

From: Anel Linsenbardt <Anel.Linsenbardt@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
CC: Ozzie Fonsecaofonseca@experianinteractive.com
Date: 8/8/2013 7:02:23 PM
Subject: RE: Protect My ID for Jordan Thayer

Hello Katherine,

I've received confirmation from our escalations team that one of our agents was able to connect with Mrs. Thayer, addressing her concern around the letters received, as well as answering any other questions she had. The agent has also provided their direct number in the event Mrs. Thayer has additional questions.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager, Experian® Data Breach Resolution



T: 949.567.7629
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From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Thursday, August 08, 2013 9:02 AM
To: Ozzie Fonseca
Subject: RE: Protect My ID for Jordan Thayer

Any updates with Rep. Ann Thayer?
Thank you,
Katherine

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Monday, July 29, 2013 4:26 PM
To: Veldran, Katherine
Subject: RE: Protect My ID for Jordan Thayer

Katherine:

Looks like we'll need more details to decipher the situation below. Anel should be in touch with you soon to further discuss.

Thanks

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



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From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Monday, July 29, 2013 11:49 AM
To: Ozzie Fonseca
Subject: FW: Protect My ID for Jordan Thayer

Ozzie,
I hope this email finds you doing well. Below is a member of the SC House of Representatives – Rep Anne Thayer. She continues to run into road blocks when dealing with signing up her son with Experian. I spoke with her at length today and she needs help.
Are you able to help her? We appreciate all your help and support.
Thank you,
Katherine
803-767-7586

Katherine F. Veldran
Legislative Liaison | Office of Governor Nikki Haley
O: 803-734-5124 | C: 803-767-7583
KatherineVeldran@gov.sc.gov

From: Anne Thayer [<mailto:ajthay@charter.net>]
Sent: Monday, July 29, 2013 2:33 PM
To: Veldran, Katherine
Subject: Protect My ID for Jordan Thayer

Dear Katherine,

Thank you so much for returning my telephone call.

I was incorrect, we did not receive a letter with a name and a signature. The form is just signed by Experian, NCAC, P.O. Box 2002, Allen, TX 75013. The original form letter was dated 3/28/13. The Report [REDACTED] requested additional information (ID, SS#, Address) which we provided.

Several weeks ago, we received a form letter from P. O. Box 9706, Allen, TX saying even with the information provided they were unable to locate a credit history. Obviously my son does not have a credit history, but he has had to file and pay taxes on numerous occasions. He received a personal letter from SCDOR stating his information could have been compromised.

His information is as follows:
Jordan Stephen Thayer

[REDACTED]
SS# [REDACTED]

DOB: [REDACTED]

Any assistance we could receive would be greatly appreciated.

Sincerely,
Anne Thayer