

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 6:30 PM
To: Godfrey, Rob
Cc: Stirling, Bryan
Subject: RE: Experian PR contact

We are getting together a response on about 10 questions she threw into one email. Will run response by you first.

GY

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

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

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Saturday, October 27, 2012 2:58 PM
To: Greg Young
Cc: Stirling, Bryan
Subject: Re: Experian PR contact

What are y'all providing to the P and C?

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

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Saturday, October 27, 2012 02:47 PM
To: Godfrey, Rob
Subject: RE: Experian PR contact

Got it

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

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

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Saturday, October 27, 2012 11:43 AM
To: Greg Young; Stirling, Bryan
Subject: Re: Experian PR contact

Greg -- Diette Courrege, The Charleston Post and Courier, 8439375546 dcourrege@postandcourier.com

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

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Friday, October 26, 2012 10:48 PM
To: Stirling, Bryan
Cc: Godfrey, Rob
Subject: RE: Experian PR contact

Rob -

We'll be sending a statement out to you in the very near future; just wordsmithing a couple items. I understand the late night news is about to kick in, and we may miss that window, but again -- want to say this correctly and communicate that we are in control.

Greg

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701

greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

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

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]
Sent: Friday, October 26, 2012 5:59 PM
To: Greg Young
Cc: Godfrey, Rob
Subject: RE: Experian PR contact

Greg,
Please send us that statement so Rob can look at it and decide how to handle.
Thank you.

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

From: Greg Young [mailto:Greg.Young@experianinteractive.com]
Sent: Friday, October 26, 2012 7:38 PM
To: Stirling, Bryan
Subject: Re: Experian PR contact

Bryan,

Still on call. Have some message points but getting more. Apologies for delay.

GY

Greg Young, APR
Experian Consumer Direct
Director, Public Relations /Consumer Engagement
949-294-5701

Sent by my iPhone

On Oct 26, 2012, at 3:48 PM, "Stirling, Bryan" <BryanStirling@gov.sc.govmailto:BryanStirling@gov.sc.gov>> wrote:

That works for me. Thank you.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Friday, October 26, 2012 6:47 PM
To: Stirling, Bryan
Cc: Ozzie Fonseca; Greg Young; Thad Westbrook
Subject: RE: Experian PR contact

Bryan:

As long as the call center is recording the message, I would suggest stating that people have until January 31st ,2013 to request an activation code. If that works for you I'll have them add that language immediately.

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<mailto:ozzie.fonseca@experian.com><mailto:ozzie.fonseca@experian.com>

Blog: www.Experian.com/blogs/data-breach<<http://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><http://www.Twitter.com/Experian_DBR>

Visit us at <http://www.experian.com/databreach>

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"Stirling, Bryan" <BryanStirling@gov.sc.gov<<mailto:BryanStirling@gov.sc.gov>>> wrote:

Thank you.

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

From: Ozzie Fonseca [<mailto:ofonseca@experianinteractive.com>]

Sent: Friday, October 26, 2012 6:35 PM

To: Stirling, Bryan

Cc: Greg Young; Thad Westbrook

Subject: RE: Experian PR contact

Bryan:

I spoke with our call center and they found a way to record the message in eastern terms. That will be done within the next 60 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<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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-----Original Message-----

From: Stirling, Bryan [mailto:BryanStirling@gov.sc.gov]
Sent: Friday, October 26, 2012 3:23 PM
To: Ozzie Fonseca
Cc: Greg Young; Thad Westbrook
Subject: RE: Experian PR contact

Thank you, call him now.

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

From: Ozzie Fonseca [mailto:ofonseca@experianinteractive.com]
Sent: Friday, October 26, 2012 6:22 PM
To: Stirling, Bryan
Cc: Greg Young; Thad Westbrook
Subject: Experian PR contact

Bryan:

Here is our PR contact:

Greg Young
949 567-3791
Greg.Young@experianinteractive.com<<mailto:Greg.Young@experianinteractive.com>>

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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Godfrey, Rob

From: Courrege, Diette <dcourrege@postandcourier.com>
Sent: Saturday, October 27, 2012 9:02 PM
To: Greg Young
Cc: Godfrey, Rob; O'Quinn, Cleve
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

Greg,

I just want it to be clear that I sent you these questions at 4 p.m. and I'm pasting below the responses I've received. Our preference is to be able to answer these questions for the public. But in the event that you do not respond in the next 15 minutes with the answers, the article will make it clear that the Governor's Office referred questions to you, and you refused to provide the information.

Thanks.
Diette

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
3. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.**

Diette Courrege Casey
The Post and Courier
134 Columbus St.
Charleston, S.C. 29403
843.937.5546
843.937.5579 fax
dcourrege@postandcourier.com
<http://www.facebook.com/diettecourrege>

From: Courrege, Diette
Sent: Saturday, October 27, 2012 3:58 PM

To: 'Greg Young'

Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

A conversation might be easier once you look at these, but happy to take your e-mail responses, too. Appreciate your help with this.

-
- How many folks have signed up for the credit protection thus far?
- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up).
- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experian service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now.
- Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it.
- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX.
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?
- Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday?
- One of the press releases said you'll provide consumers with "access to fraud resolution agents and services beyond the first year." What does that mean? Will we have to pay for that, or will the cost to access them be covered if the theft is somehow associated with this security breach? Just didn't understand what that meant.
- One reader asked me if your SSN and credit card number were involved in this breach, those who accessed it could wait years before using it to affect your finances. Is that true? And if so, wouldn't it make sense to have Experian for longer than one year? Why the one-year threshold?
- In addition to Experian, the state recommended the following: review your credit reports regularly, place fraud alerts with the three credit bureaus and place a security freeze on financial and credit information with the three credit bureaus. Are those services that you can provide to SC residents, and if so, are they covered by the state?
- What am I not asking that you want to make sure you say?

