: Sunday, October 28, 2012 9:15 PM-10:15 PM.

Location: (855)-[REDACTED] Participant code [REDACTED]

Show time as: Tentative

Description:

Re: Experian PR contact

Greg Young [Greg.Young@experianinteractive.com]

Sent: Friday, October 26, 2012 6:31 PM

To: Stirling, Bryan

Bryan -

I am getting to a spot where I can talk. Also taking a call so I can have more answers when I call you.

GY

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

Sent by my iPhone

On Oct 26, 2012, at 3:25 PM, "Stirling, Bryan"
<BryanStirling@gov.sc.gov<mailto:BryanStirling@gov.sc.gov>> wrote:

Do you have a cell phone? It went to voicemail. This is urgent.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, October 26, 2012 6:22 PM
To: Stirling, Bryan
Cc: Greg Young; Thad Westbrook
Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young
949 567-3791
Greg.Young@experianinteractive.com<<mailto:Greg.Young@experianinteractive.com>>

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com<<mailto:ozzie.fonseca@experian.com>>

Blog: www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>

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Executive Order 2012-10 and Letter to Maley

Schimsa, Rebecca

Sent: Friday, October 26, 2012 9:08 AM

To: Godfrey, Rob

Cc: Patel, Swati; Stirling, Bryan; Pitts, Ted; Soura, Christian

Attachments: 2012-10 Reviewing IT Secur~1.PDF (66 KB) ; Letter to Maley re EO 2012~1.PDF (27 KB)

Two attachments.

Rebecca S. Schimsa
Office of Governor Nikki R. Haley
Staff Attorney & Commerce Liaison
O: (803) 734-6068 | C: (803) 429-4561

State of South Carolina
Executive Department

FILED

OCT 26 2012

Mark Hammond
SECRETARY OF STATE



Office of the Governor

EXECUTIVE ORDER NO.

2012-10

WHEREAS, the State's information technology (IT) policy for governance of IT initiatives throughout state government, including security procedures and protocols, has been largely uncoordinated and outdated exposing the State to greater risks of internal and external cyber-attacks on IT infrastructure and records; and

WHEREAS, state government's fragmented approach to IT security makes South Carolina vulnerable to serious cyber and information breaches and requires immediate action to minimize cyber-attacks and protect personal information of our State's citizens; and

WHEREAS, Section 1-6-30 of the South Carolina Code of Laws authorizes the State Inspector General to "coordinate investigations" and "recommend policies and carry out other activities designed to deter, detect, and eradicate fraud, waste, abuse, mismanagement . . . "; and

WHEREAS, Section 1-6-20(E) states, "Upon request of the State Inspector General for information or assistance, all agencies are directed to fully cooperate with and furnish the State Inspector General with all documents, reports, answers, records, accounts, papers, and other necessary data and documentary information to perform the mission of the State Inspector General[;]" and

WHEREAS, the State Inspector General is authorized to recommend policies to address holistic mismanagement of state government's information security policies and procedures and state agencies are required to fully cooperate with the State Inspector General to perform his mission.

NOW, THEREFORE, I hereby direct all cabinet agencies to immediately designate an information technology officer to cooperate with the State Inspector General who is authorized to make recommendations to improve information security policies and procedures in state agencies, on a comprehensive and holistic basis,

pursuant to his authority under Chapter 6 of Title 1 of the South Carolina Code of Laws with the following additional guidance:

1. Collaborate with the Division of State Information Technology of the Budget and Control Board to identify weaknesses in current statewide cyber-security systems, to include vulnerabilities to internal and external cyber-attacks, and develop a holistic strategy to improve information security;
2. Consult with national cyber-security sources including, but not limited to, the Multi-State Information and Sharing Analysis Center;
3. Determine state agencies' current information security staffing and their specific duties, and work with agencies to identify designated information security officers (ISOs) and their duties at each agency where appropriate; and
4. Improve and increase training of ISOs and all state government employees on information security measures to include cyber-security and records protection.

This Order shall take effect immediately.



ATTEST:

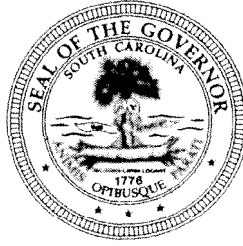
Handwritten signature of Mark Hammond in black ink.

MARK HAMMOND
SECRETARY OF STATE

GIVEN UNDER MY HAND AND THE
GREAT SEAL OF THE STATE OF
SOUTH CAROLINA, THIS 26th DAY OF
OCTOBER 2012.

