

Laughlin, Chrystal

From: Rena Grant [RenaGrant@schouse.gov]
Sent: Wednesday, January 16, 2013 9:38 AM
To: Laughlin, Chrystal
Cc: Veldran, Katherine
Subject: RE: Situation Regarding Experian's Family Secure Plan

Chrystal:

Thank you very much for your assistance. I've had a few others with the same issue. Do you all have an official protocol for such instances or will each individual constituent have to contact Experian regarding the issue.

Kindest Regards,

Rena N. Grant
Director of Legislation
Ways & Means Committee
SC House of Representatives
Tel: 803.734.3091
Mobile: 803.319.6579
renagrants@schouse.gov
www.scstatehouse.gov

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Wednesday, January 16, 2013 8:56 AM
To: Rena Grant
Cc: Veldran, Katherine
Subject: RE: Situation Regarding Experian's Family Secure Plan

Ms. Grant,

I have spoken with Mr. Clay [REDACTED] and e-mailed his contact information to Experian for assistance. I have received confirmation from Experian that Mr. [REDACTED] has been assisted.

Please let me know if I can be of further assistance.

Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Thursday, January 10, 2013 9:38 AM
To: [REDACTED]@aicconverge.com'
Cc: 'renagrants@schouse.gov'
Subject: Situation Regarding Experian's Family Secure Plan

Mr. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail address from Rena Grant with the House Ways and Means Committee. I would like to help you through the situation you are having with Experian regarding the Family Secure Plan.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Roger [REDACTED] [REDACTED]@att.net]
Sent: Tuesday, January 15, 2013 11:45 AM
To: Laughlin, Chrystal
Subject: Re: Email to Senator Campbell

Roger [REDACTED]
843-[REDACTED]-[REDACTED]

Void To Eternity

On 1/15/2013 8:36 AM, Laughlin, Chrystal wrote:

Mr. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Senator Campbell. I would like to help you through the situation you are having with Experian.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.734.6299

--

Roger [REDACTED]
[REDACTED]
Goose Creek, SC 29445
(843) [REDACTED]-[REDACTED]

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, January 15, 2013 8:37 AM
To: [REDACTED]@att.net
Cc: Veldran, Katherine
Subject: Email to Senator Campbell

Mr. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Senator Campbell. I would like to help you through the situation you are having with Experian.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Tuesday, January 15, 2013 8:28 AM
To: Laughlin, Chrystal
Subject: FW: Website email from Roger [REDACTED]

From: Mike Shealy [<mailto:MikeShealy@scsenate.gov>]
Sent: Monday, January 14, 2013 4:41 PM
To: Veldran, Katherine
Subject: FW: Website email from Roger [REDACTED]

Katherine – Would you please contact Mr. [REDACTED] on behalf of Senator Campbell. I haven't forgotten about the lunches (plural now) that I owe you! Thanks, Mike S.

From: Paul Campbell, Jr.
Sent: Monday, January 14, 2013 4:05 PM
To: Mike Shealy
Subject: FW: Website email from Roger [REDACTED]

Can you make any suggestions?

Carol DuBose

From: [REDACTED]@att.net [[mailto:\[REDACTED\]@att.net](mailto:[REDACTED]@att.net)]
Sent: Friday, January 11, 2013 3:51 PM
Subject: Website email from Roger [REDACTED]

Senator, I received a letter from SCDOR stating that I should register to protect my ID. I went to the website and put my "personal" information in and they said they could not register me with the information I provided, that I needed to call. I called and they could not find my record. This is a serious matter and needs to be addressed; this company (Experian) seems to be incompetent and SCDOR is asking people to register with them. Even if I made a mistake in my entry, there should be a way to find my record because some information has got to be correct.

Roger [REDACTED]
[REDACTED]
Goose Creek, SC 29445

Laughlin, Chrystal

From: [REDACTED]@gmail.com
Sent: Monday, January 14, 2013 5:09 PM
To: Laughlin, Chrystal
Subject: Re: Email to Representative Pope

Not at this time. Thank you.

Sent from my iPhone

On Jan 14, 2013, at 4:26 PM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Ms. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Representative Tommy Pope. I want to follow up and make sure you have received the help you need from Experian. Is there anything else that I or Experian may help you with?

Please contact me at 803.734.6299 if you need further assistance.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 4:27 PM
To: [REDACTED]@gmail.com
Cc: Veldran, Katherine
Subject: Email to Representative Pope

Ms. [REDACTED]

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Representative Tommy Pope. I want to follow up and make sure you have received the help you need from Experian. Is there anything else that I or Experian may help you with?

Please contact me at 803.734.6299 if you need further assistance.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 3:43 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 83**

Please assist the following SC constituent. He is trying to register his 3 dependents.

One dependent is [REDACTED] years old with no credit history and is disabled. He has POA over his affairs, but is upset that he has to send in paper work to prove that. Can you explain to him why and help him register his son in the No Credit History Plan?

Second dependent is [REDACTED] years of age.

Third dependent is [REDACTED] years of age.

Please confirm when he has been assisted.

Name: Marco [REDACTED]
Phone: 843 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 3:40 PM
To: Laughlin, Chrystal; Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 82**

Should be SC Escalation 82. Sorry!

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 3:39 PM
To: Ozzie Fonseca; 'Anel Nevarez'
Subject: **SC Escalation 81**

Please assist the following SC constituent. He is trying to register his father for monitoring, however his father does not have a credit history. He needs assistance in registering him for the SC Credit No History Plan.

He also has questions about what to do about a deceased child (█ years old). Does he inform the credit agencies of the individual's passing the same way that you would an adult? Obviously, the █ year old did not have a credit history to be "closed."

Please confirm when he has been assisted.

Name: H.L. █
Father's Name: █ █
Phone: 803. █ █

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 3:34 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 81**

Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the modified plan.

Please confirm when she has been assisted.

Name: Mary [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 3:28 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 80**

Please assist the following SC constituent. He is having trouble registering for ProtectMyID.

Please confirm when he has been assisted.

Name: Steven [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, January 14, 2013 1:21 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 48**

Chrystal,

Individual and family have been enrolled.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 04, 2013 6:36 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 48**

Please assist the following SC constituent. He has not received an email or letter with an activation code to register his minor dependents in the Family Secure Plan.

Please confirm when he has been assisted.

Name: Karl [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, January 14, 2013 1:21 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 47**

Chrystal,

Our agent walked individual through the enrollment process, he was able to enroll.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, January 03, 2013 12:07 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: FW: **SC Escalation 47**

Anel and Ozzie,

Thank you for assisting Mr. [REDACTED] with the Family Secure Plan. Unfortunately, Mr. [REDACTED] is still having a problem registering his minor dependents.

Can you have someone contact him again for further assistance?

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Wednesday, January 02, 2013 3:58 PM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 47**

Please assist the following SC constituent in registering his minor dependents in the Family Secure plan. He has attempted to register online to no avail.

Please confirm when he has been assisted.

Name: David [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

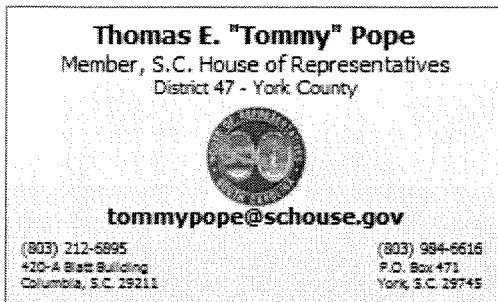
Laughlin, Chrystal

From: Veldran, Katherine
Sent: Monday, January 14, 2013 12:25 PM
To: Laughlin, Chrystal
Subject: FW: Expedia

Below is Julie's email to contact as well of Tommy Pope.
Thanks, KV

From: Tommy Pope [mailto:TPope@elrodpope.com]
Sent: Wednesday, January 02, 2013 8:02 PM
To: Veldran, Katherine
Subject: FW: Expedia

Katherine this is what the constituent said ref the contact. thx tpope



From: Tommy Pope
Sent: Wednesday, January 02, 2013 7:59 PM
To: [REDACTED]@gmail.com
Subject: RE: Expedia

I'll pass on to Governor's office. They were informed someone had spoken with you. tpope

From: [REDACTED]@gmail.com [mailto:[REDACTED]@gmail.com]
Sent: Wednesday, January 02, 2013 6:54 PM
To: Tommy Pope
Subject: Re: Expedia

No. Someone called. I returned. No contact thereafter. Thank you.

Sent from my iPhone

On Jan 2, 2013, at 6:31 PM, Tommy Pope <[REDACTED]@elrodpope.com> wrote:

Julie, did someone follow up with you? tpope

<image001.png>

<image002.png>

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Monday, January 14, 2013 12:02 PM
To: Laughlin, Chrystal
Cc: Anel Nevarez; Veldran, Katherine
Subject: RE: Status of Legislative Escalations

Chrystal/ Katherine:

Thanks for your note and voicemail. Anel researched the escalations in question and provided the following update.