From: Greg Young [mailto:Greg.Young@experianinteractive.com]

Sent: Saturday, October 27, 2012 2:52 PM

To: Courrege, Diette

Subject: From Greg Young at Experian, re; questions related to data breach resolution

Diette,

Rob Godfrey asked that I get in touch with you regarding some questions you have. I apologize for the need to do this in email, but there is a lot going on, numbers are involved and I want to make sure I am getting you accurate information and in a format that is clear.

Please shoot me a list of questions and I will respond as quickly as possible.

Best,

Greg

Greg Young, APR

Director
Public Relations

Experian Consumer Services

Godfrey, Rob

From: Courrege, Diette <dcourrege@postandcourier.com>
Sent: Saturday, October 27, 2012 9:18 PM
To: Godfrey, Rob
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

Really appreciate your help today.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Saturday, October 27, 2012 9:14 PM
To: Courrege, Diette
Subject: Re: From Greg Young at Experian, re; questions related to data breach resolution

Thanks for your patience. You should hear from the company shortly.

From: Courrege, Diette [mailto:dcourrege@postandcourier.com]
Sent: Saturday, October 27, 2012 09:02 PM
To: Greg Young <Greg.Young@experianinteractive.com>
Cc: Godfrey, Rob; O'Quinn, Cleve <coquinn@postandcourier.com>
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

Greg,

I just want it to be clear that I sent you these questions at 4 p.m. and I'm pasting below the responses I've received. Our preference is to be able to answer these questions for the public. But in the event that you do not respond in the next 15 minutes with the answers, the article will make it clear that the Governor's Office referred questions to you, and you refused to provide the information.

Thanks.
Diette

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Diette Courrege Casey
The Post and Courier
134 Columbus St.
Charleston, S.C. 29403
843.937.5546
843.937.5579 fax
dcourrege@postandcourier.com
<http://www.facebook.com/diettecourrege>

From: Courrege, Diette
Sent: Saturday, October 27, 2012 3:58 PM
To: 'Greg Young'
Subject: RE: From Greg Young at Experian, re; questions related to data breach resolution

A conversation might be easier once you look at these, but happy to take your e-mail responses, too. Appreciate your help with this.

-
- How many folks have signed up for the credit protection thus far?
- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up).
- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experian service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now.
- Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it.
- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX.
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online?
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- One of the press releases said you'll provide consumers with "access to fraud resolution agents and services beyond the first year." What does that mean? Will we have to pay for that, or will the cost to access them be covered if the theft is somehow associated with this security breach? Just didn't understand what that meant.
- One reader asked me if your SSN and credit card number were involved in this breach, those who accessed it could wait years before using it to affect your finances. Is that true? And if so, wouldn't it make sense to have Experian for longer than one year? Why the one-year threshold?
- In addition to Experian, the state recommended the following: review your credit reports regularly, place fraud alerts with the three credit bureaus and place a security freeze on financial and credit information with the

three credit bureaus. Are those services that you can provide to SC residents, and if so, are they covered by the state?

- What am I not asking that you want to make sure you say?

From: Greg Young [mailto:Greg.Young@experianinteractive.com]

Sent: Saturday, October 27, 2012 2:52 PM

To: Courrege, Diette

Subject: From Greg Young at Experian, re; questions related to data breach resolution

Diette,

Rob Godfrey asked that I get in touch with you regarding some questions you have. I apologize for the need to do this in email, but there is a lot going on, numbers are involved and I want to make sure I am getting you accurate information and in a format that is clear.

Please shoot me a list of questions and I will respond as quickly as possible.

Best,

Greg

Greg Young, APR

Director

Public Relations

Experian Consumer Services

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 9:28 PM
To: Godfrey, Rob; Stirling, Bryan; '[REDACTED]@gmail.com' (tcpearson@gmail.com)
Subject: FW: From Greg Young, re: Answers to questions - round 2

Gentlemen,

My second email to the reporter.

GY

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Greg Young
Sent: Saturday, October 27, 2012 6:15 PM
To: 'Courrege, Diette'
Subject: RE: From Greg Young, re: Answers to questions - round 2

Hi Diette –

Responses below. I apologize for the delay, but I am committed to getting you accurate information.

Greg Young
Director, Public Relations
Experian Consumer Services

From: Courrege, Diette [<mailto:dcourrege@postandcourier.com>]
Sent: Saturday, October 27, 2012 5:56 PM
To: Greg Young
Subject: RE: From Greg Young, re: Answers to questions - round 1

This is really disappointing, Greg. Why did you reduce my questions to those three? I'm most interested in answers that aren't listed here, specifically:

- How many folks have signed up for the credit protection thus far? **WE ARE STILL DETERMINING THAT NUMBER**

- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up). **THE STATE WILL NEED TO ANSWER THAT QUESTION**
- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experian service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now. **I AM WORKING ON GETTING YOU A CLEAR ANSWER ON THIS.**
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS. THE CODE BEING DISTRIBUTED NOW IS A "ONE-TIME" USE. ANYONE WHO HAS USED THE CURRENT CODE WILL NOT BE REQUIRED TO CALL BACK IN FOR AN INDIVIDUAL CODE. THEIR REGISTRATIONS ARE COMPLETED.**
- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX. **RE-ENROLLMENT WILL BE OFFERED TO EACH INDIVIDUAL AT THE END OF A YEAR.**

