

Taillon, Jeff

From: Marshall Heilman <Marshall.Heilman@mandiant.com>
Sent: Tuesday, November 20, 2012 1:09 PM
To: Taillon, Jeff
Cc: Thad Westbrook (thad.westbrook@nelsonmullins.com)
Subject: Public IR Report
Attachments: SC DoR - Summary Report - 11.20.2012.pdf

Importance: High

Jeff,

I've attached a copy of the Public IR Report. I'll provide you the password verbally.

r/
Marshall

Marshall S. Heilman
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2318 Mill Road
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www.mandiant.com

Taillon, Jeff

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Friday, November 02, 2012 1:24 PM
To: Taillon, Jeff
Subject: RE: Information Request

Jeff,
Richard [REDACTED] can be reached at 843-[REDACTED]. He called me today to say that he finally reached Experian and is now registered. His wife, however, was upset that Experian did not allow him to sign her up over the phone as well. She apparently was with a family member in the hospital and did not have time to wait on hold to sign up. Hope that helps.

Glenn Smith
Reporter
The Post and Courier
134 Columbus Street
Charleston, SC 29403
843-937-5556
843-937-5579 (fax)
www.postandcourier.com/staff/glenn_smith/

From: Taillon, Jeff [<mailto:JeffTaillon@gov.sc.gov>]
Sent: Friday, November 02, 2012 1:18 PM
To: Kearney, Brendan
Subject: Information Request

Brendan,

Can you send me the contact information for Richard [REDACTED] of West Ashley that you referenced to in your article from Thursday?

Jeff

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

Taillon, Jeff

From: Rodd Zolkos <rzolkos@businessinsurance.com>
Sent: Friday, November 02, 2012 10:29 AM
To: Taillon, Jeff
Subject: RE: Questions about data breach

Thanks, Jeff.

Best regards,
Rodd

From: Taillon, Jeff [JeffTaillon@gov.sc.gov]
Sent: Friday, November 02, 2012 8:48 AM
To: Rodd Zolkos
Subject: RE: Questions about data breach

Rodd,

Thank you for reaching out to the South Carolina Governor's Office. I have attached the press releases that our office has released concerning the SCDOR data breach, including links to press conferences that Governor Haley has held on this issue. That should address all of the questions you have.

Jeff

Attachments:

S.C. Department of Revenue Responds to Cyber Attack, Will Provide Credit Monitoring and Identity Theft Protection to Taxpayers Hacker illegally obtained credit card and Social Security numbers

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

Press kit attached with information regarding the chronology of the investigation and consumer safety solutions is attached.

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

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

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

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

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

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

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

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

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

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

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

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UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

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

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

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

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

1. Call 1-866-578-5422 where you will enroll in a consumer protection service. The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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

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

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division Chief Mark Keel and South Carolina Department of Revenue (DOR) Director Jim Etter today provided reporters with an update on the S.C. DOR information security breach and discussed consumer safety solutions available to South Carolinians during a Statehouse press conference. S.C. DOR announced on October 26, 2012 that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack.

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

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

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

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

- Credit Report: A free copy of your Experian credit report.
- Daily 3 Bureau Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- Identity Theft Resolution: If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.

- ExtendCARE: Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- \$1 Million Identity Theft Insurance: As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach Extended fraud resolution and coverage for dependents who are minors announced

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

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

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

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

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

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

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

- Credit Report: A free copy of your Experian credit report.
- Daily 3 Bureau Credit Monitoring: Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- Identity Theft Resolution: If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.

- ExtendCARE: Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
 - \$1 Million Identity Theft Insurance: As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
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Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach Protection for individuals and businesses available at no charge

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

Video of today's Statehouse press conference is available here:
<http://www.youtube.com/watch?v=rYohFHnQaE8>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and today state officials said that information from up to 657,000 businesses was also exposed.

As of Wednesday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 620,000 calls and approximately 418,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

The governor also announced that, starting Friday, Dun & Bradstreet Credibility Corp will offer South Carolina businesses that have filed a tax return since 1998 a CreditAlert product that will alert customers to changes taking place in their business credit file. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner. The cost will be waived for business filing tax returns since 1998. Business owners can visit <http://www.dandb.com/sc/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Dun & Bradstreet Credibility Corp Chairman and CEO Jeff Stibel said, "When our nation or our states are in need, Dun & Bradstreet Credibility Corp. will drop everything to help. We are honored to serve this great state and tremendous governor."

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

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

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

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

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

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Video: Gov. Nikki Haley's Cabinet meeting and media availability

COLUMBIA, S.C. – Governor Nikki Haley held a Cabinet meeting today to discuss how state agencies can assist South Carolina taxpayers affected by the South Carolina Department of Revenue (DOR) information security breach.

Video of the governor's Cabinet meeting is available here: <http://www.youtube.com/watch?v=KxE8KZluW88>

Video of the governor's media availability following the Cabinet meeting is available here:

<http://www.youtube.com/watch?v=0MHg3NXLqnM>

S.C. DOR last week announced that approximately 3.6 million Social Security numbers and 387,000 credit and debit card numbers had been exposed in a cyber attack, and yesterday state officials said that information from up to 657,000 businesses was also exposed.

As of Thursday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 653,000 calls and approximately 521,000 signups for Experian's ProtectMyID program. Access to unlimited fraud resolution beyond the one year enrollment period is included in Experian's ProtectMyID membership and available to any taxpayer affected by DOR's information security breach. Taxpayers who sign up for protection will also be notified – by email or letter – about how to sign up for a "Family Secure Plan" if they claim minors as dependents.