Handwritten signature of Nikki R. Haley in black ink.

NIKKI R. HALEY
Governor



State of South Carolina Office of the Governor

NIKKI R. HALEY
GOVERNOR

1205 PENDLETON STREET
COLUMBIA 29201

October 26, 2012

The Honorable Patrick Maley
State Inspector General
110 Centerview Drive, Suite 201
Columbia, South Carolina 29210

Dear Inspector General Maley,

On behalf of the state agencies of South Carolina, I request your assistance in addressing a serious issue affecting state government information security.

Throughout state government, our information technology (IT) policy for security procedures and protocols has been largely uncoordinated and outdated exposing our state to greater risks of internal and external cyber-attacks.

I am committed to ensuring that state government minimize the risk of cyber-attacks and protect the personal information of our citizens kept by state agencies. Accordingly, today, I signed Executive Order 2012-10 directing the IT officers in my Cabinet agencies to take immediate action to work with the Office of the State Inspector General to review and strengthen IT security procedures and protocols.

Pursuant to your authority in Chapter 6 of Title 1 of the South Carolina Code of Laws, I ask that you make recommendations, on a comprehensive and holistic basis, to improve information security policies and procedures in our state agencies. I would appreciate your immediate attention to this matter. My staff is available to assist as needed.

Sincerely,

A handwritten signature in cursive script, reading "Nikki R. Haley".

Nikki R. Haley

Data file issue has been addressed

Ozzie Fonseca [ofonseca@experianinteractive.com]

Sent: Saturday, October 27, 2012 3:31 PM

To: Stirling, Bryan

Cc: Brownd@sctax.org; Jim Etter (etter_jf@sctax.org)

File will be uploaded by 1:30 PM pacific.

Ozzie Fonseca, CIPP/US
Senior Director, Data Breach Resolution

Experian Consumer Direct
535 Anton, Suite 100. Costa Mesa, CA 92626
(949) 567-3851 - Desk
(949) 302-2299 - Cell
(949) 242-2938 - Fax
ozzie.fonseca@experian.com

Blog: www.Experian.com/blogs/data-breach
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(949) 242-2938 - Fax
ozzie.fonseca@experian.com<mailto:ozzie.fonseca@experian.com>

Blog: www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>

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

From: Stirling, Bryan [<mailto:BryanStirling@gov.sc.gov>]

Sent: Friday, October 26, 2012 3:23 PM

To: Ozzie Fonseca

Cc: Greg Young; Thad Westbrook

Subject: RE: Experian PR contact

Thank you, call him now.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]

Sent: Friday, October 26, 2012 6:22 PM

To: Stirling, Bryan

Cc: Greg Young; Thad Westbrook

Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young

949 567-3791

Greg.Young@experianinteractive.com<<mailto:Greg.Young@experianinteractive.com>>

Ozzie Fonseca, CIPP/US

Senior Director, Data Breach Resolution

Experian Consumer Direct

535 Anton, Suite 100. Costa Mesa, CA 92626

(949) 567-3851 - Desk

(949) 302-2299 - Cell

(949) 242-2938 - Fax

ozzie.fonseca@experian.com<<mailto:ozzie.fonseca@experian.com>>

Blog: www.Experian.com/blogs/data-breach<<http://www.Experian.com/blogs/data-breach>>

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Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

Godfrey, Rob

Sent: Wednesday, October 31, 2012 1:24 PM

Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter to hold press conference TODAY

State officials will provide update on S.C. DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter will hold a press conference **TODAY, Wednesday, October 31, at 4:30 PM** to update the people of South Carolina on the DOR information security breach. The press conference will be held in the first floor lobby of the Statehouse.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, DOR Director Jim Etter

WHAT: DOR information security breach update

WHEN: TODAY, Wednesday, October 31, 4:30 PM

WHERE: S.C. Statehouse, first floor lobby, Columbia S.C.

-###-

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

Questions from Finance hearing 10 30

Jim Etter [Etter_JF@sctax.org]

Sent: Wednesday, October 31, 2012 11:42 AM
To: Pitts, Ted; Stirling, Bryan
Cc: Harry Cooper [COOPERH@sctax.org]
Attachments: Questions from the Senate~1.docx (15 KB)

These are the questions I wrote down during the session.