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]

Sent: Saturday, October 27, 2012 8:52 PM

To: Courrege, Diette

Subject: From Greg Young, re: Answers to questions - round 1

Diette,

Here are three answers. Struggling on 4th. Will get that to you in next 10 minutes.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
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Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Greg Young <Greg.Young@experianinteractive.com>
Sent: Saturday, October 27, 2012 9:44 PM
To: Godfrey, Rob
Cc: Stirling, Bryan; '[REDACTED]@gmail.com' ([REDACTED]@gmail.com)
Subject: FW: From Greg Young, re: Answers to questions - round 2

Rob,

Should the reporter respond as she has been and indicate that's not enough, you may want to reference these points from your release. The risk of not immediately registering – i.e., the exposure period without the protection of PMID – is something Bryan and Tim suggested should come from the State. I presume this would be a ranking technology official.

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.

In addition, individuals with online access to their credit card/bank card statements have daily access to the transactions and balances. Most can have alerts set up. Credit monitoring does not send immediate usage alerts like credit card services do. Credit monitoring provides alerts for things like if a new credit card is opened in the individuals name or if there is a "hard inquiry" that is usually initiated when one applies for some type of loan. These are timely, but not immediate, like the alerts provided by credit cards themselves.

Let me know if you have more questions on this – I strongly recommend you run this by a ranking member in the technology office to get input on these points as they relate to the question. I think crafting that FAQ and posting to a State blog or media page is sounding more and more like a good idea.

Finally, despite her disappointment at what was provided as answers, she has known since we first talked that I would not be able to answer all the questions. She also did not offer any preference in the order they were answered. Instead, she responded to our efforts in the negative. It's unfortunate since our delay has nothing to do about stalling and is a result of our focus on accuracy.

We'll talk in the morning.

GY

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services

535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Courrege, Diette [<mailto:dcourrege@postandcourier.com>]
Sent: Saturday, October 27, 2012 6:27 PM
To: Greg Young
Cc: Godfrey, Rob (RobGodfrey@gov.sc.gov)
Subject: RE: From Greg Young, re: Answers to questions - round 2

Rob, my question was this:

Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experion service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said that was a good point and that would be a question for Experian. I do know a lot of people are concerned that they're not able to access the system now

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]
Sent: Saturday, October 27, 2012 9:25 PM
To: Courrege, Diette
Cc: Godfrey, Rob (RobGodfrey@gov.sc.gov)
Subject: RE: From Greg Young, re: Answers to questions - round 2

I believe that contact should be Rob Godfrey (cc'd here). It is my understanding that he can identify an individual to respond, or can get the information from a qualified expert. I will continue to provide you answers to questions related to the monitoring and ID protection product.

Best,

Greg

Greg Young, APR
Director
Public Relations/Consumer Engagement

Experian Consumer Services
535 Anton, suite 100
Costa Mesa, CA 92626
Direct: 949-567-3791
Mobile: 949-294-5701
greg.young@experianinteractive.com

freecreditreport.com
freecreditscore.com
creditreport.com
protectmyid.com
safetyweb.com

From: Courrege, Diette [<mailto:dcourrege@postandcourier.com>]
Sent: Saturday, October 27, 2012 6:22 PM
To: Greg Young
Subject: RE: From Greg Young, re: Answers to questions - round 2

The state being who? Etter didn't have the information to answer the question.

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]
Sent: Saturday, October 27, 2012 9:21 PM
To: Courrege, Diette
Subject: FW: From Greg Young, re: Answers to questions - round 2

Diette –

In regards to Mr. Etter's comments, I have confirmed that the State would prefer to answer that question. Again, I am working as quickly as I can get confirmation on the accuracy of the information I am providing.

Best,

Greg

Greg Young
Director, Public Relations
Experian Consumer Services

From: Greg Young
Sent: Saturday, October 27, 2012 6:15 PM
To: 'Courrege, Diette'
Subject: RE: From Greg Young, re: Answers to questions - round 2

Hi Diette –

Responses below. I apologize for the delay, but I am committed to getting you accurate information.

Greg Young
Director, Public Relations
Experian Consumer Services

From: Courrege, Diette [<mailto:dcourrege@postandcourier.com>]
Sent: Saturday, October 27, 2012 5:56 PM
To: Greg Young
Subject: RE: From Greg Young, re: Answers to questions - round 1

This is really disappointing, Greg. Why did you reduce my questions to those three? I'm most interested in answers that aren't listed here, specifically:

- How many folks have signed up for the credit protection thus far? **WE ARE STILL DETERMINING THAT NUMBER**
- How much will the service cost the state on a per person basis? (I know the contract was signed yesterday and the total dollar figure depends on how many folks sign up). **THE STATE WILL NEED TO ANSWER THAT QUESTION**