Dun & Bradstreet Credibility Corp will offer South Carolina businesses that have filed a tax return since 1998 a CreditAlert product that will alert customers to changes taking place in their business credit file starting Friday. Even something as simple as a change to a business address or a company officer change would set off an alert to the business owner. The cost will be waived for business filing tax returns since 1998. Business owners can visit <http://www.dandb.com/sc/> beginning Friday or they can call customer service toll free at this dedicated phone number 1-800-279-9881.

Experian is offering those impacted South Carolina businesses Business Credit AdvantageSM - a self-monitoring service that allows unlimited access to a company's business credit report and score. Beginning

Thursday, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

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

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

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

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

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Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Rodd Zolkos [mailto:rzolkos@businessinsurance.com]
Sent: Thursday, November 01, 2012 11:55 AM
To: Taillon, Jeff
Subject: Questions about data breach

Hello Jeff,

As I indicated, I'm working on a story about the data breach the state experienced and would appreciate your help getting some questions answered:

What's the latest on this? Have the numbers of affected victims changed from what's been reported over the past few days? There was a report that business information was also exposed. Is that accurate?

There was a report that state agencies don't encrypt Social Security numbers. Is that accurate? If so, does the state plan to begin encrypting such personal information? What other data security steps are being considered?

Is the state confident it has identified the full extent of that data breach? If not, what steps are being taken to determine what other data might have been compromised?

I saw a story that said the state's cost for providing lifetime credit monitoring and ID theft resolution services for individuals has been capped at \$12 million. Is that accurate?

In addition to the data issues, data breaches are often seen as a reputation threatening event for businesses. Are the governor or others concerned that this data breach might threaten the South Carolina reputation/brand as it looks to attract business to the state? If so, what sort of steps are being taken to protect/restore the state "brand."

Thanks in advance for your help with this. I'm working on this story for Monday's issue, so if you could get back to me by the end of the day that would be great as I'll have to file by mid-day Friday.

Best regards,
Rodd

Rodd Zolkos
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[cid:image001.png@01CDB8DF.354DC780]<http://www.twitter.com/BusInsRZolkos>

Taillon, Jeff

From: CHURCH, LINDSAY <churchl@email.sc.edu>
Sent: Wednesday, October 31, 2012 11:58 AM
To: Taillon, Jeff
Subject: The Greenville News: Hacker gained access to data using employee credentials

The Greenville News: Hacker gained access to data using employee credentials
Revenue director refuses to say if officials know whose number was used
<http://www.greenvilleonline.com/article/20121031/news/310310036/hacker-gained-access-data-using-employee-credentials>
By TIM SMITH

COLUMBIA, SC — South Carolina's identity theft nightmare has grown to include some businesses, and officials have disclosed for the first time that the hacker was able to crack the system by somehow obtaining the credentials of a Department of Revenue employee.

Jim Etter, director of the Revenue Department, disclosed after repeated questioning from senators Monday about the possible impact of the breach on small businesses that an unspecified number of state identity numbers used for corporations had been "compromised" at the same time as 3.6 million Social Security numbers and 387,000 mostly encrypted credit or debit card numbers.

Etter also disclosed Tuesday that the hacker was able to breach the Revenue Department's system by somehow obtaining employee credentials. He said about 250 employees have special credentials that allow them access to the system. He declined to say whether the state knew whose credentials were used.

In other developments related to the breach:

— Gov. Nikki Haley announced that the state had negotiated an agreement with Experian, which is providing identity theft protection and credit monitoring for taxpayers who have filed returns since 1998, to cap costs for taxpayers at \$12 million. Credit monitoring under the service will last for one year but officials say fraud protection will remain for life. Taxpayers can go to www.protectmyid.com/scdor and use the activation code SCDOR123 to begin the process.

— Etter said that 5,000 of the credit or debit card numbers exposed in the hacking are expired cards that can't be used.

— As of noon Tuesday, 310,000 people had enrolled in the identity theft protection plan offered by Experian.

— The charges so far for Mandiant, a computer security firm hired by the Revenue Department to help find any holes in its system and repair them, are \$125,000, officials said.

The disclosures by Etter came five days after Haley first publicly disclosed the breach, the largest in state government history.

The hacker's first intrusion was on Aug. 27 and three more followed before any data was compromised, officials said. The breach was discovered by the U.S. Secret Service, which notified state officials. Law enforcement officials asked Haley not to disclose the hacking until their investigation was developed further.

Haley said Tuesday the breach wasn't a routine hacking job.

"This was a sophisticated hacker who creatively looked at the system," she said. "This was no simple breach." Haley also said there was no "hole" in Revenue Department's system, a statement her spokesman later explained meant there was no error by agency personnel or the system that enabled the breach to occur.

Etter said the only way the hacker could obtain access to the files was by using credentials assigned to an employee there. Senate Finance Committee Chairman Hugh Leatherman stopped further questioning of Etter, saying he didn't want to impair the criminal investigation.

Officials haven't disclosed exactly how the hacker breached the system, which had been reviewed by Haley's inspector general.

Several senators, including Senate Majority Leader Harvey Peeler, asked Etter about the impact of the hacking on businesses. A spokesman for Haley said Monday officials then were unaware of any business information that was compromised.

Etter first told senators that authorities wouldn't know whether business information was on the files breached until after a thorough examination of the files, in about two to four weeks.

"That's not acceptable," Peeler said. "I can't go back to small businesses and say, 'Trust me,'" he said.

Peeler gave Etter until the end of the meeting to determine an answer.

Near the end of the meeting, Etter said he had learned that some state identity numbers used for corporations were in the files that were breached.

Etter said officials will re-number each corporation in their system to help prevent any problems. He said his agency also would look at offering an identity theft protection service for businesses the same way such a service has been offered to individuals in the state.

"I can't tell you how many were compromised," Etter told members of the Senate Finance Committee on Tuesday.

Etter said the numbers aren't the same numbers used by the federal government to identify corporations.