1. Julie [REDACTED] - Representative Tommy Pope
 - Calls have been placed and email sent waiting on response.
2. Dwight [REDACTED] - Senator Hutto
 - Agent spoke with individual and shared that the adult child will need to speak with our special team for further assistance. It seems as though this parent was not satisfied and stated he will call your office.
3. Cheryl [REDACTED] - Senator Tom Young (SC Escalation 75)
 - Agent contacted Mrs. [REDACTED] explained the process to enroll her mother, she will be faxing POA documents. Once the documents are received someone from our team will call her to assist her further.
4. Clay [REDACTED] - Rena Grant, Ways and Means (SC Escalation 71)
 - Agent called Mr. Clay [REDACTED] and he requested an email with the code and was advised that the code can be used once his son turns 18.

I'm happy to chat at your convenience today. We can also discuss the no-credit plan during our call.

Are you two available in the next 30 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>

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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, January 14, 2013 8:46 AM
To: Ozzie Fonseca

Cc: Anel Nevarez; Veldran, Katherine
Subject: Status of Legislative Escalations

Ozzie,

Katherine and I would like to schedule a call this afternoon to get an update on the following escalations:

1. Julie [REDACTED] - Representative Tommy Pope
2. Dwight [REDACTED] - Senator Hutto
3. Cheryl [REDACTED] - Senator Tom Young (SC Escalation 75)
4. Clay [REDACTED] - Rena Grant, Ways and Means (SC Escalation 71)

What time would be best to call you?

Thanks,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Monday, January 14, 2013 11:31 AM
To: Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent needs assistance***

Good morning,

He was having issues login into the site. He has been assisted.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution Experian Consumer Services

T: 949.567.7629
C: 949.294.2183

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

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Monday, January 14, 2013 8:15 AM
To: Anel Nevarez; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent needs assistance***

Can you tell us the status of this Mr. [REDACTED]?
Thank you,
Katherine

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

From: Veldran, Katherine
Sent: Monday, January 07, 2013 8:56 AM
To: Anel.Nevarez@experianinteractive.com; Ozzie Fonseca (ofonseca@experianinteractive.com)
(ofonseca@experianinteractive.com)
Subject: ** SC constituent needs assistance***
Importance: High

Please call John [REDACTED], [REDACTED] Goose Creek, S.C. 29445 phone # 843-[REDACTED]-[REDACTED] to assist with issues with enrollment.
Please confirm.
Thank you,
Katherine

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

From: Veldran, Katherine
Sent: Monday, January 07, 2013 8:55 AM
To: Veldran, Katherine
Subject: Rep Crosby

Katherine, the name of the person we talked about is John [REDACTED], [REDACTED] Goose Creek, S.C. 29445 phone # 843-[REDACTED]-[REDACTED]. Thanks, Bill Crosby

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Monday, January 14, 2013 11:26 AM
To: Laughlin, Chrystal
Subject: SC No Credit History Plan

Q: What should you do if you have filed a SC tax return since 1998 to the present?

A: If you have filed a South Carolina tax return since 1998 to the present, the State is offering you the opportunity to register with ProtectMyID™ free of charge. There are two ways to register:

☐ Option One: Sign up online.

- Go to www.protectmyid.com/scdor and use the **activation code: SCDOR123** to initiate the registration process. All future notices from Experian® will be sent to you by email.

- Only one email address may be associated with one registration for ProtectMyID™.

☐ Option Two: Call the Experian® Call Center.

- Call **1-866-578-5422** to complete the process with a live agent. You may choose to have all future notices from Experian® sent to you by postal mail or email.

☐ If a taxpayer has no access to the internet, does not have a working email address, or if there is another reason why he or she cannot access the internet, then he or she must call the Experian® Call Center.

Q: What benefits will a taxpayer receive after registering with ProtectMyID™?

A: Experian® will provide the following:

☐ Credit Report: You will get a free copy of your Experian® credit report.

☐ Daily Credit Monitoring: You will receive alerts regarding any suspicious activity, including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian®, Equifax® and TransUnion® credit reports for one year.

☐ 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.

☐ Identity Theft Insurance: If you have been a victim of identity theft, you will immediately be 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 for one year.

☐ ExtendCARE: You will get full access to personalized assistance from a highly-trained Fraud Resolution Agent even after the initial one year ProtectMyID™ membership expires.

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

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Monday, January 14, 2013 11:18 AM
To: Laughlin, Chrystal
Subject: FW: Sen.hutto constituent

From: Veldran, Katherine
Sent: Tuesday, January 08, 2013 1:24 PM
To: 'Deanne Gray'
Subject: RE: Sen.hutto constituent

Thank you. I will follow up asap.
Katherine

From: Deanne Gray [<mailto:DeanneGray@scsenate.gov>]
Sent: Tuesday, January 08, 2013 12:49 PM
To: Veldran, Katherine
Subject: Re: Sen.hutto constituent

Trying to register kids & kicks him out & asks for a credit card #. That's what hutto said.

Connected by DROID on Verizon Wireless

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

From: "Veldran, Katherine" <KatherineVeldran@gov.sc.gov>
To: Deanne Gray <DeanneGray@scsenate.gov>
Sent: Tue, Jan 8, 2013 17:43:33 GMT+00:00
Subject: Re: Sen.hutto constituent

Will do.
Can you email me some background information?

From: Deanne Gray [<mailto:DeanneGray@scsenate.gov>]
Sent: Tuesday, January 08, 2013 12:42 PM
To: Veldran, Katherine
Subject: Sen.hutto constituent

Dwight [REDACTED]
Cell# 803-[REDACTED]-[REDACTED]

Can u confirm back when he is contacted. Thanks!

Connected by DROID on Verizon Wireless

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Monday, January 14, 2013 11:16 AM
To: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer

From: Veldran, Katherine
Sent: Tuesday, January 08, 2013 9:30 AM
To: 'Anel.Nevarez@experianinteractive.com'
Subject: RE: Expedia - SC Taxpayer

Any follow up with this constituent?

From: Veldran, Katherine
Sent: Friday, January 04, 2013 9:37 AM
To: 'Anel.Nevarez@experianinteractive.com'
Subject: Re: Expedia - SC Taxpayer

Thank you.
Please send an email.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, January 03, 2013 07:18 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

Please view notes to your questions below.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Thursday, January 03, 2013 3:06 PM
To: Anel Nevarez; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer

So they have not spoken with Julie [REDACTED] to date? That is correct; our agent has not been able to connect with individual. The first attempt resulted in leaving a message with the individual's husband. Second attempt our agent was told the individual was out to lunch and our agent left a message with the assistant.

The call referenced below was that the first call or second attempt? 2 attempts have been made since we've received the escalation. Have they emailed? At this time no email was sent as they were able to locate the individual's membership which has a phone number. Our agent will follow up with an email if needed.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, January 03, 2013 5:08 PM
To: Veldran, Katherine
Cc: Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer

Katherine,

Our agent has called and left a message with the individual's assistant.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



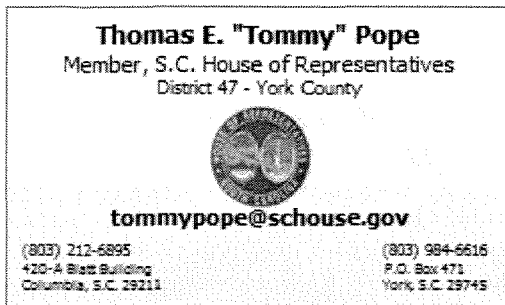
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Thursday, January 03, 2013 7:10 AM
To: Anel Nevarez
Cc: Ozzie Fonseca; Laughlin, Chrystal
Subject: RE: Expedia - SC Taxpayer
Importance: High

Can you please have someone look into this?
As you can see she is claiming no one has called her back.
Please advise.
Thank you,
Katherine

From: Tommy Pope [<mailto:TPope@elrodpope.com>]
Sent: Wednesday, January 02, 2013 8:02 PM
To: Veldran, Katherine
Subject: FW: Expedia

Katherine this is what the constituent said ref the contact. thx tpope



From: Tommy Pope
Sent: Wednesday, January 02, 2013 7:59 PM
To: [REDACTED]@gmail.com
Subject: RE: Expedia

I'll pass on to Governor's office. They were informed someone had spoken with you. tpope

From: [REDACTED]@gmail.com [mailto:[REDACTED]@gmail.com]
Sent: Wednesday, January 02, 2013 6:54 PM
To: Tommy Pope
Subject: Re: Expedia

No. Someone called. I returned. No contact thereafter. Thank you.

Sent from my iPhone

On Jan 2, 2013, at 6:31 PM, Tommy Pope <[REDACTED]@elrodpope.com> wrote:

Julie, did someone follow up with you? tpope

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 5:25 PM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

It seems at thought our agent was able to obtain a number to speak and be able to assist this individual.

