

**From:** Sen. Shane Martin <shane@senatormartin.com>  
**To:** Card, RachelRachelCard@gov.sc.gov  
**CC:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
**Date:** 10/25/2013 4:58:37 PM  
**Subject:** RE: More Questions

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Rachel,

I put the attachments you just sent on my website earlier today. Katherine had already sent them out. I think they are helpful – thanks! Also put all of it on Twitter.

If someone registered with Experian last year, but have never filed an electronic return, are they NOT eligible for CSID?

Has their information not been hacked, or potentially hacked?

Was mailed information not on the DOR servers and subject to hacking? This is just a general yes or no question.

Thanks again and I might have to email you another question later. Sorry I am not able to talk on the phone where I am.

Shane

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**From:** Card, Rachel [<mailto:RachelCard@gov.sc.gov>]  
**Sent:** Friday, October 25, 2013 3:16 PM  
**To:** Sen. Shane Martin  
**Cc:** Veldran, Katherine  
**Subject:** RE: More Questions

Senator Martin,

The answers to your questions are below. I have also attached the CSID/SCDOR FAQs and Flyer Fact Sheet for your reference.

**Q:** What happens when someone is trying to enroll, but keeps getting an error message?

**A:** Katherine and I would be happy to talk to you about the specific error message you are referring to so that we can provide a more thorough answer. In general, if they are not able to resolve any error message online, they should contact CSID at 855-880-2743 to speak to a CSID specialist who can assist them.

**Q:** If someone hasn't filed a tax return electronically, are they not eligible?

What if they only mailed it in?

**A:** Individual taxpayers, their dependents, and businesses who filed electronic South Carolina tax returns between 1998 and 2012 may be eligible for CSID identity protection services. If they are not sure of their eligibility, they either go to [www.scidprotection.com](http://www.scidprotection.com) or call 855-880-2743 toll free to speak with a CSID specialist to determine eligibility and enroll.

**Q:** Are they prevented from enrolling?

**A:** For any person or business who cannot enroll online or by phone, CSID will refer their name to SCDOR. The Department of Revenue will review their records to make sure they are eligible for enrollment and then report the findings back to CSID. CSID will then contact them to either proceed with or deny enrollment.

Please let me know if you have any additional questions.

Regards,  
Rachel

Rachel Card  
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**From:** Sen. Shane Martin [<mailto:shane@senatormartin.com>]  
**Sent:** Friday, October 25, 2013 11:50 AM  
**To:** Veldran, Katherine; Card, Rachel  
**Subject:** More Questions

Can you please tell me how to answer these questions? I need to know these answers for me.

Thanks,

Shane

What happens when someone is trying to enroll, but keeps getting an error message?

If someone hasn't filed a tax return electronically, are they not eligible?

What if they only mailed it in?

Are they prevented from enrolling?