But he gave few other details or promises on how the state would address the issue, and senators ended the meeting grumbling about not getting all the information they wanted.

Peeler explained that senators were transferring their constituents' frustration to Etter but still hoped to hear more.

"Questions are leading answers two to one," he said.

Leatherman was among several senators who said they were dissatisfied.

"I'm getting more frustrated by the moment," he said.

Several senators pressed Etter to develop a different approach for identity theft protection so the state could do the work instead of placing the burden on the taxpayer.

But Etter and Thad Westbrook, an attorney with the law firm of Nelson Mullins hired to assist the agency, said Experian requires each person covered to answer personal information questions to verify their identity, something the agency couldn't readily do. They also said having the Revenue Department to approach Experian raised privacy law concerns.

"Bullfeathers," responded Sen. Phil Leventis of Sumter. "There is no privacy issue. We ought to be the ones holding the bag."

Sen. John Matthews of Orangeburg said the system set up by the Revenue Department doesn't help the elderly, disabled or the many who aren't sophisticated enough to navigate the Experian website or the system, even with assistance by phone.

"I think you are treating taxpayers unfairly," he said. "You are leaving them out in the cold."

Officials said military personnel are being contacted by the U.S. Department of Defense so the Revenue Department can arrange to notify them about the breach and identity theft protection service. Westbrook said out-of-state residents who at one time filed South Carolina returns also will be notified by the agency at some point.

Several senators also wanted to know why the Revenue Department hadn't encrypted Social Security numbers and other information before the hacking.

Etter said the agency's system was designed years ago without encryption. Officials are in the process now of encrypting all information, a process that could take up to 90 days.

Etter said in a conference call Tuesday that officials with 15 of 19 states said they didn't encrypt their information.

Sen. Kevin Bryant of Anderson said he was surprised the agency didn't encrypt all of its files before now.

Sen. Larry Grooms, chairman of the Senate Transportation Committee, said he doesn't believe the agency has been looking out for taxpayers.

"I believe the agency was more interested in squeezing taxpayers than protecting taxpayers," he said.

Leventis asked Etter if anyone would lose their job over the hacking.

Etter repeated Haley's description of the hacking as unavoidable.

Haley earlier said she understood why people wanted to blame someone for what happened.

"This was no issue with someone in the agency," Haley said. "This was not a hole that was within DOR. This was a true, sophisticated breach."

Haley said wait times on the phone calls for Experian have dropped since Friday, also an interest of senators.

Haley blamed the clogged lines on members of the news media, who she said were calling to see if the process worked.

Taillon, Jeff

From: CHURCH, LINDSAY <churchl@email.sc.edu>
Sent: Wednesday, October 31, 2012 11:54 AM
To: Taillon, Jeff
Subject: The Greenville News: Revenue chief says some businesses also at risk in hacking case

The Greenville News: Revenue chief says some businesses also at risk in hacking case

Haley says Experian deal capped at \$12 million

<http://www.greenvilleonline.com/article/20121030/NEWS/310300036/Revenue-chief-says-some-businesses-also-risk-hacking-case>

By TIM SMITH

COLUMBIA, SC — Some South Carolina businesses also are at risk because of a hacking of files at the state Department of Revenue, the agency's director said today.

The revelation came after repeated questions by senators about whether small businesses might have had their information exposed to theft at the same time that 3.6 million Social Security numbers and 384,000 mostly encrypted credit or debit card numbers were.

DOR Director James Etter says that those using Social Security numbers for LLC businesses would be among those whose numbers were exposed.

Etter added that a number of state identification numbers used with corporations also were in the same files. He said he did not know how many and did not explain what types of businesses might carry the numbers.

He said his agency would look at options available to offer credit or identity theft protection for businesses in the same way that the state has offered identity theft protection for individual taxpayers.

Also, Gov. Nikki Haley said today that the state and Experian, the global credit reporting firm, have agreed to cap security costs at \$12 million for the data theft that exposed the Social Security numbers of 3.6 million South Carolinians.

Haley and other state officials gave an update this morning on a hacking incident that may have compromised millions of South Carolina tax returns.

Haley's office held a news conference with State Law Enforcement Division Chief Mark Keel and state Department of Revenue director Jim Etter.

Legislators say officials should be held accountable for the hacking of state Revenue Department computers.

Haley agrees but says it should be the foreign hacker who should be held accountable, not officials in her administration, which includes the Revenue Department.

"The person I hope is disciplined is this international criminal who came in and hacked," she said. "This wasn't an issue where anyone in the agency could have avoided it. This wasn't an issue where someone in state government could have done something to avoid it."

The issue is one of many for legislators who told GreenvilleOnline.com they have questions on behalf of frustrated, angry and fearful constituents in the wake of the largest computer breach in state government history.

The breach, the result of four intrusions that began Aug. 27 and continued until Sept. 13, was discovered Oct. 10, but not disclosed to the public until last Friday at the request of law enforcement officials who have been pursuing the hacker.

In addition to the Social Security numbers, 387,000 mostly encrypted credit and debit card numbers were exposed. Officials say they don't yet know how many of the numbers were actually taken.

Law enforcement officials have declined to answer specific questions about the investigation, describing it as "sensitive" and "complex."

Taillon, Jeff

From: Office of the Governor Site Support <cmitchell@florencenews.com>
Sent: Tuesday, October 30, 2012 12:07 PM
To: Taillon, Jeff
Subject: Press Request

Organization: Florence Morning News
Name: Tucker Mitchell
Deadline: 10-30-2012

Telephone: 843-317-7250
Email: cmitchell@florencenews.com

Request:

Cyber Attack calls from readers rolling in. Answers to a few common questions would be helpful:

- * How and when will people know their numbers were part of those hacked?
- * Are any steps being taken to make more live people available for questions? Many callers report an inability to get through to a live operator, even though that's what they want to do.
- * What assurances are there that this will action be sufficient to protect the hacked numbers?