Best Regards,
 Anel Nevarez Linsenbardt
 Account Manager - Data Breach Resolution
 Experian Consumer Services

 **Experian**
 T: 949.567.7629
 C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Saturday, December 22, 2012 11:31 AM
To: Anel Nevarez
Subject: Re: Expedia - SC Taxpayer

I didn't see they left a phone number only an email. Were you able to email?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:46 AM
To: Veldran, Katherine
Subject: RE: Expedia - SC Taxpayer

Katherine,

A voicemail was left asking individual to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services

 **Experian**
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Monday, December 17, 2012 8:15 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: Expedia - SC Taxpayer
Importance: High

Please have a specialist reach out to Julie Fortune via email [REDACTED]@gmail.com to help answer her questions and concerns.

Please confirm.

Thank you,
Katherine

From: JULIE [REDACTED] [mailto:[REDACTED]@gmail.com]
Sent: Monday, November 26, 2012 3:15 PM
To: Tommy Pope
Subject: Re: Expedia - SC Taxpayer

Tommy:

Thank you for your immediate follow up. You should also pass along that even though I thought that the call center/help desk had set me up correctly, I found out that they had failed to establish a Temporary Passcode. This was supposed to be sent to me via email. They did not do so which meant I could not log in. In order to

obtain the Temporary Passcode I had to engage the call center/help desk again which resulted in another 15 minutes of my time.

Julie [REDACTED]

On Mon, Nov 26, 2012 at 10:51 AM, Tommy Pope <[REDACTED]@elrodpope.com> wrote:

Julie, I am forwarding to Governor's Office and will check on this when I am in Columbia this week. tpope

From: JULIE [REDACTED] [mailto:[REDACTED]@gmail.com]

Sent: Monday, November 26, 2012 9:56 AM

To: [REDACTED]@tommypope.com

Subject: Expedia - SC Taxpayer

Tommy:

Please be advised that the online sign up is not working! As a result one must call Expedia. The call center is off shore and the operators are very difficult to understand. My operator initially did not understand what I was calling about! You should also know that when you call the 1-800 number SC residents are advised to include SCDOR on the http address, but that does not work. The call center approach takes at least 15 minutes. I now await an email that hopefully is correctly set up. I do hope that you can use your influence to get the system fixed.

Thank you in advance.

Julie [REDACTED]

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Monday, January 14, 2013 11:15 AM
To: Anel.Nevarez@experianinteractive.com; Ozzie Fonseca (ofonseca@experianinteractive.com)
(ofonseca@experianinteractive.com)
Cc: Laughlin, Chrystal
Subject: RE: ** SC constituent needs assistance***

Can you tell us the status of this Mr. [REDACTED]?
Thank you,
Katherine

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

From: Veldran, Katherine
Sent: Monday, January 07, 2013 8:56 AM
To: Anel.Nevarez@experianinteractive.com; Ozzie Fonseca (ofonseca@experianinteractive.com)
(ofonseca@experianinteractive.com)
Subject: ** SC constituent needs assistance***
Importance: High

Please call John [REDACTED], [REDACTED] Goose Creek, S.C. 29445 phone # 843-[REDACTED]-[REDACTED] to assist with issues with enrollment.
Please confirm.
Thank you,
Katherine

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

From: Veldran, Katherine
Sent: Monday, January 07, 2013 8:55 AM
To: Veldran, Katherine
Subject: Rep Crosby

Katherine, the name of the person we talked about is John [REDACTED] [REDACTED] Goose Creek, S.C. 29445 phone # 843-[REDACTED]-[REDACTED]. Thanks, Bill Crosby

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 11:04 AM
To: [REDACTED]@live.com
Subject: Facebook Message to Governor Haley

Mr. [REDACTED],

Thank you for your message to Governor Haley on Facebook regarding the Department of Revenue security breach. I am currently working at the Governor's Office helping constituents with questions and concerns regarding this matter.

I would be happy to answer any questions you may have if you would like to provide a telephone number where you can be reached.

If you have any questions, please contact me at 803.734.6299.

Sincerely,
Chrystal Laughlin

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, January 14, 2013 10:26 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 79**

Please assist the following SC constituent. He registered for ProtectMyID long ago, but still has not received an email with instructions and activation code to register his minor dependents in the Family Secure Plan.

Name: Will [REDACTED]
Phone: 843. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 4:47 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 78**

Please assist the following SC constituent. He is having problems registering for ProtectMyID. He also has other questions about receiving his credit report.

Please confirm when he has been assisted.

Name: Brian [REDACTED]
Phone: 525 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Harris, Juliana
Sent: Friday, January 11, 2013 3:05 PM
To: Laughlin, Chrystal
Cc: Grube-Lybarker, Carri
Subject: RE: Voice Message from 843-████████ on 1/11/13 12:30 PM for 8037344296

Great, that is what I will do also. I just wanted to make sure that I am forwarding them correctly.

Thanks,
Juliana

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 3:04 PM
To: Harris, Juliana
Subject: RE: Voice Message from 843-████████ on 1/11/13 12:30 PM for 8037344296

Hi Juliana,
I have gotten several calls like this. The only thing I can do is to tell them to contact DOR at 803.898.5000. DOR can look in their system to see what information is there under their name/SSN and may have been filed electronically. So, unfortunately, there is no one here that can answer that question for them. I've just given them the DOR number.

Thanks,
Chrystal

From: Harris, Juliana
Sent: Friday, January 11, 2013 2:15 PM
To: Laughlin, Chrystal
Subject: FW: Voice Message from 843-████████ on 1/11/13 12:30 PM for 8037344296

Hi Chrystal,

Is there someone at the Governor's Office that is taking calls like the one I have attached to this e-mail?

Thanks!
Juliana Harris

From: evm.test@spiritmessaging.com [<mailto:evm.test@spiritmessaging.com>]
Sent: Friday, January 11, 2013 12:31 PM
To: Harris, Juliana
Subject: Voice Message from 843-████████ on 1/11/13 12:30 PM for 8037344296

Voice Message from 843-████████ on 1/11/13 12:30 PM

Attachment(s):

- Voice Message (63 sec)

[Delete this message from my Voice Mailbox](#)
[Delete this and older messages from my Voice Mailbox](#)
[View/Edit my EVM Settings](#)

Mailbox currently contains 1 New and 0 Old messages.

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 11, 2013 3:01 PM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca
Subject: RE: **SC Escalation 54**

Thank you for the information. I've requested for a follow up call and will let you know the outcome.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 11, 2013 12:00 PM
To: Anel Nevarez
Cc: Ozzie Fonseca
Subject: RE: **SC Escalation 54**

Anel,

This individual said that she never heard from someone at Experian. I tell the individuals if they have not heard from Experian in a few days, to call me back and I will check the status.

Thank you,
Chrystal Laughlin

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 11, 2013 2:57 PM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca
Subject: RE: **SC Escalation 54**

Chrystal,

Our agent called on the 7th leaving a voicemail asking for a call back for further assistance. I will request for another call. It seems as though the customers are calling you back instead of calling our agents. Any idea as to why this could be happening?

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, January 11, 2013 11:50 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 54**

Ms. [REDACTED] has called again. Can someone please contact her as soon as possible?

From: Laughlin, Chrystal
Sent: Monday, January 07, 2013 11:10 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 54**

Please assist the following SC constituent. She is unable to register her mother for protection due to no credit history. She handles her mother's affairs. She should be registered for the modified plan.

Daughter's Name: Susan [REDACTED]
Mother's Name: [REDACTED]
Phone: 864. [REDACTED]
Comments: Please speak to Susan [REDACTED], the daughter.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, January 11, 2013 2:57 PM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca
Subject: RE: **SC Escalation 54**

Chrystal,

Our agent called on the 7th leaving a voicemail asking for a call back for further assistance. I will request for another call. It seems as though the customers are calling you back instead of calling our agents. Any idea as to why this could be happening?

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, January 11, 2013 11:50 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: RE: **SC Escalation 54**

Ms. [REDACTED] has called again. Can someone please contact her as soon as possible?

From: Laughlin, Chrystal
Sent: Monday, January 07, 2013 11:10 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 54**

Please assist the following SC constituent. She is unable to register her mother for protection due to no credit history. She handles her mother's affairs. She should be registered for the modified plan.

Daughter's Name: Susan [REDACTED]
Mother's Name: [REDACTED]
Phone: 864 [REDACTED]
Comments: Please speak to Susan [REDACTED] the daughter.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 2:50 PM
To: ofonseca@experianinteractive.com; Anel Nevarez
Subject: RE: **SC Escalation 54**

Ms. [REDACTED] has called again. Can someone please contact her as soon as possible?

From: Laughlin, Chrystal
Sent: Monday, January 07, 2013 11:10 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 54**

Please assist the following SC constituent. She is unable to register her mother for protection due to no credit history. She handles her mother's affairs. She should be registered for the modified plan.

Daughter's Name: Susan [REDACTED]
Mother's Name: [REDACTED]
Phone: 864. [REDACTED]
Comments: Please speak to Susan [REDACTED] the daughter.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Harris, Juliana
Sent: Friday, January 11, 2013 2:15 PM
To: Laughlin, Chrystal
Subject: FW: Voice Message from 843-████████ on 1/11/13 12:30 PM for 8037344296
Attachments: 843-████████-011113-123006-8037344296-17137-1.mp3

Hi Chrystal,

Is there someone at the Governor's Office that is taking calls like the one I have attached to this e-mail?