Jim Etter

Questions from the Senate Finance Committee
October 30, 2012

1. Why can't DOR enroll all the people?
 - a. Design system to have Experian notify DOR the DOR could notify taxpayer of any alert.
 - b. Elderly, nursing homes patients, other people of need?
2. They want Experian to come and testify.
3. How are small businesses covered?
 - a. Can we enroll everyone?
 - b. LLC and sub "s" corp?
 - c. "C" Corporations
 - d. D&B Coverage for "C" Corporations?
 - e. Can Businesses enroll with Experian?
4. Want to see Experian Contract.
5. When was system encrypted and at what level?
6. Who made the decision not to encrypt all the files?
7. Why weren't the systems encrypted from the outset?
8. We can re assign State ID codes – how soon?
9. We need to have the FEIN changed for all "C" Corp entities.
10. Do we have a moral obligation to cover taxpayers for more than one year?
11. Can we ask SCACPA's to help enroll elderly taxpayers?
12. Coverage after one year?
 - a. Elderly?
 - b. All taxpayers?
 - c. State should budget for multi-year protection for all taxpayers.

FAQs

Grube-Lybarker, Carri

Sent: Wednesday, October 31, 2012 11:36 AM**To:** Stirling, Bryan**Attachments:** Frequently Asked Question~1.docx (35 KB)

Hi Brian,

Attached are the FAQs we've developed thus far based on calls we've received.

Let me know if you have any questions~

Thanks,

Carri

Carri Grube Lybarker, Esq.

Administrator | SC Department of Consumer Affairs

2221 Devine Street, Suite 200

P.O. Box 5757 | Columbia, SC 29250-5757

803.734.4297 | 803.734.4229 FAX

www.consumer.sc.gov ****Please note new website address****



FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

October 31, 2012

- **My spouse and I have joint accounts, do I have to register both of us for the monitoring, alert or freeze or just myself?** Credit reports are tied to an individual's social security number, so you each need to register.
- **Will my deceased family member's SSN be at risk?** It is possible. Make sure you have notified each of the three major credit reporting agencies of the death so it can be appropriately marked on the credit report. You may also want to pull a copy of the member's credit report and contact to make sure the accounts are marked "deceased." If they are not, contact each creditor.
- **What about my children's SSN?** Currently the Department of Revenue is working to match parents with their dependents. Once completed, the affected families will receive access to a "Family Protection Plan" through Experian. After the parents enroll, they will receive an e-mail from Experian that will allow them to go to a site to enter their children's information. Parents can also try now to put a fraud alert on their child's report, if one exists. If the agency doesn't allow the fraud alert to be placed, it is because a report matching that social security number does not yet exist. You can also contact each of the three credit reporting agencies and ask they perform a manual search of your child's file. They may ask for additional information prior to initiating the search:
 - TransUnion: childidtheft@transunion.com
 - Experian- 888-397-3742
 - Equifax- 800-525-6285
- **I'm a business, does the free credit monitoring, fraud alerts and security freeze apply to me?** If you are a sole proprietor, partnership or single-member LLC and file tax returns for the business through your personal SSN, the programs can be used by you. But, because the programs are tied to an individual's credit report/SSN, if you are a multi-member LLC or corporations, these services are not available. You should continue to monitor your business' finances, checking bank statements regularly, etc.
- **What is the difference between credit monitoring, a fraud alert and a security freeze?**
 - Credit monitoring is where a third party monitors your credit reports for suspicious activity and identity theft red flags. The monitoring service provided by DOR will last one year, with "Extend Care" after the term is up.
 - A fraud alert is FREE, stays in place for 90-days and requires potential creditors take steps to verify that the applicant is not you. You only have to contact 1 of the 3 credit reporting agencies (CRA) to place the alert. Once you place the alert, you will receive notice that you can get 1 free copy of your credit report from each of the CRAs.

FREQUENTLY ASKED QUESTIONS: DOR SECURITY BREACH

October 31, 2012

- A security freeze is FREE and will prevent potential creditors and other third parties from accessing your credit report at all, unless you temporarily lift the freeze or already have a relationship with the company. You **must call each of the CRAs** to do this. It is FREE to place, thaw and lift the freeze for SC Residents. Once you place the freeze, you will receive a PIN number you can use to thaw or lift the freeze. Make sure to keep it in a safe place. You can place the freeze online at the addresses or numbers below:

www.freeze.equifax.com
www.experian.com/freeze
<http://freeze.transunion.com>

OR

Equifax: 800-685-1111
TransUnion: 800-680-7289
Experian: 888-397-3742

- **How do I know if my information was included in the hack?** Unfortunately all that has been released at this time is that 3.6 million SSN numbers and debit and credit card numbers have been exposed pertaining to taxpayers who filed a tax return at anytime from 1998 forward. We encourage consumers to assume their information has been compromised and go ahead and take advantage of the protections available. (monitoring, fraud alert, security freeze).