This may be covered in press releases forthcoming, etc., but haven't seen it so far.

Taillon, Jeff

From: CHURCH, LINDSAY <churchl@email.sc.edu>
Sent: Wednesday, October 31, 2012 11:25 AM
To: Taillon, Jeff; Godfrey, Rob
Subject: Nondaily clips

Nondaily Newspaper Clips - Wednesday, October 31, 2012

Governor Nikki Haley News

S.C. taxpayers have more time to respond to cyber attack

<http://www.blufftontoday.com/bluffton-news/2012-10-29/sc-taxpayers-have-through-next-year-respond-cyber-attack>

S.C. taxpayers jam phones after data breach

<http://www.thepeoplesentinel.com/news/sc-taxpayers-jam-phones-after-data-breach>

<http://www.blufftontoday.com/bluffton-news/2012-10-31/sc-taxpayers-jam-phones-after-data-breach>

<http://www.jaspercountysun.com/news/taxpayers-jam-phones-after-data-breach>

S.C. DOR hack shows frailty of online records

<http://www.chronicle-independent.com/section/49/article/18641/preview/>

State responds to cyber attack

<http://www.newsandpressonline.com/>

Response to stolen DOR data

http://www.gaffneylegger.com/news/2012-10-31/Front_Page/Response_to_stolen_DOR_data.html

S.C. Department of Revenue responds to cyber attack

<http://www.dillonheraldonline.com/2012/10/28/s-c-department-of-revenue-responds-to-cyber-attack/>

<http://www.edgefieldadvertiser.com/2012/10/sc-department-of-revenue-responds-to-cyber-attack/>

<http://www.ourgazette.com/news/SC-Department-of-Revenue-Responds-to-Cyber-Attack>

<http://www.journalscene.com/news/SC-Department-of-Revenue-Responds-to-Cyber-Attack>

SC Social Security numbers hacked; State paying for protection

<http://www.gtowntimes.com/local/SC-Social-Security-numbers-hacked2012-10-31T04-26-46>

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

<http://www.moultrienews.com/news/Video--Haley--Keel--Etter-update-reporters-Tuesday-on-DOR-information-security-breach>

Gov. Haley provides social security number hacking situation update

<http://www.gtowntimes.com/local/Gov--Haley-provides-social-security-number-hacking-situation>

Hacked!

http://www.gaffneylegger.com/news/2012-10-29/Front_Page/HACKED.html

State's cost for credit protection service capped at \$12 million

<http://www.charlestoncitypaper.com/TheBattery/archives/2012/10/30/states-cost-for-credit-protection-service-capped-at-12-million>

SC taxpayers' privacy violated; 3.6 million Social Security numbers hacked

<http://www.fortmilltimes.com/2012/10/26/2290591/sc-taxpayers-privacy-violated.html>

Financial information of 3.6 million South Carolinians stolen by international hacker

http://www.free-times.com/index.php?cat=1992912064017974&ShowArticle_ID=11013010124631999

Hacker steals 3.6 million Social Security numbers from S.C. Department of Revenue

<http://www.thepeoplesentinel.com/news/hacker-steals-36-million-social-security-numbers-sc-department-revenue>

Hacker gains access to 3 million SC tax returns

<http://www.enquirerherald.com/2012/10/26/2145414/sc-tax-returns-exposed-by-computer.html>

3.6 million Social Security numbers stolen after S.C. Department of Revenue hacked

<http://www.jaspercountysun.com/news/36-million-social-security-numbers-stolen-after-sc-department-revenue-hacked>

Millions of social security numbers stolen in SC

<http://www.gtowntimes.com/search/Millions-of-social-security-numbers-stolen-in-SC>

Cyber attack on S.C. Department of Revenue exposes 3.6 million

<http://www.blufftontoday.com/bluffton-news/2012-10-26/cyber-attack-sc-department-revenue-exposes-36-million>

SCDOR breach exposes Social Security, debit and credit info

<http://www.carolinagatewayonline.com/content/scdor-breach-exposes-social-security-debit-and-credit-card-info>

DOR breach exposes security, debit and credit card info

<http://www.onlinechester.com/content/dor-breach-exposes-security-debit-and-credit-card-info>

SCDOR computers exposed to cyber attack

<http://thewilliamstonjournal.com/2012/10/29/scdor-computers-exposed-to-cyber-attack/>

All S.C. taxpayers warned of cyber attack

<http://www.hamptoncountygardian.com/news/all-sc-taxpayers-warned-cyber-attack>

Domtar announces \$30 million investment in Marlboro Mill

<http://www.heraldadvocate.com/Default.aspx>

Plant means 25 new jobs

<http://www.ourgazette.com/news/Plant-means-25-new-jobs>

AP vet Davenport receives Order of Palmetto

<http://www.enquirerherald.com/2012/10/26/2145274/ap-vet-davenport-receives-order.html>

Amazon to hire 3,000 for Holidays

<http://lexingtonchronicle.com/>

Ga. Officials hope harbor-deepening decision signals end to disputes

<http://www.blufftontoday.com/bluffton-news/2012-10-30/ga-officials-hope-harbor-deepening-decision-signals-end-disputes>

Newsome highlights harbor deepening, business growth during State-of-the-Port Address

<http://www.moultrienews.com/news/Newsome-Highlights-Harbor-Deepening--Business-Growth--During-State-of-the-Port-Address>

Haley endorses Martin in Senate race

http://www.theeasleyprogress.com/view/full_story/20615478/article-Haley-endorses-Martin-in-Senate-race?instance=search_results