Thanks!

Juliana Harris

From: evm.test@spiritmessaging.com [<mailto:evm.test@spiritmessaging.com>]
Sent: Friday, January 11, 2013 12:31 PM
To: Harris, Juliana
Subject: Voice Message from 843-████████ on 1/11/13 12:30 PM for 8037344296

Voice Message from 843-████████ on 1/11/13 12:30 PM

Attachment(s):

- Voice Message (63 sec)

[Delete this message from my Voice Mailbox](#)

[Delete this and older messages from my Voice Mailbox](#)

[View/Edit my EVM Settings](#)

Mailbox currently contains 1 New and 0 Old messages.

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 1:48 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 77**

Please assist the following SC constituent. He cannot register for ProtectMyID due to no credit history. He needs instructions and assistance in registering for the modified plan.

Please confirm when he has been assisted.

Name: Ross [REDACTED]

Phone: 843. [REDACTED]

Comments: Spoke to his mother, [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 1:17 PM
To: clelanm@sctax.org; Samantha Cheek
Subject: Taxpayers with Same First and Last Name--Please Assist

Meredith and Samantha,

Hi! I spoke to Millie [REDACTED] today. She received a hacking letter addressed to Millie [REDACTED]. Millie [REDACTED] said that her sister's name is [REDACTED]. She does not know who the letter is intended for. The sisters live together, so they have the same address.

Can you please determine who the letter was intended for and contact Ms. Millie [REDACTED]?

Millie [REDACTED] numbers:

803. [REDACTED] (cell)

803. [REDACTED] (home)

Please let me know when you have contacted Ms. Millie [REDACTED]. Have a good weekend!

Thank you,
Chrystal
734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 11:02 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 76**

Please assist the following SC constituent. He and his wife have some questions regarding the ProtectMyID plan and why Experian cannot monitor them through Equifax because they have no credit history with Equifax. They need some advice as to how to be protected if someone tries to open credit through Equifax.

Please confirm when he has been assisted.

Name: Willie [REDACTED]
Phone: 803. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, January 11, 2013 10:19 AM
To: MelanieWiedel@scsenate.gov
Cc: Veldran, Katherine
Subject: RE: Experian Family Coverage

Ms. Wiedel,

My name is Chrystal Laughlin. I am currently working at the Governor's Office helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail from Katherine Veldran.

I spoke to [REDACTED] Wednesday, and e-mailed [REDACTED]'s contact information to Experian for assistance in registering for the modified plan. I received confirmation from Experian that they have contacted [REDACTED] and put her in touch with a representative to begin the enrollment process.

Please let me know if I can be of further assistance.

Sincerely,
Chrystal Laughlin
803.734.6299

From: Veldran, Katherine
Sent: Tuesday, January 08, 2013 1:27 PM
To: Laughlin, Chrystal
Subject: RE: Experian Family Coverage

Let's discuss this.
Thank you,
Katherine

From: Melanie Wiedel [<mailto:MelanieWiedel@scsenate.gov>]
Sent: Tuesday, January 08, 2013 1:17 PM
To: Veldran, Katherine
Subject: Experian Family Coverage

Hi Katherine,

Per our conversation today in the Senate Chambers.

[REDACTED] would have been filed as a dependent of [REDACTED] [REDACTED] and would have been under 18 during the time period of the information taken via the security breach. She is currently over 18 and tried to sign up for ProtectMyID but was unable to do so since she has no credit history. [REDACTED] attempted to sign her up as his dependent via the [REDACTED] coverage that was being offered and was unable to do so since she is over 18.

[REDACTED] can be reached at (Work) 803-[REDACTED] or at (home) 803-[REDACTED]

Thanks,

Melanie

Melanie Wiedel
S.C. Senate Minority Research
515 Gressette Office Building
P. O. Box 142
Columbia, SC 29202
(803)212-6318 (O)
(803)212-6299 (Fax)
melaniewiedel@scsenate.gov

Laughlin, Chrystal

From: Popenhagen, Cindy
Sent: Friday, January 11, 2013 9:44 AM
To: Laughlin, Chrystal
Subject: Phone Message

I had your line ringing at the same time my line was ringing. Your line was the one that got answered. ☺
Please call MR. Brandon [REDACTED] (864) [REDACTED]

Cindy Popenhagen
CAP

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 10, 2013 8:07 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 39**

Chrystal,

Our agent has called and left a message for Mrs. [REDACTED] advising her to call back for assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Monday, December 31, 2012 7:47 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 39**

Please assist the following SC constituent in registering her children for the Family Secure protection for the DOR incident. They are currently enrolled for protection for the HHS incident, so she is unable to register them for the DOR incident. She wants to ensure that her children receive the full year for both incidents.

Name: Courtney [REDACTED]
Phone Number: 864 [REDACTED]

Please confirm when she has been assisted.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Thursday, January 10, 2013 7:26 PM
To: Laughlin, Chrystal
Cc: Veldran, Katherine
Subject: RE: **SC Escalation 66** **TOP PRIORITY**

Chrystal,

Our agent called Ms. [REDACTED] and have connected her with the special team for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, January 10, 2013 1:03 PM
To: Anel Nevarez
Cc: Veldran, Katherine; Ozzie Fonseca
Subject: RE: **SC Escalation 66** **TOP PRIORITY**

Anel,

Has someone assisted the constituent below?

Thanks,
Chrystal Laughlin

From: Laughlin, Chrystal
Sent: Wednesday, January 09, 2013 10:12 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 66** **TOP PRIORITY**
Importance: High

TOP PRIORITY --- Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the modified plan.

Please confirm when she has been assisted.

Name: Kimberly [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke to her father, [REDACTED]

Thank you,

Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Garry R. Smith [GarrySmith@schouse.gov]
Sent: Thursday, January 10, 2013 7:26 PM
To: Laughlin, Chrystal
Subject: Re: SCDOR ~ Website email from Tom [REDACTED]

Thanks!

Sent from my iPad

On Jan 10, 2013, at 3:50 PM, "Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Representative Smith,

I have contacted Mr. [REDACTED] and sent Andrew's contact information to Experian for assistance in registering for the modified plan.

Thank you,
Chrystal Laughlin
803.734.6299

From: Veldran, Katherine
Sent: Thursday, January 10, 2013 1:25 PM
To: Garry R. Smith
Cc: Laughlin, Chrystal
Subject: RE: SCDOR ~ Website email from Tom [REDACTED]
Importance: High

Chrystal Laughlin from DOR will call them and set up a call with Experian to make sure they are enrolled. We will follow up with you once completed.

Thank you,
Katherine

Cc: Chrystal

From: Garry R. Smith [mailto:GarrySmith@schouse.gov]
Sent: Wednesday, January 09, 2013 7:08 PM
To: Veldran, Katherine
Subject: Fwd: SCDOR ~ Website email from Tom Yenson

How does this family handle there son who is now 18 and has never filed a return? (see below)

Sent from my iPad

Begin forwarded message:

From: "[REDACTED]@hotmail.com" <[REDACTED]@hotmail.com>
Date: January 9, 2013, 4:23:04 PM EST
Subject: SCDOR ~ Website email from Tom [REDACTED]

Garry, I have an issue with enrolling Andrew with Experian or Family Secure. His information was/is on tax forms, so it was exposed just as mine, Susan's, and Kaitlin's. The problem is that he turned 18 last year. Since he is 18, I can't enroll him in the Family Secure program, but he has never (himself) filed a tax return, so he can't be enrolled with Experian (Catch-22). I've scoured the SCDOR website and have not found any resolution to this issue or any way to contact them about it, so I hoping you can help. Thanks, Tom and Susan [REDACTED]

Tom [REDACTED]
[REDACTED]
Greenville, SC 29607
864-[REDACTED]

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, January 10, 2013 4:03 PM
To: Anel Nevarez
Cc: Veldran, Katherine; Ozzie Fonseca
Subject: RE: **SC Escalation 66** **TOP PRIORITY**

Anel,

Has someone assisted the constituent below?

Thanks,
Chrystal Laughlin

From: Laughlin, Chrystal
Sent: Wednesday, January 09, 2013 10:12 AM
To: 'ofonseca@experianinteractive.com'; 'Anel Nevarez'
Subject: **SC Escalation 66** **TOP PRIORITY**
Importance: High

TOP PRIORITY --- Please assist the following SC constituent. She cannot register for ProtectMyID due to no credit history. She needs instructions and assistance in registering for the modified plan.

Please confirm when she has been assisted.

Name: Kimberly [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke to her father, Larry [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Thursday, January 10, 2013 3:49 PM
To: GarrySmith@schouse.gov
Cc: Veldran, Katherine
Subject: RE: SCDOR ~ Website email from Tom Yenson

Representative Smith,

I have contacted Mr. [REDACTED] and sent Andrew's contact information to Experian for assistance in registering for the modified plan.

