

**From:** Ozzie Fonseca <ofonseca@experianinteractive.com>  
**To:** Veldran, KatherineKatherineVeldran@gov.sc.gov  
**Date:** 11/19/2012 12:15:58 PM  
**Subject:** RE: \*\*Updates / Please call Senator Williams

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Our escalation agent left her desk number for a direct call.

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



Experian Consumer Direct  
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**From:** Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]  
**Sent:** Monday, November 19, 2012 9:12 AM  
**To:** Ozzie Fonseca  
**Subject:** RE: \*\*Updates / Please call Senator Williams

Was he given a specific 800 number to use when following up? Or the same one given to the public?

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**From:** Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]  
**Sent:** Monday, November 19, 2012 12:10 PM  
**To:** Veldran, Katherine  
**Cc:** Greg Young  
**Subject:** RE: \*\*Updates / Please call Senator Williams

A message was left for the Senator on Friday and we are waiting on a call back so we can assist.

Thanks

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



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**From:** Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]  
**Sent:** Monday, November 19, 2012 6:24 AM  
**To:** Ozzie Fonseca  
**Cc:** Greg Young  
**Subject:** Re: \*\*Updates / Please call Senator Williams

We have a call with Senator Williams this morning.  
What is his status?

On Nov 16, 2012, at 11:31 AM, "Ozzie Fonseca" <[ofonseca@experianinteractive.com](mailto:ofonseca@experianinteractive.com)> wrote:

Katherine:

I'll have the senator called monetarily, and I will call you in a few minutes to discuss to questions.

Thanks

**Ozzie Fonseca, CIPP/US**  
**Senior Director, Data Breach Resolution**  
<[image003.jpg](#)>  
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**From:** Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]  
**Sent:** Friday, November 16, 2012 7:45 AM  
**To:** Ozzie Fonseca; Greg Young  
**Subject:** \*\*Updates / Please call Senator Williams

Ozzie and Greg,  
Just checking the status of the constituent questions from this week – have they been completed?

We have a Senator who “timed out” during his enrollment process – he called the call center and they told him he would receive a notice in the mail in 10 days with an activation code to complete the process. It’s been 15+ days and he hasn’t received the notice. He is extremely worried at this point. Can you please have someone call Senator Williams to complete his enrollment process?

Senator Kent Williams

843-430-5983

[kentlogan@aol.com](mailto:kentlogan@aol.com)

He is expecting the call.

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)