Supreme Court Justice Kaye Hearn joins state's most admired women
<http://www.myhorrynews.com/editionviewer/default.aspx?Edition=353c3cd4-04d5-47fc-a1e8-7c7bac59e4e1&Page=d07c64bf-88e6-4257-a2d1-747b04b6b024>

KCSD could maintain own bus system
<http://www.chronicle-independent.com/section/45/article/18563/preview/>

Sell state-owned planes if their use is a problem
http://www.gaffneyledger.com/news/2012-10-24/Columns/THEIR_VIEW.html

South Carolina news

Jobless rate down 2.5 percent in September
<http://www.heraldadvocate.com/Default.aspx>

County jobless rate declines
<http://www.thelancasternews.com/content/county-jobless-rate-declines>

NAACP warns voters about election hoax circulating the Internet
<http://www.thepeoplesentinel.com/node/54381>

NRA honors two state lawmakers
http://thecherawchronicle.com/view/full_story/20588178/article-NRA-honors-two-state-lawmakers?

Mulvaney shows 'talent for numbers' during first term in U.S. House
<http://www.lakewyliepilot.com/2012/10/21/1701553/mulvaney-shows-talent-for-numbers.html>

Average price of gas falls dramatically
<http://www.dillonheraldonline.com/2012/10/24/average-price-of-gas-falls-dramatically/>

Next week, the future will be in our hands
<http://www.blufftontoday.com/bluffton-opinion/2012-10-31/next-week-future-will-be-our-hands>

Election Guide 2012
http://www.free-times.com/index.php?cat=1992912064017974&ShowArticle_ID=11013010124217309

Truth vs. Myth- the 2012 General Election
<http://www.edgefieldadvertiser.com/2012/10/truth-vs-myth-2012-general-election/>

Brady and Bernstein Battle for House District 7
http://www.free-times.com/index.php?cat=1992912064017974&ShowArticle_ID=11013010124231362

City seeks AG's opinion on C-I FOIA
<http://www.chronicle-independent.com/section/39/article/18653/preview/>

Taillon, Jeff

From: Batson, Jesse (CMG-Charlotte) <jesse.batson@wsoc-tv.com>
Sent: Monday, October 29, 2012 10:58 AM
To: Taillon, Jeff
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Thanks

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Monday, October 29, 2012 10:57 AM
To: Batson, Jesse (CMG-Charlotte)
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Yes. We will post it as soon as possible.

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Batson, Jesse (CMG-Charlotte) [mailto:jesse.batson@wsoc-tv.com]
Sent: Monday, October 29, 2012 10:55 AM
To: Taillon, Jeff
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Jeff, do you know if this press conference will be available on YouTube again?

We tried to get the live feed from CNN, but I guess there were some issues with that.

-Jesse

From: Assignment (CMG-Charlotte)
Sent: Monday, October 29, 2012 8:53 AM
To: 'Taillon, Jeff'
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Thanks Jeff

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Monday, October 29, 2012 8:20 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY
State officials will provide update on S.C. DOR information security breach

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR

information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

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

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

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

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

Taillon, Jeff

From: Assignment (CMG-Charlotte) <assignment@wsoc-tv.com>
Sent: Monday, October 29, 2012 8:53 AM
To: Taillon, Jeff
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Thanks Jeff

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Monday, October 29, 2012 8:20 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY *State officials will provide update on S.C. DOR information security breach*

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

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

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

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

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

Taillon, Jeff

From: Rita ██████████ <██████████@charter.net>
Sent: Monday, October 29, 2012 8:49 AM
To: Taillon, Jeff
Subject: Re: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

My people are most concerned about giving ss# to a private company. Thoughts? Rita
Sent from my Verizon Wireless 4G LTE DROID

"Taillon, Jeff" <JeffTaillon@gov.sc.gov> wrote:

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

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

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

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

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

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

-###-

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

Taillon, Jeff

From: Danalynn McIntyre <danalynn.mcintyre@wrwd.com>
Sent: Monday, October 29, 2012 8:44 AM
To: Taillon, Jeff
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Got it this time...thanks!

Dana Lynn McIntyre
Assignment Manager
WRDW Television
1301 Georgia Avenue
North Augusta, SC 29841
(803) 278-3111
danalynn.mcintyre@wrwd.com
www.wrdw.com

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Monday, October 29, 2012 8:36 AM
To: Newsroom
Subject: FW: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

All,

Just wanted to make sure y'all had seen this. Let me know if I can be of service.

Jeff

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Taillon, Jeff
Sent: Monday, October 29, 2012 8:20 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY *State officials will provide update on S.C. DOR information security breach*

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

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

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

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

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

Taillon, Jeff

From: Fraendy Clervaud <fclervaud@wach.com>
Sent: Saturday, October 27, 2012 10:24 AM
To: Taillon, Jeff
Cc: Godfrey, Rob
Subject: Follow up on SC Cyber Attack

Hey Jeff,

Per our conversation this morning I would like to interview someone on-camera today regarding the SC cyber attack. Anyone from the governor's office, SLED, SC Dept of Revenue would be fine. Here are some of the questions:

1. Any new information on the number of people affected?
2. Phone lines yesterday were extremely busy. Are there new numbers to call? Are there more customer service reps?
3. Any word on WHEN they'll have an idea exactly whose information was compromised?
4. Explain the \$1 million id theft insurance policy?
5. Has there been any complaints from SC residents about accounts, credit cards, loans being opened in their names?

Thanks again Jeff. Btw I wanted to know if I could have these questions answered or an interview set up by 3pm today. Let me know.