Thank you,
Chrystal Laughlin
803.734.6299

From: Veldran, Katherine
Sent: Thursday, January 10, 2013 1:25 PM
To: Garry R. Smith
Cc: Laughlin, Chrystal
Subject: RE: SCDOR ~ Website email from Tom Yenson
Importance: High

Chrystal Laughlin from DOR will call them and set up a call with Experian to make sure they are enrolled. We will follow up with you once completed.

Thank you,
Katherine

Cc: Chrystal

From: Garry R. Smith [<mailto:GarrySmith@schouse.gov>]
Sent: Wednesday, January 09, 2013 7:08 PM
To: Veldran, Katherine
Subject: Fwd: SCDOR ~ Website email from Tom Yenson

How does this family handle there son who is now 18 and has never filed a return? (see below)

Sent from my iPad

Begin forwarded message:

From: "[REDACTED]@hotmail.com" <[REDACTED]@hotmail.com>
Date: January 9, 2013, 4:23:04 PM EST
Subject: SCDOR ~ Website email from Tom Yenson

Garry, I have an issue with enrolling Andrew with Experian or Family Secure. His information was/is on tax forms, so it was exposed just as mine, Susan's, and Kaitlin's. The problem is that he turned [REDACTED] last year. Since he is [REDACTED] I can't enroll him in the Family Secure program, but he has never (himself) filed a tax return, so he can't be enrolled with Experian (Catch-22). I've scoured the SCDOR website and have not found any resolution to this issue or any way to contact them about it, so I hoping you can help. Thanks, Tom and Susan [REDACTED]

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 2:59 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 14**

Please assist the following SC constituent. He was able to register online, however, he would like a hard copy of his Experian credit report mailed to his address.

If he is re-registered over the phone, will he be mailed a copy of his credit report?

Please confirm when the issue is resolved.

Name: Charles [REDACTED]
Phone: 843 [REDACTED]
Address: [REDACTED]
North Charleston, SC 29406

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Meredith Cleland [CLELANM@sctax.org]
Sent: Tuesday, December 11, 2012 2:34 PM
To: Laughlin, Chrystal
Subject: RE: Constituent Requesting a Copy of Notification Letter

Hey!

Thanks – once the letter is finalized we'll get her a copy.

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, December 11, 2012 2:07 PM
To: Meredith Cleland
Subject: Constituent Requesting a Copy of Notification Letter

Hi Meredith. This constituent is requesting a copy of the notification letter if her information is compromised. She may be receiving it via email, however wants a hard copy.

Maudie [REDACTED]
[REDACTED]
Fort Mill, SC 29715

Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Tuesday, December 11, 2012 12:30 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

I've confirm with our team and this individual has been connected to our special team to go through the alternate process multiples times. It appears as though she might not be staying on the phone long enough to complete the process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, December 11, 2012 9:21 AM
To: Anel Nevarez
Subject: **SC Escalation 9**

Hi Anel. I just received a call from the constituent's mother stating that Kelsey [REDACTED] has not yet been registered for the modified plan. Can you have someone contact her today to get registered?

Please confirm when she is registered.
Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:24 PM
To: 'Anel Nevarez'
Subject: RE: **SC Escalation 9**

Thanks for the update Anel. Will you let me know when Kelsey is actually enrolled?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 4:10 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal – I've spoken and confirmed with Olga (agent) that when she spoke with the individual earlier today, she connected them with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 12:13 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

The number that Kelsey called is 949-567-7726. She could not pronounce the person's name.

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey [REDACTED] was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.
Thank you,
Chrystal Laughlin

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 04, 2012 1:09 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]
Phone: 803-[REDACTED]
Comments: Spoke with her mother J [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 12:21 PM
To: Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 9**

Hi Anel. I just received a call from the constituent's mother stating that Kelsey [REDACTED] has not yet been registered for the modified plan. Can you have someone contact her today to get registered?

Please confirm when she is registered.

Thank you,
Chrystal Laughlin
803.734.6299

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:24 PM
To: 'Anel Nevarez'
Subject: RE: **SC Escalation 9**

Thanks for the update Anel. Will you let me know when Kelsey is actually enrolled?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 4:10 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal – I've spoken and confirmed with Olga (agent) that when she spoke with the individual earlier today, she connected them with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 07, 2012 12:13 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

The number that Kelsey called is 949-567-7726. She could not pronounce the person's name.

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey [REDACTED] was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.
Thank you,
Chrystal Laughlin

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 04, 2012 1:09 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED] [REDACTED]

Phone: 803- [REDACTED]

Comments: Spoke with her mother J [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Tuesday, December 11, 2012 11:46 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 13**

Please assist the following SC constituent in registering for protection. They are having trouble registering over the phone.

Please confirm when their enrollment is complete.

Name: Henry [REDACTED]

Phone: 803. [REDACTED]

Comments: Constituent is hard of hearing.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Darlene [REDACTED] [REDACTED]@att.net]
Sent: Monday, December 10, 2012 4:43 PM
To: Laughlin, Chrystal
Subject: protection

Thank you for this information. I was able to sign my husband and myself up for protection. Thanks! Darlene and R [REDACTED]

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 4:09 PM
To: [REDACTED]@mksmithbuilders.com
Subject: Email to the Governor

Mr. [REDACTED],

Thank you for your email to the Governor. The email you received from protectmyid@exprpt.com is a legitimate email from Experian regarding the Family Secure plan.

This email provides instructions on how to enroll minor children in the Family Secure plan. Should you have further questions, please contact me.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 2:30 PM
To: [REDACTED]@att.net
Subject: Email to the Governor

Mrs. [REDACTED]

Thank you for your email to the Governor. Please try the link below to access the ProtectMyID website. The activation code is [REDACTED]. The deadline to register for the ProtectMyID program is January 31, 2013. Please let me know if you continue to have problems registering for the program.

<http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd>


Sincerely,
Chrystal Laughlin
claughlin@oepp.sc.gov
803.734.6299

ProtectMyID.com | Get Full... X

File Edit View Favorites Tools Help

X

Suggested Sites Amazon.com - Online Sh... eBay Daily Deal See What's Hot 12/31... HP Games - Top Games Get more Add



If you are looking for Business Credit Monitoring, click here or go to: SmartBusinessReports.com/SouthCarolina

Register for your complimentary membership to ProtectMyID™ AI

Experian® will provide the following at no cost one year after enrollment:

- ▶ **Credit Report:** You will get a free copy of your Experian® credit report
- ▶ **Daily Credit Monitoring:** You will receive alerts regarding key change credit report, including new inquiries, newly opened accounts, delinquent medical collections reported on your Experian®, Equifax® and TransUnion® reports for one year
- ▶ **Identity Theft Resolution:** If you have been a victim of identity theft assigned a dedicated, U.S.-based Experian® Identity Theft Resolution Agent, you will walk you through the fraud resolution process from start to finish
- ▶ **Identity Theft Insurance:** If you have been a victim of identity theft, immediately be covered by a \$1 Million insurance policy that can help pay certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers for one year
- ▶ **ExtendCARE:** You will get full access to personalized assistance from trained Fraud Resolution Agents even after the initial one year ProtectMyID membership expires

Please enter your Activation Code:

Click to Register Your Activation Code

Or call us toll-free at 1-866-578-5422

Or email the help desk at support@protectmyid.com, include your full For specific SCOR Security Breach FAQs and Customer Service hours of

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 1:55 PM
To: [REDACTED]@excite.com
Subject: Email to the Governor

Mr. [REDACTED]

Thank you for your email to the Governor. Below is my contact information should you have any further questions or concerns.

Chrystal Laughlin
803.734.6299
claughlin@oepp.sc.gov

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 1:07 PM
To: [REDACTED]@gmail.com
Subject: Email to the Governor

Mr. [REDACTED]

Thank you again for your email to the Governor's Office. If you have any further questions or concerns, please contact me at the number below.

Sincerely,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 12:51 PM
To: [REDACTED]@gmail.com
Subject: Email to Governor Haley

Mrs. [REDACTED]

Thank you for your email to the Governor. The State has hired a company to help identify and confirm addresses of out-of-state individuals whose information may have been compromised in the breach. If your information was compromised, you will be notified by letter by the end of the month.

Should you have additional questions, please contact me.

Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 11:46 AM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 12**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Marjorie [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Monday, December 10, 2012 11:15 AM
To: [REDACTED]@dishmail.net
Subject: Email to the Governor

Mr. [REDACTED],

Thank you for your email to the Governor. Please try the link below to access the ProtectMyID website. The activation code is [REDACTED]. There should be no charge for the first year of credit monitoring. The deadline to register for the ProtectMyID program is January 31, 2013. Please let me know if you continue to have problems registering for the program.

<http://www.protectmyid.com/default.aspx?PageTypeID=HomePage111&SiteVersionID=940&SiteID=100330&sc=676980&bcd>

Sincerely,
Chrystal Laughlin
claughlin@oepp.sc.gov
803.734.6299

← eVersionID=940&SiteID=1003308 ProtectMyID.com | Get Full...