- Jim Etter with the state Department of Revenue said it didn't matter if someone signed up today or in a month for the Experian service; they wouldn't be hurt by waiting. Is that true? If so, can you explain why? It didn't make sense to me. Isn't the idea of credit monitoring that you would know asap if someone were using your identity to make atypical purchases, so it would be best to have that now vs. to wait a few weeks when someone could've used your identity to buy those plasma TVs? When I asked Jim, he said he didn't know and that was a question for y'all. I do know a lot of people are concerned that they're not able to access the system now. **I AM WORKING ON GETTING YOU A CLEAR ANSWER ON THIS.**
- Right now, everyone has to call to get the same code to register for the service online (or you can wait to talk to a customer representative). I'm told on Monday, you'll have unique identifiers for everyone who calls, right? Does that mean you'll have to wait to talk to someone, or will you be able to input your social security number (or some other sort of identifier) to get a code to go online? **SOUTH CAROLINA OFFICIALS ARE MONITORING THE SITUATION AND WILL, AFTER CONSULTING WITH EXPERIAN, DECIDE WHEN TO GO BACK TO THE INDIVIDUAL IDENTIFIERS. OUR FOCUS RIGHT NOW IS TO PROTECT EACH AFFECTED TAXPAYER. SOUTH CAROLINA WILL KEEP MONITORING THE CALL CENTER AND UNTIL THE STATE IS SURE ALL AFFECTED TAXPAYERS ARE ABLE TO REGISTER WITHOUT UNREASONABLE DELAY WE WILL MAINTAIN THE CURRENT PROCESS. THE CODE BEING DISTRIBUTED NOW IS A "ONE-TIME" USE. ANYONE WHO HAS USED THE CURRENT CODE WILL NOT BE REQUIRED TO CALL BACK IN FOR AN INDIVIDUAL CODE. THEIR REGISTRATIONS ARE COMPLETED.**
- I'm told you provide this service for a year for free. What happens at the end of the year? Are you automatically re-enrolled for a fee, or will the company notify SC residents that their time is up and to continue the service costs \$XXX. **RE-ENROLLMENT WILL BE OFFERED TO EACH INDIVIDUAL AT THE END OF A YEAR.**

From: Greg Young [<mailto:Greg.Young@experianinteractive.com>]

Sent: Saturday, October 27, 2012 8:52 PM

To: Courrege, Diette

Subject: From Greg Young, re: Answers to questions - round 1

Diette,

Here are three answers. Struggling on 4th. Will get that to you in next 10 minutes.

1. Will you be providing your service to everyone in the state who calls and requests it, or just to those who call and you have further reason to believe their identity has been compromised? I'm not sure whether everyone can get it, or whether it just would be for certain people who may be at a higher risk (and whether you have a way of knowing that)? Some woman e-mailed me and said she tried to sign up and was being told she'd have to pay for it. **ALL SC TAXPAYERS FROM 1998 TO PRESENT WILL BE COVERED BY THIS SERVICE AT NO COST TO THEM.**
2. Some readers e-mailed us and said they tried to register with the code, but the Web site was apparently down. How long has your Web site been unable to process SC residents' requests for protection since this was announced on Friday? **WE ARE NOT AWARE THAT THE WEB SITE HAS NEVER BEEN DOWN AND HAS HAD NO ISSUES ACCEPTING THE CODES, TO THIS POINT.**
3. What else is there we'd like to say? **AT THIS TIME, WE ARE STILL EXPERIENCING ELEVATED CALL VOLUMES, BUT THE CODE OPTION HAS BEEN WELL RECEIVED. WE ENCOURAGE INDIVIDUALS TO USE THE CODE, UNLESS THEY HAVE NO**

INTERNET ACCESS OR SOME OTHER REASON PREVENTS THEM FROM USING THE CODE. IN THAT CASE, THEY SHOULD CALL IN AND TALK TO A LIVE REPRESENTATIVE.

Greg Young
Director, Public Relations
Experian Consumer Services

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Sunday, October 28, 2012 10:27 AM
To: Godfrey, Rob; jimfetter@gmail.com
Subject: Phone interview

Later this morning with WPDE to answer questions.

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

Godfrey, Rob

From: Rep. Bill Taylor <bill@taylorschouse.com>
Sent: Friday, November 02, 2012 3:11 PM
To: Godfrey, Rob
Subject: HACKING - More FAQs from the Governor's Office

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HACKING - More FAQs from the Governor's Office

(Friday Nov 2 - Informational Newsletter)

Dear Friends:

Questions continue to arrive in the aftermath of the S.C. hacking incident that put most of you at risk for fraud and identity theft. Your questions are sent to the Governor's office for answering. The Governor's staff and attorneys are providing answers. The following FAQ's just arrived from the Governor's office and I want you to have the information ASAP.

INDIVIDUAL TAXPAYER

Q: Who may have been affected by the SC DOR security breach?

A: Individual taxpayers, their dependents, and businesses who have filed a South Carolina tax return since 1998 to the present may have been affected.

Q: What type of personal information may have been exposed?

A: While the investigation is still ongoing, South Carolina taxpayer's Social Security Numbers, debit card numbers, credit card numbers, and information that would be found on the front of a check like bank account and routing numbers may have been exposed.

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 are the hours of operation for the Experian® Call Center?

A: Monday - Friday: 9:00 a.m. - 9:00 p.m. EST
Saturday and Sunday: 11:00 a.m. - 8:00 p.m. EST

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.

Q: Is there a deadline to register with ProtectMyID™?

A: January 31, 2013 is the deadline to register for one year of identity theft protection with ProtectMyID™.

Q: How much does it cost to register with ProtectMyID™?

A: No fee is charged to the enrollee to register with ProtectMyID™ for the first year.

Q: How will someone be contacted who has filed a tax return since 1998 to the present in SC and no longer lives in the state?

A: Notice will be sent to them by standard U.S. mail.

CHILDREN: MINORS / DEPENDENTS / Family Secure™ COVERAGE

Even though your minor dependent may not have a credit history, you may enroll them for identity theft protection. All individuals under the age of 18 must be enrolled by one parent or guardian. A parent or guardian will be notified several weeks after registration when Family Secure™ enrollment has opened by postal mail or email.