Fraendy Clervaud

Anchor/Reporter
Good Day Columbia
1400 Pickens Street
Columbia SC, 29201
803-609-0269 (Cell)
803-252-6397 (Newsroom)
www.midlandsconnect.com

Taillon, Jeff

From: Ashley Byrd <abyrd@southcarolinaradionetwork.com>
Sent: Friday, October 26, 2012 5:53 PM
To: Taillon, Jeff
Subject: RE: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Jeff,
What is the Secret Service official's name – the one at the press conference?

Ashley Byrd
News Director
South Carolina Radio Network
803-790-4300
www.southcarolinaradionetwork.com
@scrnnews

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Friday, October 26, 2012 11:32 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, an official from the United States Secret Service, Jim Etter, Director of the South Carolina Department of Revenue (DOR) and Inspector General Patrick Maley will hold a press conference TODAY, Friday, October 26, at 1:30 PM. The press conference will be held at SLED headquarters.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, U.S. Secret Service, DOR Director Jim Etter and Inspector General Patrick Maley

WHAT: Press conference

WHEN: TODAY, Friday, October 26, 1:30 PM

WHERE: SLED headquarters, 4400 Broad River Road, Columbia S.C.

Note: Media should gather in SLED's lobby and will be escorted to SLED's media room.

-###-

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

Taillon, Jeff

From: McQuary, Anne <amcquary@WLTX.GANNETT.COM>
Sent: Friday, October 26, 2012 5:00 PM
To: Taillon, Jeff
Subject: RE: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions

Jeff,

So still just the one number? Do we know if they are adding operators to handle the call volume? Have we asked them if they can go 24/7 to handle the volume?? Hearing from folks that you can add family members once you are online, another caller said you can't. So if you get through, can you do yourself and other family members. What about children who have SS#' can they be added?

Thanks

Anne

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Friday, October 26, 2012 4:32 PM
To: McQuary, Anne
Subject: FW: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions
Importance: High

Anne,

I think this should help answer your questions. If there is anything else that I can do for you to be of service please let me know.

Jeff

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Godfrey, Rob
Sent: Friday, October 26, 2012 4:28 PM
Subject: UPDATE - Video: Gov. Nikki Haley, SLED, U.S. Secret Service, S.C. DOR respond to cyber attack with consumer safety solutions
Importance: High

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

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

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

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

1. Call 1-866-578-5422 where you will enroll in a consumer protection service. **The call center is open 9:00 AM – 9:00 PM EST on Monday through Friday and 11:00 AM – 8:00 PM EST on Saturday and Sunday.**
2. Then you will determine if you wish to have an online or US Mail alert mechanism.
3. For the online service, visit <http://www.protectmyid.com/scdor>. For the US Mail service, you will receive notifications via the US mail.

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

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

Taillon, Jeff

From: Natalie Denning <natalied@portal.sc.gov>
Sent: Friday, October 26, 2012 4:19 PM
To: Taillon, Jeff
Cc: Tanveer Ahmed
Subject: RE: DOR Alert

Jeff,

It is now on all pages. I have checked different screens to see if it wraps around onto a second line, as you mentioned. It does that on my iPhone, but not on any desktop I've checked. I had a couple of others look at it in our office, and it only seemed to wrap around on a very small screen size. I could try to fix that, but, unfortunately, it would probably not look as good on regular size screens. I will try to tweak it if I can though. Let me know if you are seeing it on a screen size larger than phone-size.

--

Natalie Denning
Web Designer
803.771.0131 x114
803.451.4824 | Direct Line

1301 Gervais Street, Suite 710
www.sc.gov

From: Taillon, Jeff [<mailto:JeffTaillon@gov.sc.gov>]
Sent: Friday, October 26, 2012 3:58 PM
To: Natalie Denning
Cc: Tanveer Ahmed
Subject: RE: DOR Alert

Go ahead and make it all pages. In this case more is better.

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Natalie Denning [<mailto:natalied@portal.sc.gov>]
Sent: Friday, October 26, 2012 3:39 PM
To: Taillon, Jeff
Cc: Tanveer Ahmed
Subject: RE: DOR Alert

It is now live – on the home page only. Did you want this on all pages?

--

Natalie Denning
Web Designer
803.771.0131 x114
803.451.4824 | Direct Line

1301 Gervais Street, Suite 710

From: Taillon, Jeff [<mailto:JeffTaillon@gov.sc.gov>]
Sent: Friday, October 26, 2012 3:37 PM
To: Natalie Denning
Cc: Tanveer Ahmed
Subject: RE: DOR Alert

Good. Update as soon as possible. Let me know when it is live.

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Natalie Denning [<mailto:natalied@portal.sc.gov>]
Sent: Friday, October 26, 2012 3:35 PM
To: Taillon, Jeff
Cc: Tanveer Ahmed
Subject: RE: DOR Alert

Jeff,

Please see screen shot below. Did you want the phone number to look like a button? That may be confusing since it won't link anywhere (or did you want it to link somewhere?).

South Carolina
Office of the Governor
NIKKI R. HALEY

[HOME](#) [ABOUT](#) [NEWS](#) [EXECUTIVE OFFICE](#) [INSPECTOR GENERAL](#) [LEGISLATIVE REPORT CARDS](#)

S.C. Dept. of Revenue Cyber Attack: [Cyber Attack Info](#) [Call Help Line 1-866-578-5422](#) [Exp...](#)



For more information about the Executive Office of Governor Nikki R. Haley, including commissions, the Office of Executive Policy and Programs, gubernatorial proclamation executive orders, see the [Executive Office section](#) of this site.

Natalie Denning

Web Designer

803.771.0131 x114

803.451.4824 | Direct Line

1301 Gervais Street, Suite 710

www.sc.gov

From: Taillon, Jeff [<mailto:JeffTaillon@gov.sc.gov>]
Sent: Friday, October 26, 2012 3:26 PM
To: Natalie Denning
Cc: Tanveer Ahmed
Subject: RE: DOR Alert

Good start. We will need a 3rd button. The first should stay the same. The second should be Call Help Line 1-866-578-5422. Third should stay the same

Increase the size of the wording and buttons. I want it to be on one line but as prominent as possible.