For 11 am DOR call

Samantha Cheek [CheekS@sctax.org]

Sent: Wednesday, October 31, 2012 11:02 AM

To: Pitts, Ted; Stirling, Bryan

What do we plan to do?

-Coordinate a live forum with the Technical College Association – taxpayers can sit in at technical colleges around the state to participate and ask questions during a live forum or webinar about Experian's ProtectMyID and how to protect themselves; representatives from DOR and Consumer Affairs will attend

-Working with the Lt. Governor's Office we will disseminate information to the AARP, Senior Centers, Council on Aging, etc. to advise that demographic on protecting themselves from fraud and how to sign up for the protection plan.

-Coordinate with SC State Libraries to organize a webinar to train librarians so they can help sign up people who come in to use the computers

-DOR ProtectMyID Sign Up Day at state libraries where DOR staff can be on hand to help taxpayers get registered and answer any questions that they may have

-have computers available in the DOR District Offices so taxpayers can sign up when they come in to Taxpayer Assistance – we may book conference rooms to ensure privacy

Samantha Cheek

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

Invite

Dermody, Brandon [dermody@sostrategy.com]

Sent: Wednesday, October 31, 2012 10:52 AM

To: Stirling, Bryan

Attachments: Fraud Detection and Preven~1.pdf (518 KB)

Here you go.

Thanks.

Don't
Get
Burned



Fraud Detection and Prevention in Government Programs Symposium

Hosted by State Treasurer Curtis Loftis

Fraud and improper payments in government programs are on the rise nationally. Criminals have become increasingly more organized and sophisticated in their schemes to defraud limited government resources. It's a full-on assault against government programs by hidden attackers. In order to combat these threats, state government must become as sophisticated in our control as the criminals are in their schemes.

At this Fraud Detection and Prevention in Government Programs symposium, learn how modern technology can be used to detect sophisticated fraud schemes and organized criminal enterprises – before substantial losses are incurred. And learn best practices from both government and the private sector in the latest methods for detecting and preventing fraud, including:

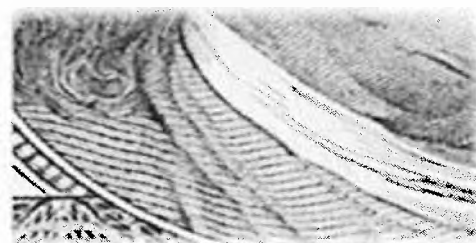
- Current trends in fraud schemes and perpetrators
- Why an enterprise approach to fraud detection and prevention is critical to deterring today's fraud
- How advanced analytics, proven for years in the financial services industry, can help reduce government fraud
- How to incorporate continuous monitoring into the heart of government systems to prevent fraud and improper payments

WHAT: Fraud Detection and Prevention in Government Programs Symposium hosted by Treasurer Curtis Loftis

WHEN: November 13th from 8:30am until 11:30am

WHERE: Columbia Metropolitan Convention Center

Don't
Get
Burned



Speakers to include:

- *Curtis M Loftis, Jr.*: South Carolina State Treasurer
- *Patrick Maley*: South Carolina State Inspector General
- *Chris Swecker*: International expert on fraud and financial crimes; Former senior FBI executive and Chief Security Officer at Bank of America
- *Greg Henderson*: Government Practice Lead, Fraud and Financial Crimes Global Practice, SAS Institute

Agenda at a Glance

8:30 a.m. -- Registration and Networking

9:00 a.m. -- Welcome and introductions

9:10 a.m. -- Roundtable discussions

10:30 a.m. -- Q&A

11:00 a.m. -- Event wrap-up

To register, please respond to this email with your name, agency and title.

Thank you and we look forward to seeing you at the symposium!

Draft - Email & Webpost

Greg Foster [GregFoster@schouse.gov]

Sent: Wednesday, October 31, 2012 10:43 AM**To:** Stirling, Bryan

Action Alert! - SC Taxpayers' Identities Hacked; Free Protection Available

Attention: This most likely affects you!

Anyone who has filed a South Carolina tax return since 1998 is potentially a victim of cyber identity theft. Free Protection is available to you, so please read this email carefully.