- Minors are individuals under the age of 18.
- Dependents are individuals who are claimed as dependents for tax filing purposes.

Q: Have minors' Social Security Numbers been exposed?

A: Social Security Numbers of minors and/or dependents may have been exposed.

Q: How do I enroll a minor for Family Secure™ coverage?

A: There are 3 steps to follow:

- Step One: A minor's parent or guardian must first enroll with ProtectMyID™. Only one parent or guardian may enroll the minor.
- Step Two: The parent or guardian, who enrolled in ProtectMyID™, will receive a letter or email explaining how to enroll minor dependents in the Family Secure™ plan.
- Step Three: The parent or guardian, who enrolled in ProtectMyID™, will then enroll minor dependents in the Family Secure™ plan.

Q: After being enrolled as a minor in the Family Secure™ plan, what should I do when I turn 18 years old or begin to file tax returns?

A: Call Experian® for assistance 1-866-578-5422.

Q: What are the benefits of Family Secure™ coverage?

A: The primary benefit that Family Secure™ offers is monitoring the identity (primarily the SSN) of the minor for one year, even if the minor has no credit report. Once registered, in the event a child does not have a credit file, if any credit, loan or similar account is opened with that information, Experian® will alert the parent or guardian. Details of the alerts on minors are not released unless or until the parent or guardian authenticates themselves with Experian® as the parent or guardian of the minor.

Family Secure™ coverage is for one adult and any number of minors. (Five minors can be enrolled via the website. For more than five, the customer must call Experian®). The adult coverage includes a \$2 million product guarantee covering the whole family, Score Tracker and Fraud Resolution.

Minors receive monthly monitoring for existence of a minor's credit report, and if a credit report is found, then Experian® monitors for any changes to that report.

Q: What if I file joint tax returns or have joint banking and credit accounts with my spouse?

A: Every individual with a Social Security Number should register with ProtectMyID™ separately, because credit histories are tied to individual's Social Security Numbers.

Q: Will my deceased family members be at risk?

A: It is not necessary to sign the deceased up for ProtectMyID. However, you should notify all three credit bureaus (Experian®, Equifax® and TransUnion®).

ADULT DEPENDENT / DISABLED

Q: How do I protect an adult who is a dependent and/or is disabled?

A: The individual charged with the legal authority to assist a dependent adult filing taxes can enroll the dependent adult with ProtectMyID™ as long as that individual provides proper documentation to Experian®.

MILITARY PERSONNEL

Q: What if I serve in the military and filed taxes in South Carolina since 1998 to the present?

A: The State of South Carolina will work with the U.S. Department of Defense to identify and notify all military personnel who have filed South Carolina taxes since 1998 to the present.

BUSINESSES

Q: What should I do if I am a business owner?

A: South Carolina business owners are being offered two free products. Businesses have the opportunity to enroll with both Dun & Bradstreet and Experian® Business Credit AdvantageSM.

Q: What type of business information may have been exposed?

A: While the investigation is still ongoing, Federal EIN numbers, SC Department of Revenue tax ID numbers, credit and debit card information, and bank account information may have been exposed.

Dun & Bradstreet:

If your business has filed a South Carolina tax return since 1998, you should contact Dun & Bradstreet Credibility Corp. who will give South Carolina businesses a CreditAlert product that will help them stay alerted to changes in their D&B® scores or ratings and other indicators of fraudulent activity that could be taking place on their business. The deadline to register with Dun & Bradstreet is January 31, 2013. There are two ways to register:

Option One: Sign up online.

- Go to visit www.DandB.com/SC to initiate the registration process.

Option Two: Call Dun & Bradstreet Credibility Corp. Call Center.

- Call 1-800-279-9881 to complete the process with a live agent.
- Hours of Operations: Monday - Friday: 8:00 a.m. -8:00 p.m. EST.

Experian® Business Credit AdvantageSM:

If your business filed a South Carolina tax return since 1998, Experian® is offering a comprehensive business credit monitoring service called Business Credit AdvantageSM - a service that allows unlimited access to the company's complete business credit report and score, plus instant email notifications of changes to the business credit profile. These email alerts include reported changes to the business address, credit inquiries, newly opened credit lines, and score changes. South Carolina businesses can begin to view and protect their business credit information with Experian® by signing up for Business Credit AdvantageSM at www.smartbusinessreports.com/SouthCarolina.

How-to-enroll:

- 1.) Go to www.SmartBusinessReports.com/SouthCarolina
- 2.) Register to get an Experian® business credit monitoring access code
- 3.) An instant email is sent to the user's email address with the access code
- 4.) Follow instructions on the email to redeem the access code at the web address provided

Our Apology

It is believed this incident was caused by an organization of international cyber hackers. The situation is most regrettable for it puts each of you at risk for fraud and identity theft, as well as placing a burden on everyone to take personal actions to safeguard themselves and their accounts from crooks. On behalf of the State of South Carolina, please accept our sincerest apology for this aggravation and inconvenience.

Extending Your Protection

Personally, I do not believe one year of credit monitoring is sufficient. It's understandable that the one year period was negotiated as a quick fix to an immediate crisis. But crooks are patient, so you need a longer period for free credit monitoring. **When we return to Columbia for the next legislative session, I will join other representatives in exploring ways to extend the period for**

credit protection monitoring.