Thanks for your help with this.

Jeff

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

From: Natalie Denning [<mailto:natalied@portal.sc.gov>]
Sent: Friday, October 26, 2012 3:02 PM
To: Taillon, Jeff
Cc: tanveer@portal.sc.gov
Subject: DOR Alert

Jeff,

Please see the screen shot below for what I've added and let me know what changes are needed before making it live. Also, does this need to appear only on the home page or on all pages of the site?

The two buttons I created go to the following URLs:

Cyber Attack Info:
<http://www.sctax.org/security.htm>

Experian ProtectMyID Alert System:
<http://www.protectmyid.com/scdor>

I'll also add a border to the top of the slideshow to divide it some from these buttons.

South Carolina
Office of the Governor
NIKKI R. HALEY

HOME ABOUT NEWS EXECUTIVE OFFICE INSPECTOR GENERAL LEGISLATIVE REPORT CA

S.C. Dept. of Revenue Cyber Attack:

[Cyber Attack Info](#)

[Experian ProtectMyID Alerts](#)



For more information about the Executive Office of Governor Nikki R. Haley, including commissions, the Office of Executive Policy and Programs, gubernatorial proclamations and executive orders, see the [Executive Office section](#) of this site.

Natalie Denning

Web Designer

803.771.0131 x114

803.451.4824 | Direct Line

1301 Gervais Street, Suite 710

www.sc.gov

Taillon, Jeff

From: Harriet [REDACTED] <[REDACTED]@gmail.com>
Sent: Monday, October 29, 2012 9:44 AM
To: Taillon, Jeff
Subject: Re: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Jeff, hi and thanks.

Will there be any new information in this press conference?

That is, will state officials be able to say if they know how many Social Security numbers were compromised? I realized the file of 3.6 million numbers was accessed and information was exposed, but do they know how much information was actually taken?

Also, will they address the problems with the 800 number, answer questions about the progress of the investigation and answer questions about how much the problem is going to cost taxpayers?

If I'd had this release yesterday, I could have planned to attend. Will you send a press release and a video? Or is the press conference going to be on ETV or a live podcast?

Thanks much,
Harriet

On Mon, Oct 29, 2012 at 8:19 AM, Taillon, Jeff <JeffTaillon@gov.sc.gov> wrote:

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

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

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, South Carolina Department of Revenue (DOR) Director Jim Etter and other officials will hold a press conference TODAY, Monday, October 29, at 10:00 AM to update the people of South Carolina on the DOR information security breach and reiterate what every South Carolinian can and should do to protect themselves. The press conference will be held in the first floor lobby of the Statehouse.

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

WHAT: DOR information security breach update

WHEN: TODAY, Monday, October 29, 10:00 AM

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

-###-

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

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Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
harrietmcleod@gmail.com

Taillon, Jeff

From: Harriet McLeod <harriemcleod@gmail.com>
Sent: Friday, October 26, 2012 3:04 PM
To: Taillon, Jeff
Subject: Jeff, do you have a press release to send yet? We just want to ...

Follow Up Flag: Follow up
Flag Status: Completed

... do something short and then we will watch the investigation with interest.

Thanks,
Harriet

--
Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
harriemcleod@gmail.com

Taillon, Jeff

From: Natalie Denning <natalied@portal.sc.gov>
Sent: Friday, October 26, 2012 3:02 PM
To: Taillon, Jeff
Cc: tanveer@portal.sc.gov
Subject: DOR Alert

Jeff,

Please see the screen shot below for what I've added and let me know what changes are needed before making it live. Also, does this need to appear only on the home page or on all pages of the site?

The two buttons I created go to the following URLs:

Cyber Attack Info:

<http://www.sctax.org/security.htm>

Experian ProtectMyID Alert System:

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

I'll also add a border to the top of the slideshow to divide it some from these buttons.

South Carolina
Office of the Governor
NIKKI R. HALEY

HOME ABOUT NEWS EXECUTIVE OFFICE INSPECTOR GENERAL LEGISLATIVE REPORT CARD

S.C. Dept. of Revenue Cyber Attack:

Cyber Attack Info

Experian ProtectMyID Alert



For more information about the Executive Office of Governor Nikki R. Haley, including commissions, the Office of Executive Policy and Programs, gubernatorial proclamations, and executive orders, see the [Executive Office](#) section of this site.

Natalie Denning

Web Designer

803.771.0131 x114

803.451.4824 | Direct Line

1301 Gervais Street, Suite 710

www.sc.gov

Taillon, Jeff

From: Beeker, LaDonna <lbeeker@wistv.com>
Sent: Friday, October 26, 2012 2:59 PM
To: Taillon, Jeff
Subject: RE: Press Request

Follow Up Flag: Follow up
Flag Status: Completed

Thanks Jeff. I really appreciate it.
Does she expect to endorse any others in the upcoming week before the election?

In another situation, we are getting reports that the number concerning the identity breach isn't working or saying "all circuits are busy." Is there another phone number or is this a result of the high call volume?

LaDonna

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

From: Taillon, Jeff [mailto:JeffTaillon@gov.sc.gov]
Sent: Friday, October 26, 2012 2:56 PM
To: Beeker, LaDonna
Subject: RE: Press Request

LaDonna,

Governor Haley has endorsed the following candidates:

State Sen. Lee Bright
State Senate candidate Deedee Vaughters
State Sen. Larry Martin
State Senate candidate Greg Hembree
State Senate candidate Tony Barwick

Let me know if there is anything else that I can do to be of service.