Last week, South Carolinians were notified of a serious cyber infiltration of sensitive private citizen information at our state's Department of Revenue. **Approximately 3.6 million Social Security Numbers and 387,000 credit card numbers were compromised in this cyber attack.**

To protect taxpayers, **the state is providing one year of FREE credit monitoring and identity theft protection by Experian ProtectMyID Alert.** While you have until January 31, 2013 to sign up, don't wait, it's important you act now to protect you identity from fraud and abuse. And again, **it's totally FREE.**

Hundreds of Thousands of South Carolinians have already signed up and are now protected.

While this cyber attack has raised a number of concerns that must be addressed, our immediate top priority is to make sure that every one of our state's 3.6 million citizens who have been affected get access to this free identity protection.

If you have filed a South Carolina tax return since 1998, here are the steps you need to take to access your free identity protection:

By Phone:

Call **1-866-578-5422** to enroll. The call center is open 9:00am to 9:00pm Monday-Friday & 11:00am to 8:00pm Saturday-Sunday. You can then determine if you would rather have an online or US Mail alert mechanism set up.

By Internet:

Sign up online at <http://www.protectmyid.com/scdor>. Enter the code **SCDOR123** when prompted. Then follow the quick and easy step-by-step instructions to enroll.

Again you have until January 31, 2013 to sign up...But please do it now, it's totally free.

Once you're enrolled, here are the protections that Experian will be providing you:

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes

daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, but you will continue to have access to fraud resolution agents and services beyond the first year. This complimentary 12-month ProtectMyID memberships available to you includes:

Credit Report: A free copy of your Experian credit report.

Daily 3 Bureau Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.

Identity Theft Resolution: If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process from start to finish.

ExtendCARE: Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.

\$1 Million Identity Theft Insurance: As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Additionally, access to unlimited fraud resolution beyond the one year enrollment period is included in your Experian's ProtectMyID membership. You will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if you claim minors as dependents.

Please Act Now...

Now is not the time to point blame, but time to make sure all South Carolinians' identities are protected. There are several things that must be addressed following this cyber attack, many of which are already in motion, to better insulate sensitive data and help prevent future attempts to bypass our security measures. But right now, first and foremost, we must ensure that our citizens' identities are protected from fraud and abuse.

While there will no doubt be several exhaustive investigations into determining how exactly this cyber infiltration happened, what you can do right now is follow these steps to make sure your identity is protected.

Greg Foster
Deputy Chief of Staff
& Director of Communications
Office of the Speaker
South Carolina House of Representatives
(803) 734-3125
gregfoster@schouse.gov
twitter.com/gregfoster_sc

RE: Legislative follow up

Michael Rose [REDACTED]@sc.rr.com]

Sent: Wednesday, October 31, 2012 8:01 AM**To:** Pitts, Ted**Cc:** Veldran, Katherine; Stirling, Bryan; [REDACTED]@sc.rr.com

Ted,

Thank you for your information below.

You state below in part the following: "Why doesn't SCDOR just enroll taxpayers? It is against the law to enroll taxpayers without their consent."

It would be much easier/simpler for taxpayers to simply file a form giving their consent for SCDOR to enroll taxpayers in the credit monitoring program. Why not allow that, given that taxpayers are having difficulty getting through to the credit monitoring company and that some taxpayers do not have readily available computers?

Please advise.

Thank you.

Senator Mike Rose

From: Pitts, Ted [mailto:TedPitts@gov.sc.gov]**Sent:** Tuesday, October 30, 2012 7:11 PM**To:** Pitts, Ted**Cc:** Veldran, Katherine; Stirling, Bryan**Subject:** Legislative follow up

All,

I am having the attorneys, Experian, SLED, the Inspector General and SCDOR review the answers to the questions we have received. We want to make sure that you have accurate information to distributed to your constituents.

Below are answers to the most frequently asked questions that I can confirm:

Are young adults that previously filed in SC covered? If a tax return was filed from 1998 until present and a person's SS# was listed on the return as the filer or a dependent they can sign up for the protection. Individuals currently 18 and older must enroll themselves. Individuals currently 17 and younger must be added on the family plan by their parent or legal guardian. Laws do not allow them to consent to this agreement on their own. SCDOR will cross check SS#s with all enrollments.

Why doesn't SCDOR just enroll taxpayers? It is against the law to enroll taxpayers without their consent.