In your Service,

Bill Taylor

803-270-2012

Representative

South Carolina General

Assembly

Bill@taylorschouse.com

www.Taylorschouse.com

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This email was sent to robgodfrey@gov.sc.gov by bill@taylorschouse.com

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Bill Taylor for SC House District 86 P.O. Box 2646 Aiken SC 29801

Godfrey, Rob

From: Kearney, Brendan <bkearney@postandcourier.com>
Sent: Friday, November 02, 2012 3:28 PM
To: Godfrey, Rob
Subject: RE: Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

Rob,

Please clear this up for me (and SC businesses). You wrote:

- Visit www.SmartBusinessReports.com/SouthCarolina to register for lifetime business credit monitoring.

But that link says it's only good for one year. Which is it? And what's the difference between what Experian's offering and what D&B's offering?

Thanks,

Brendan Kearney
Reporter
The Post and Courier
134 Columbus St.
Charleston, SC 29403
Desk: 843-937-5906
NEW Cell: 843-614-7422
www.postandcourier.com
@kearney_brendan on Twitter

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 02, 2012 3:22 PM
Subject: Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

Gov. Nikki Haley thanks utility companies and electric cooperatives for assisting state response to DOR breach

COLUMBIA, S.C. – Governor Nikki Haley today announced that public and private utilities and the twenty electric cooperatives of South Carolina are including a message regarding identity theft protection in customers' electric and gas bills. More than 3.1 million customers across the state will be reached as customers begin to receive messages in November and December bills.

The governor's office reached out to presidents and chief officers of utility companies and electric cooperatives to ask for assistance in contacting customers in the wake of the South Carolina Department of Revenue (DOR) information technology security breach, and executives were more than willing to offer help.

"As I said yesterday, in the wake of bad people doing bad things, it's wonderful to see good people stepping up to do good things," said Gov. Haley. "I can't thank these companies and executives enough – including Mike Couick from Electric Cooperatives of South Carolina, Keller Kissam from South Carolina Electric & Gas (a SCANA company), Clark Gillespy from Duke Energy of South Carolina and Lonnie Carter of Santee Cooper – for stepping up to help the people of our state. They are great corporate citizens."

The message each utility or cooperative will include, in whole or in part, is the following:

Protect yourself against identity theft

In October, the S.C. Department of Revenue learned that its records were breached in a criminal cyber attack. As a result, anyone who has paid SC taxes since 1998 may have had his or her personal information compromised.

S.C. individual taxpayers should do the following by Jan. 31, 2013:

- Visit **www.ProtectMyID.com/SCDOR** (code **SCDOR123**) or call **1-866-578-5422** (M-F 9am-9pm EST; S-S 11am-8pm EST) to enroll for one year of identity theft protection.

S.C. business owners should do one or both of the following by Jan. 31, 2013:

- Visit **www.DandB.com/SC** or call **1-800-279-9881** (M-F 8am-8pm EST) to register for lifetime credit alert protection.
- Visit **www.SmartBusinessReports.com/SouthCarolina** to register for lifetime business credit monitoring.

All services are free of charge. For more information, please contact the SC Department of Consumer Affairs at 1-800-922-1594 or visit www.consumer.sc.gov.

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 state officials said Wednesday that information from up to 657,000 businesses was also exposed.

As of Friday morning, the Experian call center set up to assist South Carolina taxpayers had received approximately 665,000 calls and approximately 561,000 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 offers 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/> 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:

- **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.

-###-

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

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Friday, November 02, 2012 4:05 PM
To: Godfrey, Rob
Subject: questions

How did the Experian deal go down? Any bids taken? If so., any info on those bids? Any state contracting process that the office had to go through?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Friday, November 02, 2012 4:27 PM
To: Adcox, Seanna M.
Cc: Godfrey, Rob
Subject: RE: Expired credit cards

Hi Seanna, per Rob's request, please see below:

It was known that the 16,000 credit cards were not encrypted because they were on a separate database from the encrypted credit cards. The expiration dates are kept on this database with the unencrypted cards, and therefore we knew that the latest cards expired in 2007.

These cards were on a separate database that had not been utilized since 2003 – this database system did not encrypt credit cards. The encrypted cards were on a separate system that we built and maintained and requires encryption.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

From: Adcox, Seanna M. [mailto:SAdcox@ap.org]
Sent: Friday, November 02, 2012 12:00 PM
To: Godfrey, Rob
Subject: Expired credit cards

So, I do still have questions on the expired card front:

_How can officials emphatically say that any unencrypted credit card numbers were definitely expired? (Yet, we lack specific information on pretty much everything else, from whose names were taken to what kind of data.) Basically, how is everything else unknown, but this is for sure?

_And I still need an on-the-record explanation for why expired numbers are thought to be not vulnerable.

_And someone please explain the number for unencrypted credit card numbers. How do we know 16,000 were unencrypted? (Kinda goes back to the first question.) I think Etter said those were numbers in the system before 2003, but frankly I don't have that in my dictation and my recorder was too far away in the hearing to accurately pick it up. If that's the case, what's special about the year 2003? (Why did the agency start encrypting card numbers then?)

Thanks,
Seanna

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Godfrey, Rob

From: Robbie Brown <robbiebrown07@gmail.com>
Sent: Friday, November 02, 2012 5:13 PM
To: Godfrey, Rob
Subject: Re: What else do you need from me?

Thanks, Rob. Got it.

Have a great weekend,
R

On Fri, Nov 2, 2012 at 4:40 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Quote from Rob Godfrey, Haley spokesman: "Our office publicly reported the security breach in the most expeditious manner possible without compromising a law enforcement investigation. We followed the letter of the law. It's unfortunate that an embittered trial lawyer wants to exploit this crisis so he cash in on the backs of taxpayers."