File Edit View Favorites Tools Help

Suggested Sites Amazon.com - Online Sh... eBay Daily Deal See What's Hot 12/31... HP Games - Top Games Get more Add



If you are looking for Business Credit Monitoring, click here or go to: SmartBusinessReports.com/SouthCarolina

Register for your complimentary membership to ProtectMyID™ AI

Experian® will provide the following at no cost one year after enrollment:

- ▶ **Credit Report:** You will get a free copy of your Experian® credit report
- ▶ **Daily Credit Monitoring:** You will receive alerts regarding key change credit report, including new inquiries, newly opened accounts, delinquent medical collections reported on your Experian®, Equifax® and TransUnion reports for one year
- ▶ **Identity Theft Resolution:** If you have been a victim of identity theft assigned a dedicated, U.S.-based Experian® Identity Theft Resolution Agent, walk you through the fraud resolution process from start to finish
- ▶ **Identity Theft Insurance:** If you have been a victim of identity theft, immediately be covered by a \$1 Million insurance policy that can help with certain costs, including lost wages, private investigator fees, and unrecovered electronic fund transfers for one year
- ▶ **ExtendCARE:** You will get full access to personalized assistance from trained Fraud Resolution Agent even after the initial one year ProtectMyID membership expires.

Please enter your Activation Code:

Click to Register Your Activation Code

Or call us toll-free at 1-866-578-5422
Or email the help desk at support@protectmyid.com, include your full
For specific SCOD Security Breach FAQs and Customer Service hours of

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:32 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com); Anel Nevarez (Anel.Nevarez@experianinteractive.com)
Subject: **SC Escalation 12**

The following constituent would like to be alerted by letter instead of email. She registered online. Can you cancel her registration and re-register her over phone so that she may receive letter alerts?

Please confirm when this is resolved.

Name: Maudie [REDACTED]
Phone: 803 [REDACTED]

Thanks,
Chrystal Laughlin
80.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 4:10 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal – I've spoken and confirmed with Olga (agent) that when she spoke with the individual earlier today, she connected them with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services

 Experian
T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 07, 2012 12:13 PM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

The number that Kelsey called is 949-567-7726. She could not pronounce the person's name.

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services

 Experian
T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey Ballance was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.

Thank you,
Chrystal Laughlin

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 04, 2012 1:09 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]
Phone: 803-[REDACTED]
Comments: Spoke with her mother Julie [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 2:16 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Thank you Chrystal –Can you please clarify who and what number they called? Our agent left a voicemail with their direct number for follow up. Please advise.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 07, 2012 11:13 AM
To: Anel Nevarez; Ozzie Fonseca
Subject: RE: **SC Escalation 9**

Constituent's mother called again and reported that Kelsey [REDACTED] was told a second time that she could not be registered because she had no credit history. Please assist Kelsey to enroll in the modified plan.

Please confirm when she is enrolled.
Thank you,
Chrystal Laughlin

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 3:35 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 9**

Chrystal,

Our agent has left a voicemail asking individual to call us back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, December 04, 2012 1:09 PM

To: Ozzie Fonseca; Anel Nevarez

Subject: **SC Escalation 9**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Kelsey [REDACTED]

Phone: 803-[REDACTED]

Comments: Spoke with her mother Julie [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Friday, December 07, 2012 2:05 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: Contact for Business Credit Advantage SM

Here's what I received from our Business credit unit:

For technical online issues redeeming a code or accessing the website, customers can write to helpdesk@smartbusinessreports.com.

For issues finding a business in Experian's database, or issues with the available business address or data, customers should submit their questions and disputes to BusinessDisputes@experian.com for investigation.

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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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 7:31 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: Contact for Business Credit Advantage SM

Ozzie,

Who is the contact at Experian for the Business Credit Advantage program? The Governor's Office needs someone who can help businesses if they are having problems enrolling.

Thank you,
Chrystal

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Friday, December 07, 2012 1:49 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Crystal:

I checked with compliance and legal and they were a bit confused by the assertion made by the constituent. Can you please point out where this information appears?

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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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 07, 2012 8:20 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: **Question from SC Constituent**

Ozzie,

A constituent claims that in the contract for ProtectMyID, Experian states they can give customer information to 3rd party associate partners. The constituent also claims that there are over 90 3rd party associate partners.

Can you confirm this? What information is being given? Credit card information, SSNs?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Derek Lindberg [derek.lindberg@dandb.com]
Sent: Friday, December 07, 2012 1:03 PM
To: Laughlin, Chrystal
Subject: Test Mail

Hi Crystal,

My contact info is below.

Derek Lindberg
Customer Service Manager
Dun & Bradstreet Credibility Corp
5210 E Williams Circle, Suite 400
Tucson, AZ 85711
O: 520-512-4865
C: 520-548-3872

Dun & Bradstreet
CREDIBILITY CORP



Connect with us!



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Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Friday, December 07, 2012 12:46 PM
To: Laughlin, Chrystal; Ozzie Fonseca
Subject: RE: **Confirm if SC Constituent is Registered for ProtectMyID**

Chrystal,

Individual enrolled on 11/4/12.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 07, 2012 7:47 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **Confirm if SC Constituent is Registered for ProtectMyID**

Please confirm that the following SC constituent is registered for ProtectMyID. She is unsure.

Name: Margaretta [REDACTED]
Phone: 803. [REDACTED]

Please let me know as well.

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Friday, December 07, 2012 10:58 AM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca; Anel Nevarez; Veldran, Katherine
Subject: Re: Contact for Business Credit Advantage SM

I will try to find the best contact for those escalations. I will send an update as soon as I have a name.

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>>
Follow us on Twitter: www.Twitter.com/Experian_DBR<http://www.Twitter.com/Experian_DBR>
Visit us at <http://www.experian.com/databreach>

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"Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

Ozzie,

Who is the contact at Experian for the Business Credit Advantage program? The Governor's Office needs someone who can help businesses if they are having problems enrolling.

Thank you,
Chrystal

Laughlin, Chrystal

From: Veldran, Katherine
Sent: Friday, December 07, 2012 10:21 AM
To: Ozzie Fonseca
Cc: Anel Nevarez; Laughlin, Chrystal; Meredith Cleland (CLELANM@sctax.org)
Subject: RE: FW: ** Please assist SC Constituent**

Thank you.

Please make sure Meredith from DOR and I are receiving the same info.
Thanks, Katherine

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 10:03 AM
To: Veldran, Katherine
Cc: Ozzie Fonseca; Anel Nevarez; Laughlin, Chrystal
Subject: Re: FW: ** Please assist SC Constituent**

I sent a couple of notes to compliance requesting additional information, but I never heard back. I will check first thing this morning. I understand you need information.

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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"Veldran, Katherine" <KatherineVeldran@gov.sc.gov> wrote:

Do we have any information on the "alternative process"?

From: Anel Nevarez [<mailto:Anel.Nevarez@experianinteractive.com>]
Sent: Thursday, December 06, 2012 7:18 PM
To: Veldran, Katherine; Ozzie Fonseca

Cc: Laughlin, Chrystal
Subject: RE: ** Please assist SC Constirent**

Katherine,

Our escalations agent contacted them yesterday and connected them with our special team to go through the alternate process. It sounds as though they did not stay long enough for assistance; however a follow up call has been requested for tomorrow. I will provide additional information as it becomes available.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution Experian Consumer Services

[Description: Description: Description: 88x31-Experian-no_tagline]
T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Thursday, December 06, 2012 12:08 PM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: FW: ** Please assist SC Constirent**
Importance: High

This was sent to you yesterday.
Please confirm when completed.
Thank you,
Katherine

From: Bill Sandifer [<mailto:BillSandifer@schouse.gov>]
Sent: Thursday, December 06, 2012 8:58 AM
To: Veldran, Katherine
Cc: Andy F [REDACTED]
Subject: loss of data at DOR

Katherine,

I had an interesting problems with a constituent. I haven't heard one like it before. He tried to sign up with Experian & was told they could not sign him & his wife up because they have no recent credit. They pay cash for everything. However, they have filed SC tax returns.

Please contact these folks & see if something can be done. A simple lack of credit should not prohibit their protection.

Patrick & Deborah [REDACTED] - 864 [REDACTED]-[REDACTED].

BTW, I wish I had such a problem. Please let me know the outcome.
Thanks,

Rep. Bill Sandifer
Chairman - Labor, Commerce and Industry Committee
407 Blatt Building
Columbia, SC 29211
Office - (803) 734-3015
Fax - (803) 734-4649

From: Veldran, Katherine
Sent: Wednesday, December 05, 2012 1:20 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com<<mailto:ofonseca@experianinteractive.com>>)
(ofonseca@experianinteractive.com<<mailto:ofonseca@experianinteractive.com>>);
Anel.Nevarez@experianinteractive.com<<mailto:Anel.Nevarez@experianinteractive.com>>
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov<<mailto:claughlin@oepp.sc.gov>>)
Subject: ** Please assist SC Constirent**
Importance: High

Patrick [REDACTED]
864-[REDACTED]-[REDACTED] home
864-[REDACTED]-[REDACTED] cell

Please call him to complete the enrollment process.
Please confirm.
Thank you,
Katherine

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

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Friday, December 07, 2012 10:10 AM
To: Laughlin, Chrystal
Cc: Ozzie Fonseca; Anel Nevarez; Veldran, Katherine
Subject: Re: Question

Correct.