Could we not have a portal provided that would allow quicker, more direct and easier access? Experian has a South Carolina portal/page it is- www.protectmyid.com/scdor . The activation code is SCDOR123 (not case sensitive) to enroll. A way to confirm that you are on the correct page is the picture of the person/model on the page should be a female. Some people are being bounced directly to the Experian home page (the picture on this page is a male) this is a problem on the user's end not Experian's. If they don't have access to the internet, they can call 1-866-578-5422. Experian is working to address wait times.

How much time should deployed, overseas military expect to wait before they are contacted? Is there any "extra" contact, perhaps specifically assigned to this group, that we can share to get them in touch with the right people without having a phone line wait? We are in the process of working with the Department of Defense to make the notification enrollment process as easy as possible. Details will be released when confirmed.

Were checking account routing numbers compromised? Of the files accessed an individual's entire return was accessed. The Social Security #'s and bank information were not encrypted. Credit cards were encrypted on returns older 2003. Any unencrypted credit card information would be for cards that have expired.

We will follow up as soon as possible regarding other questions, our goal is to email the General Assembly a comprehensive FAQs packet as soon as it is finished.

Thanks,
Ted

Ted Pitts
Deputy Chief of Staff
Governor Nikki Haley
Cabinet and Legislative Affairs
803.767.7862
TedPitts@gov.sc.gov

Fw: IRS Info

Grube-Lybarker, Carri

Sent: Tuesday, October 30, 2012 9:03 PM**To:** Stirling, Bryan

Connected by DROID on Verizon Wireless

-----Original message-----

From: "Grube-Lybarker, Carri" <clybarker@scconsumer.gov>
To: "Grube-Lybarker, Carri" <clybarker@scconsumer.gov>
Sent: Wed, Oct 31, 2012 00:55:15 GMT+00:00
Subject: IRS Info

Hi Brian,

Most of the info I found points to the IRS. I assume since most of the documents/sites refer to "taxpayers," it would include businesses:

- [http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-\(EINs\)-](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-(EINs)-)
- <http://www.irs.gov/uac/Safeguards-Program>
- <http://www.irs.gov/uac/Identity-Protection>
- Number taxpayers who think their tax records may be at id theft risk: IRS Identity Protection Specialized Unit at 1-800-908-4490

I hope this information is helpful. I'll continue to look tomorrow to see if I can find anything additional.

Thanks,
Carri

Carri Grube Lybarker, Esq.

Administrator | SC Department of Consumer Affairs

2221 Devine Street, Suite 200

P.O. Box 5757 | Columbia, SC 29250-5757

803.734.4297 | 803.734.4229 FAX

www.consumer.sc.gov *****Please note new website address*****



Re: Legislative follow up

Tom Davis [REDACTED]@yahoo.com]

Sent: Tuesday, October 30, 2012 7:17 PM**To:** Pitts, Ted**Cc:** Veldran, Katherine; Stirling, Bryan

Thanks, Ted.

Tom

On Oct 30, 2012, at 7:11 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:

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Ted

Ted Pitts
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Governor Nikki Haley
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TedPitts@gov.sc.gov

Re: Legislative follow up

Mike Forrester [REDACTED]@charter.net]

Sent: Tuesday, October 30, 2012 7:32 PM

To: Pitts, Ted

Cc: Pitts, Ted; Veldran, Katherine; Stirling, Bryan

Ted, I just had a constituent tell me that they won't accept a dependent for coverage whose birthday is past 1994. Is that true? If so why?

Sent from my iPad

On Oct 30, 2012, at 7:11 PM, "Pitts, Ted" <TedPitts@gov.sc.gov> wrote:

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Ted Pitts

Deputy Chief of Staff

Governor Nikki Haley

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Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Godfrey, Rob

Sent: Tuesday, October 30, 2012 1:04 PM

Importance: High

Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Extended fraud resolution and coverage for dependents who are minors announced

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today briefed reporters during a Statehouse press conference on the S.C. DOR information security breach and outlined additional consumer safety solutions, including extended fraud resolution and coverage for dependents who are minors, available to South Carolina taxpayers.

Video of today's Statehouse press conference is available here: http://www.youtube.com/watch?v=wleWyS8_VmA

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

As of Tuesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 533,000 calls and approximately 287,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

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

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

Experian's ProtectMyID™ Alert is designed to detect, protect and resolve potential identity theft, and includes daily monitoring of all three credit bureaus. The alerts and daily monitoring services are provided for one year, and consumers will continue to have access to fraud resolution agents and services beyond the first year. Complimentary 12-month ProtectMyID memberships available to South Carolina taxpayers affected by the DOR information security breach include:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.

- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

-###-

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