From: Robbie Brown [<mailto:robbiebrown07@gmail.com>]
Sent: Friday, November 02, 2012 4:08 PM

To: Godfrey, Rob
Subject: Re: What else do you need from me?

Sure. The main criticism comes from John Hawkins's lawsuit. Feel free to send a response. He is arguing the state should have notified the public sooner and should have encrypted the SSNs.

On Fri, Nov 2, 2012 at 4:00 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

If you're quoting folks criticizing us, I'd ask for the opportunity to respond.

From: Robbie Brown [<mailto:robbiebrown07@gmail.com>]
Sent: Friday, November 02, 2012 3:59 PM
To: Godfrey, Rob
Subject: Re: What else do you need from me?

I think we're set. Thanks

On Fri, Nov 2, 2012 at 3:58 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:

Rob Godfrey
Office of Gov. Nikki Haley

O: (803) 734-5074 | C: (803) 429-5086

--

Robbie Brown
The New York Times
Regional News Assistant
Southern Bureau
RobbieB@NYTimes.com
Office: (404) 584-8645

Cell: (404) 401-4071

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Robbie Brown
The New York Times
Regional News Assistant
Southern Bureau
RobbieB@NYTimes.com
Office: (404) 584-8645

Cell: (404) 401-4071

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Robbie Brown
The New York Times
Regional News Assistant
Southern Bureau
RobbieB@NYTimes.com
Office: (404) 584-8645
Cell: (404) 401-4071

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Friday, November 02, 2012 5:17 PM
To: Godfrey, Rob
Subject: FW: Some Questions Regarding Network Monitoring

From: Steve Dunning [mailto:Steve.Dunning@foxcarolina.com]
Sent: Friday, November 02, 2012 2:25 PM
To: Samantha Cheek
Subject: RE: Some Questions Regarding Network Monitoring

Samantha,

Thanks for your response.

If I understand correctly, the Dept of Revenue considers Trustwave to be better security than that offered by DSIT.

If this is true, why did the Dept. add DSIT network monitoring on October 20?

Also, in a statement released on October, 26, the Dept of Revenue stated that it had closed all holes in it's system that led to the hacking incident on October 20.

Does this mean the Dept or Revenue system was hacked despite the use of Trustwave? If so, how?

Thanks,

Steve

Steve Dunning
Assignment Manager
WHNS Fox Carolina
steve.dunning@foxcarolina.com
www.foxcarolina.com
Office: (864) 213-2121
Cell: (864) 444-3708



Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Friday, November 02, 2012 5:32 PM
To: Godfrey, Rob
Subject: response

As of today, almost 600,000 individuals have signed up with Experian. Governor Haley, Chief Keel and Director Etter have continuously encouraged individuals and businesses to sign up for the protection services offered by the state. We are working with other agencies to increase signups for these services and hope to see the numbers rise as we move forward.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

Godfrey, Rob

From: Harry Cooper <COOPERH@sctax.org>
Sent: Friday, November 02, 2012 5:41 PM
To: Godfrey, Rob; Samantha Cheek
Subject: RE: Sign ups

...will do.

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

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Friday, November 02, 2012 5:23 PM
To: Samantha Cheek
Cc: Harry Cooper
Subject: RE: Sign ups

Mr. Cooper,

Can you help Samantha with Tim Smith's follow ups? Thanks.

Rob

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

From: Samantha Cheek [mailto:CheekS@sctax.org]
Sent: Friday, November 02, 2012 1:57 PM
To: Godfrey, Rob
Subject: FW: Sign ups

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

From: Smith, Tim [mailto:tcsmith@greenvillenews.com]
Sent: Friday, November 02, 2012 1:34 PM
To: Samantha Cheek
Subject: RE: Sign ups

Samantha,

Are you saying this was an either/or situation? Because DOR now uses DSIT. And was Trustweave doing "periodic" reviews? I want to be sure I am comparing apples to apples, if DSIT's monitoring was continuous.

Thanks!

Tim

From: Samantha Cheek [CheekS@sctax.org]
Sent: Friday, November 02, 2012 11:56 AM
To: Smith, Tim
Subject: RE: Sign ups

Tim, this is DOR's statement in regards to your question:

The Department of Revenue used TrustWave, one of the world's leading information technology and data security firms, because the department, as with any entity handling credit card information, is required to be PCI compliant by the world's major credit card companies to safeguard financial information. DSIT, while a wonderful program, does not provide PCI compliance, and therefore the department was required to use a third-party vendor such as TrustWave.

Thanks and I'll have a response for you soon on your other inquiry regarding Experian feedback.

Samantha Cheek
Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

Godfrey, Rob

From: Harry Cooper <COOPERH@sctax.org>
Sent: Friday, November 02, 2012 5:44 PM
To: Godfrey, Rob
Cc: etter_jf@sctax.org
Subject: FW: Low Level Vulnerability

Rob,

This is what we know at this time.

Harry

From: Terry Garber
Sent: Friday, November 02, 2012 5:36 PM
To: Harry Cooper
Cc: Jim Etter; Dale Brown; Liz Mason
Subject: Low Level Vulnerability

Trustwave reported as a low level vulnerability the fact that DORSQLProd had on it software used to access the server remotely to view what was on it.

Research has shown that this was OUR software, and the only access was from INTERNAL DOR addresses.