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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"Laughlin, Chrystal" <CLaughlin@oepp.sc.gov> wrote:

With the ProtectMyID plan, the 1 year of coverage begins the day of enrollment, correct? So, if I enrolled on November 5, 2012, I will be covered for free until November 5, 2013, correct?

Thanks,
Chrystal

Laughlin, Chrystal

Subject: SCDOR
Location: Dial in Number: 855- [REDACTED] Participant code= [REDACTED]
Start: Thu 2/7/2013 2:30 PM
End: Thu 2/7/2013 3:00 PM
Recurrence: (none)
Meeting Status: Accepted
Organizer: Anel Nevarez

To discuss authentication process, specifically attached letter.



McLeod Letter.pdf

Laughlin, Chrystal

From: Laughlin, Chrystal
Sent: Wednesday, February 06, 2013 11:38 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 153**

Please assist the following SC constituent. She is having trouble registering for ProtectMyID. She is hard of hearing.

Please confirm when she has been assisted.

Name: Billie [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Tom [REDACTED]
[REDACTED]
Greenville, SC 29607
864 [REDACTED]

Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Thursday, January 10, 2013 3:47 PM
To: CheekS@sctax.org
Cc: Laughlin, Chrystal
Subject: FW: Victim of ID Theft

Samantha,

For your records. Please see below. I also instructed Lisa to inform the TP to contact Experian and 734-6299.

Thank you,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Lisa Dubose
Sent: Thursday, January 10, 2013 3:40 PM
To: Perry Mathis
Subject: Victim of ID Theft

I received a call from Susan [REDACTED] and she said she is a victim of ID Theft. Her phone number is 843 [REDACTED]. She did not get a letter but money is being taken from her Bank account. She has closed account out already and opened another account and they are taken from the new account also.

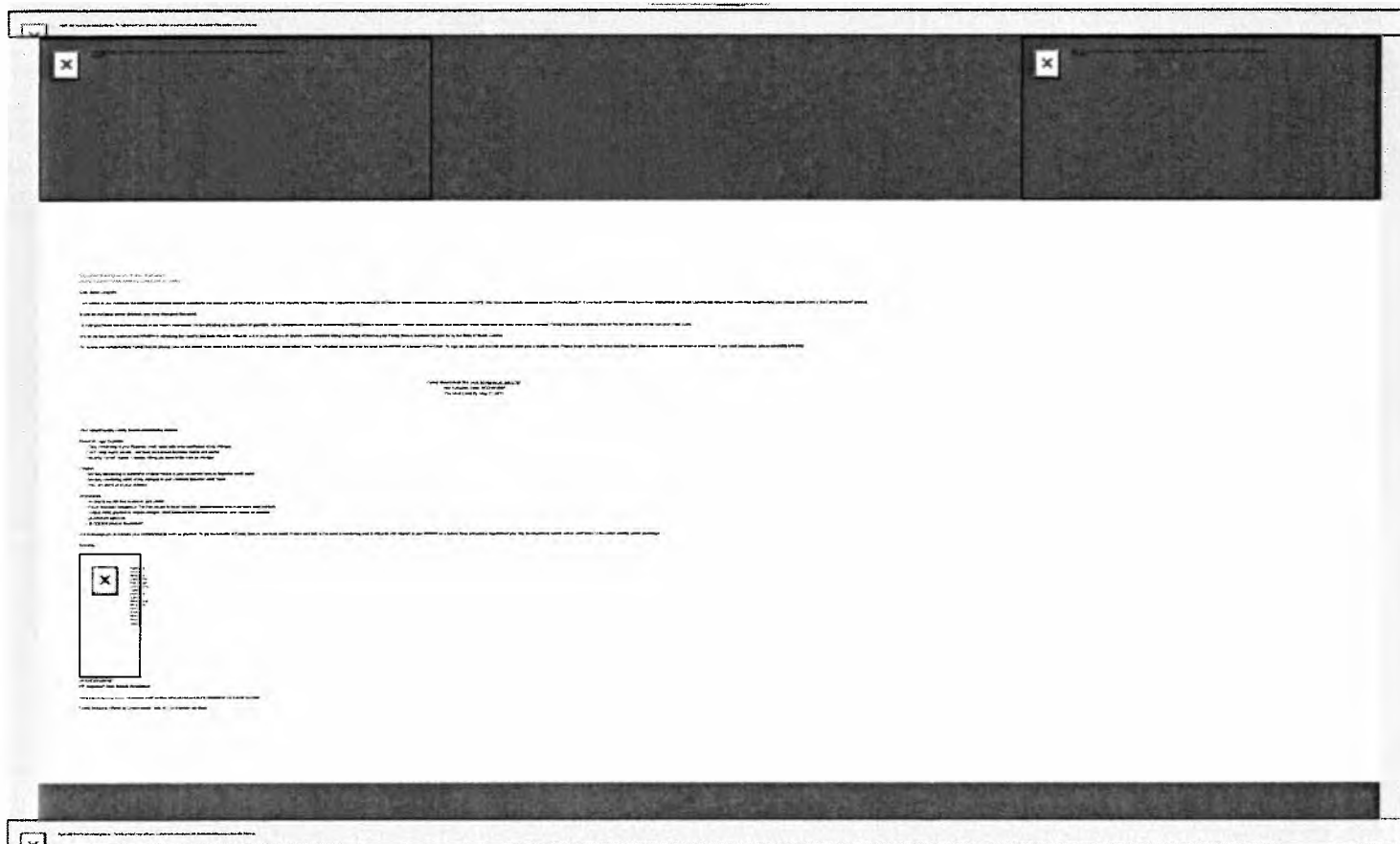
Lisa DuBose

Laughlin, Chrystal

From: Laughlin, Jason [Jason.Laughlin@td.com]
Sent: Thursday, January 10, 2013 1:47 PM
To: Laughlin, Chrystal
Subject: FW: South Carolina Department of Revenue Breach Information - Enrollment Information

I'm sure you have seen this.

From: ProtectMyID [mailto:protectmyid@exrpt.com]
Sent: Thursday, January 10, 2013 1:30 PM
To: Laughlin, Jason
Subject: South Carolina Department of Revenue Breach Information - Enrollment Information



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Laughlin, Chrystal

From: Perry Mathis [MathisP@sctax.org]
Sent: Friday, December 21, 2012 3:29 PM
To: Samantha Cheek
Cc: Laughlin, Chrystal; Patrick Kane; Carol Pierce; Meredith Cleland; Harry Cooper
Subject: RE: Overflow Phone-Call

I agree. I think it would be prudent to warn people.

Thank you,

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Samantha Cheek
Sent: Friday, December 21, 2012 3:26 PM
To: Perry Mathis
Cc: claughlin@oepp.sc.gov; Patrick Kane; Carol Pierce; Meredith Cleland; Harry Cooper
Subject: Re: Overflow Phone-Call

Thanks.... We may need to put some sort of disclaimer on our website advising against scams like this.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Dec 21, 2012, at 3:14 PM, "Perry Mathis" <MathisP@sctax.org> wrote:

FYI – Please see below. Just wanted to let you know that some TP's are getting suspicious people contacting them claiming to be with the SCDOR.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Ashley Rogers
Sent: Friday, December 21, 2012 12:51 PM
To: Perry Mathis
Subject: Overflow Phone-Call

Perry,
I just got a call on the Bat phone from a Jenel [REDACTED] ssn [REDACTED]. She stated she rcvd a call from the Department of Revenue from a person by the name of Alex rep id# [REDACTED] ph# 202-[REDACTED] x-[REDACTED]. She stated that he said we processed her tax returns incorrectly and she was due an extra refund. The caller gave her, her address,

ssn and bank info and stated that if she sent them money they would send her a refund to her bank on file or to a green dot card. The tp stated that when she calls the above number it answers internal review. Her phone number is 803-██████████. She is now calling Experian to sign up for the protection. She doesn't believe it is identity theft since she was a victim 1 year ago. It was a strange call so I thought I would let you know.

Ashley G. Rogers

Revenue Officer

SC Department of Revenue

1452 W. Evans Street – PO Box 5418

Florence, SC 29502

Ph. 843.519.1420

Fx. 843.662.4876

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Laughlin, Chrystal

From: Sherry Blizzard [BlizzaS@sctax.org]
Sent: Friday, December 21, 2012 3:50 PM
To: Bethany Rawls; Bonnie Register; Laughlin, Chrystal; Sara Unrue; Elvis Groce
Subject: FW: Fwd: Experian credit monitoring enrollment deadline extended
Attachments: Fwd: Experian credit monitoring enrollment deadline extended

Sherry Blizzard, Manager
Taxpayer & Employee Education
SC Department of Revenue
803-898-5467
803-312-2683 cell

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:38 AM
To: Laughlin, Chrystal
Subject: RE: **Question from SC Constituent**

Chrystal,

This individual has been assisted, he is enrolled and all his questions have been answered.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, December 12, 2012 5:35 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **Question from SC Constituent**

Ozzie and Anel,

Can you please confirm if **Jerry [REDACTED]** is registered correctly for ProtectMyID? He registered online, but is unsure if he completed the process. His email address is [REDACTED]@juno.com if that helps.