Jeff

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

From: Office of the Governor Site Support [mailto:lbeeker@wistv.com]
Sent: Friday, October 26, 2012 12:51 PM
To: Taillon, Jeff
Subject: Press Request

Organization: WIS
Name: LaDonna Beeker
Deadline: 10-31-2012

Telephone: 803-309-6518
Email: lbeeker@wistv.com

Request:

Will you send me a list of the candidates, including any petition candidates, that Gov. Haley has endorsed for the November election?

Thank you.

LaDonna Beeker

WIS-TV

Investigative Producer

Taillon, Jeff

From: Harriet McLeod <harrietmcleod@gmail.com>
Sent: Friday, October 26, 2012 2:35 PM
To: Taillon, Jeff
Subject: Re: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Thanks, Jeff.

Harriet

On Fri, Oct 26, 2012 at 2:26 PM, Taillon, Jeff <JeffTaillon@gov.sc.gov> wrote:
Harriet,

As we try to do with all of the Governor's press conferences we will put up a video at www.youtube.com/nikkihaley as soon as possible. We will also be sending out a press release.

If you have any other questions just let me know.

Jeff

From: Harriet McLeod [<mailto:harrietmcleod@gmail.com>]
Sent: Friday, October 26, 2012 02:11 PM
To: Taillon, Jeff
Subject: Re: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Jeff,

Are you going to put out a statement, press release or video of this press conference?

Thanks,
Harriet

On Fri, Oct 26, 2012 at 11:32 AM, Taillon, Jeff <JeffTaillon@gov.sc.gov> wrote:

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, an official from the United States Secret Service, Jim Etter, Director of the South Carolina Department of Revenue (DOR) and Inspector General Patrick Maley will hold a press conference TODAY, Friday, October 26, at 1:30 PM. The press conference will be held at SLED headquarters.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, U.S. Secret Service, DOR Director Jim Etter and Inspector General Patrick Maley

WHAT: Press conference

WHEN: TODAY, Friday, October 26, 1:30 PM

WHERE: SLED headquarters, 4400 Broad River Road, Columbia S.C.

Note: Media should gather in SLED's lobby and will be escorted to SLED's media room.

-###-

Jeff Taillon

(803) 734-5129|Direct Line

(803) 767-7653|Cell

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Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
harrietmcleod@gmail.com

--

Harriet McLeod
Reuters America
www.reuters.com

Charleston, South Carolina
843-270-4619 (mobile)
harrietmcleod@gmail.com

Taillon, Jeff

From: Office of the Governor Site Support <ellism@independentmail.com>
Sent: Friday, October 26, 2012 2:03 PM
To: Taillon, Jeff
Subject: Press Request

Organization: Independent Mail
Name: Mike Ellis
Deadline: 10-26-2012

Telephone: 8643760787
Email: ellism@independentmail.com

Request:
Hi,

It seems that the website given to state residents to find out if their information has been hacked is not live, crashed or otherwise had issues because it redirects users to the main home page of protectmyid.com.

Is the intent to make residents pay a monthly fee to see if the state compromised their information? Is there a better website we can direct our readers to?

If the intent was not to make people pay a fee for an apparent breach on the state's end, what went wrong with the website address that was sent to the public and the media? And when will it be fixed?

When can residents check, without buying a particular service, to see if their information has been compromised?

Thanks,

Mike Ellis
Independent Mail
864-376-0787
ellism@independentmail.com

Taillon, Jeff

From: Moura, Sophia B <smoura@hearst.com>
Sent: Friday, October 26, 2012 12:51 PM
To: Taillon, Jeff
Subject: Re: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Please unsubscribe me.

--

Sophia Banay Moura
Features Editor
Marie Claire
300 West 57th Street
New York, NY 10019
(212) 841-8447



From: <Taillon>, Jeff <JeffTaillon@gov.sc.gov>
Date: Friday, October 26, 2012 11:32 AM
To: "Taillon, Jeff" <JeffTaillon@gov.sc.gov>
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

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-###-

Jeff Taillon
(803) 734-5129|Direct Line
(803) 767-7653|Cell

Taillon, Jeff

From: Neal, Sharranda <sneal@wltx.gannett.com>
Sent: Friday, October 26, 2012 12:17 PM
To: Taillon, Jeff
Cc: Jacoby, Marybeth; Godfrey, Rob; Cooke, Scott
Subject: FW: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Hi Jeff,

The email you sent out earlier, was forwarded to us from another news organization. No one here at News19 WLTX-TV received it.

When you get a chance, would you please add the following email addresses to your listserv?

News19@wltx.com

MJacoby@wltx.gannett.com

SACooke@wltx.gannett.com

SNeal@wltx.gannett.com

TSantaella@wltx.gannett.com

Thanks,

Sharranda Neal
Content Manager
News19 WLTX-TV
Address: 6027 Garners Ferry Road
Columbia, S.C. 29209
Phone: (803) 695-3741
Cell Phone: (803) 429-9021
Fax: (803) 776-1791

From: Taillon, Jeff [<mailto:JeffTaillon@gov.sc.gov>]
Sent: Friday, October 26, 2012 11:32 AM
To: Taillon, Jeff
Subject: Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

Gov. Nikki Haley, SLED Chief Mark Keel, others to hold press conference TODAY

COLUMBIA, S.C. – Governor Nikki Haley, South Carolina Law Enforcement Division (SLED) Chief Mark Keel, an official from the United States Secret Service, Jim Etter, Director of the South Carolina Department of

Revenue (DOR) and Inspector General Patrick Maley will hold a press conference TODAY, Friday, October 26, at 1:30 PM. The press conference will be held at SLED headquarters.

WHO: Gov. Nikki Haley, SLED Chief Mark Keel, U.S. Secret Service, DOR Director Jim Etter and Inspector General Patrick Maley

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