Also, if a constituent wishes to continue enrollment in ProtectMyID after the 1 year of service has ended, what is the cost of that?

Thank you for your help.
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:42 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 22**

Chrystal,

This individual has been connected with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Friday, December 14, 2012 10:59 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 22**

Please assist the following SC constituent in registering her daughter for protection. Her daughter was told she could not be registered due to no credit history. She should be registered for the modified plan. Her mother would like to facilitate this process.

Please confirm when her daughter's enrollment is complete.

Mother's Name: Heidi [REDACTED]
Daughter's Name: Allison [REDACTED]
Phone: 864 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:43 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 23**

Chrystal,

This individual has been connected with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Friday, December 14, 2012 11:04 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 23**

Please assist the following SC constituent in registering his adult special needs son for protection. He was told his son could not be registered due to no credit history. He should be registered for the modified plan. His father would like to facilitate this process.

Please confirm when his son's enrollment is complete.

Father's Name: Thomas [REDACTED]
Son's Name: Michael [REDACTED]
Phone: 864. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:45 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 24**

Chrystal,

Voicemail was left asking for a call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Monday, December 17, 2012 7:00 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 24**

Please assist the following individual in registering for ProtectMyID. **Ozzie, this is the tax preparer in Connecticut that put his SSN on SC returns he filed for clients. We discussed this with Meredith and Milton at DOR Friday afternoon.**

Please confirm when enrollment is complete.

Name: Mark [REDACTED]
Phone: 860 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:51 AM
To: Laughlin, Chrystal
Subject: RE: **Confirm SC Constituent Enrollment**

Chrystal,

This individual was having issues login back into their account. Our agent has assisted.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 18, 2012 6:03 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **Confirm SC Constituent Enrollment**

Can you confirm if the following constituent is registered for ProtectMyID? He registered online but has not received any acknowledgment that he has been enrolled.

Name: Robert [REDACTED]
Address: [REDACTED]
Boiling Springs, SC 29316

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:52 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 25**

Chrystal,

A voicemail was left asking for a call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]
Sent: Tuesday, December 18, 2012 10:27 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 25**

Can the following individual be registered for ProtectMyID? He is a NC resident that was Power of Attorney over a now deceased SC taxpayer. He held a joint account with the SC taxpayer and that account was on an SC tax return.

Please let me know if he can be enrolled so I can alert him that you will be calling. If so, please contact him.

Name: Dana [REDACTED]
Phone: 704. [REDACTED]
Deceased SC Taxpayer: Terri [REDACTED] DOB: [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:54 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 26**

Chrystal,

Individual was connected with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Tuesday, December 18, 2012 1:44 PM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 26**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Clifford [REDACTED]
Phone: 803 [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 11:56 AM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 27**

Chrystal,

The following individual was connect with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Wednesday, December 19, 2012 9:40 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 27**

Please assist the following SC constituent in registering for protection. They have been told they cannot be registered for protection due to no credit history. They should be registered for the modified plan.

Please confirm when their enrollment is complete.

Name: Heather [REDACTED]
Phone: 803. [REDACTED]
Comments: Spoke with mother, Martha [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 12:00 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 28**

Chrystal,

A voicemail was left advising individual to call back for further assistance.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 20, 2012 7:24 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 28**

Please assist the following SC constituent in registering for protection. They tried to register online and received a message stating "invalid social security number."

Please confirm when their enrollment is complete.

Name: Mary [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke with father, Dr. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Anel Nevarez [Anel.Nevarez@experianinteractive.com]
Sent: Saturday, December 22, 2012 12:02 PM
To: Laughlin, Chrystal
Subject: RE: **SC Escalation 29**

Chrystal,

Individual was connect with our special team to go through the alternate process.

Best Regards,
Anel Nevarez Linsenbardt
Account Manager - Data Breach Resolution
Experian Consumer Services



T: 949.567.7629
C: 949.294.2183

From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 20, 2012 7:25 AM
To: Ozzie Fonseca; Anel Nevarez
Subject: **SC Escalation 29**

Please assist the following SC constituent in registering for protection. They tried to register online and received a message stating "invalid social security number."

Please confirm when their enrollment is complete.

Name: Gantt [REDACTED]
Phone: 803 [REDACTED]
Comments: Spoke with father, Dr. [REDACTED]

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Ozzie Fonseca [ofonseca@experianinteractive.com]
Sent: Sunday, December 23, 2012 5:58 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Chrystal:

We do work with third parties, like the other 2 bureaus, and share information as needed. Compliance asked me to clarify the concerns about other third parties and unfortunately I did not have all the information they wanted.

In order to provide a comprehensive answer, compliance asked me to get the specific language that the individual is referencing. In addition, they asked for more details about the "opt out" process that the person followed but was unsure if it was done correctly.

As soon as I have that information from you, I will press compliance for a quick answer.

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

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From: Laughlin, Chrystal [mailto:CLaughlin@oepp.sc.gov]
Sent: Thursday, December 20, 2012 6:05 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,

Do you have any information on the issue below? What, if any, information is provided to third parties?

Thank you,
Chrystal Laughlin

From: Laughlin, Chrystal
Sent: Friday, December 07, 2012 4:23 PM
To: 'Ozzie Fonseca'; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Ozzie,
The constituent said he saw this in the Terms and Conditions on Experian's website.

<http://www.protectmyid.com/terms/>

He said there was an option to opt out of providing information to third parties. He said he tried to do this, but is unsure if he completed the process. He basically wants to ensure that his SSN will not be provided to third parties.

Hope this helps,
Chrystal

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]
Sent: Friday, December 07, 2012 1:49 PM
To: Laughlin, Chrystal; Anel Nevarez
Cc: Veldran, Katherine
Subject: RE: **Question from SC Constituent**

Crystal:

I checked with compliance and legal and they were a bit confused by the assertion made by the constituent. Can you please point out where this information appears?

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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From: Laughlin, Chrystal [<mailto:CLaughlin@oepp.sc.gov>]

Sent: Friday, December 07, 2012 8:20 AM

To: Ozzie Fonseca; Anel Nevarez

Cc: Veldran, Katherine

Subject: **Question from SC Constituent**

Ozzie,

A constituent claims that in the contract for ProtectMyID, Experian states they can give customer information to 3rd party associate partners. The constituent also claims that there are over 90 3rd party associate partners.

Can you confirm this? What information is being given? Credit card information, SSNs?

Thank you,
Chrystal Laughlin
803.734.6299

Laughlin, Chrystal

From: Harry Cooper [COOPERH@sctax.org]
Sent: Thursday, December 27, 2012 11:25 AM
To: Samantha Cheek; Perry Mathis
Cc: Laughlin, Chrystal; Patrick Kane; Carol Pierce; Meredith Cleland; Liz Mason
Subject: RE: Overflow Phone-Call

...yes, let's get something up on this. Thanks.

From: Samantha Cheek
Sent: Friday, December 21, 2012 3:26 PM
To: Perry Mathis
Cc: claughlin@oepp.sc.gov; Patrick Kane; Carol Pierce; Meredith Cleland; Harry Cooper
Subject: Re: Overflow Phone-Call

Thanks.... We may need to put some sort of disclaimer on our website advising against scams like this.

Samantha Cheek
SC Department of Revenue
(803) 898-5281

On Dec 21, 2012, at 3:14 PM, "Perry Mathis" <MathisP@sctax.org> wrote:

FYI – Please see below. Just wanted to let you know that some TP's are getting suspicious people contacting them claiming to be with the SCDOR.

Perry Mathis
Collections Manager
Collections – Central Office
South Carolina Department of Revenue
(803) 898-5741
(803) 737-2952 FAX

From: Ashley Rogers
Sent: Friday, December 21, 2012 12:51 PM
To: Perry Mathis
Subject: Overflow Phone-Call

Perry,
I just got a call on the Bat phone from a Jenel [REDACTED] ssn [REDACTED]. She stated she rcvd a call from the Department of Revenue from a person by the name of Alex rep id# [REDACTED] ph# 202 [REDACTED] x [REDACTED]. She stated that he said we processed her tax returns incorrectly and she was due an extra refund. The caller gave her, her address, ssn and bank info and stated that if she sent them money they would send her a refund to her bank on file or to a green dot card. The tp stated that when she calls the above number it answers internal review. Her phone number is 803 [REDACTED]. She is now calling Experian to sign up for the protection. She doesn't believe it is identity theft since she was a victim 1 year ago. It was a strange call so I thought I would let you know.

Ashley G. Rogers
Revenue Officer