The reason for this software is simply that the servers are physically located at DSIT, and we are here. The only way to avoid the use of such software would be for all of our DBA and NSS folks to be physically located at DSIT, and not available to us here. DBA and NSS use remote forms of access to "see" the machines to verify patches, resolve performance issues, and implement new applications. It was used heavily throughout our remediation effort.

Trustwave considered this a low level threat, and still gave us a bright green PASS. To minimize the exposure we can:

1. Standardize on how our technical folks "see" the box and remove as many of the products as possible, and
2. Continue to monitor that all access via these tools is internal to DOR.

Please let me know if you have any questions.

Thanks,
TG

Terry Garber, PMP
Manager, Information Services
Data Warehouse/Business Intelligence
South Carolina Department of Revenue

✉: 301 Gervais Street Columbia, SC 29201

☎: 803-898-5521 | fax 803-898-5900

✉: garbert@sctax.org

Godfrey, Rob

From: Stewart, Nathan <njstewart@WLTX.GANNETT.COM>
Sent: Friday, November 02, 2012 5:49 PM
To: Godfrey, Rob
Subject: News 19 WLTX

Rob,

Wanted to see if you guys had the updated number on people to call/enroll in Experian?

Thanks. Have a good weekend.

Nate Stewart
Reporter
Cell: (803) 309-9480
Work: (803) 776-9508 EXT: 274
Twitter: [@WLTXNATESTEWART](https://twitter.com/WLTXNATESTEWART)
Facebook: [Nate Stewart WLTX](https://www.facebook.com/NateStewartWLTX)
Email: NJStewart@WLTX.GANNETT.COM



Godfrey, Rob

From: [REDACTED]@gmail.com
Sent: Saturday, November 03, 2012 10:52 AM
To: Godfrey, Rob
Subject: Fwd: SC Sen. Tom Davis: Update on Cyber Security Breach

Request Help !!!

Sent from my Verizon Wireless Phone

----- Forwarded message -----

From: EngParts@[REDACTED]
Date: Sat, Nov 3, 2012 9:54 am
Subject: SC Sen. Tom Davis: Update on Cyber Security Breach
To: <[REDACTED]@gmail.com>

Mr Moss,

I spoke with you last week and you began forwarding these emails regarding the security breach and how to deal with it. Nothing has changed since our conversation. I was able to access the Experian site early last week to enroll myself (before we spoke) but since neither my wife or I have been able to access the site beyond the page that loads requesting your access code. When we enter SCDOR123 NOTHING happens. It is as if the site is overloaded or wholly inadequate. My wife tells me she did get through once but when she worked through the enrollment process it required a credit card and notified her she would have to pay for the services and if the state found that her identify had indeed been stolen she would be refunded. She did not enroll.

Either Experian is telling the state of SC one thing and doing another while trolling for new business, or something is wrong with the site.

It seems I'm left with three choices.

- 1) Do nothing for the next 25 years and hope our identity has not been stolen.
- 2) Place a credit freeze on both of our SS #'s and deal with the inconvenience.
- 3) Pay for a credit monitoring service.

Before you or other state officials tell me they are not responsible, that this was an illegal act, and that's just the nature of society today and the threats we live with, consider this.

If my identity is stolen as a result of commercial activity I conduct on line or information kept in my computer, that is a choice I have made, an action I have willfully engaged in of which I must accept a degree of

responsibility for.

The state mandated and made compulsory the disclosure of this information. Therefore, it MUST be kept in a FAR more secure manor than simple commercial activity. From what I read, the state failed miserably in securing the private information of it's citizens and businesses.

What do I expect the government to do about it? I expect everyone who handled this information from the Treasurer to the data entry clerk, who knew or should have known this information was not secure to be fired and fired immediately and never allowed to work in state government again! The SBI needs to investigate for criminal negligence and prosecute vigorously. I don't expect the legislature to raise taxes in order to pay for "free" credit monitoring services.

The state government, not some hacker, has placed this burden on its citizens which will be expensive and long lasting, and will cause many severe hardship and they find their SS numbers and identity stolen over the years to come. Tell the folks in Columbia thanks a bunch.

Andy Ritch
Ritch & Associates LLC
Manufacturer's Representatives
248 Orindawood Road
McConnells, SC 29726
803-684-3216 Ph
803-684-3215 Fax

In a message dated 11/2/2012 1:16:30 P.M. Eastern Daylight Time,
[REDACTED]@gmail.com writes:

Sent from my Verizon Wireless Phone

----- Forwarded message -----

From: "Tom Davis for SC Senate" <tom@senatortomdavis.com>
Date: Fri, Nov 2, 2012 10:43 am
Subject: SC Sen. Tom Davis: Update on Cyber Security Breach
To: <[REDACTED]@gmail.com>

Dear Friend,

Like you, I was shocked last Friday to learn that computer systems at the S.C. Department of Revenue had been breached on numerous occasions, and that 3.6 million Social Security numbers and nearly 400,000 credit and debit card numbers had been obtained by what the governor's office has called "an

international hacker." And I was stunned again this past Wednesday when the governor announced the data of more than 650,000 businesses was also part of the hack.

For the past several days, I have communicated with the offices of Gov. Nikki Haley, SLED Chief Mark Keel, state Department of Revenue director Jim Etter and others to learn more about this security breach. Obviously, state government has failed the people of South Carolina, and I pledge to you that an exhaustive inquiry will be conducted, that those guilty of malfeasance will be identified, and that appropriate steps will be taken to ensure that such sensitive information provided by citizens to their government is better protected in the future.

Tough questions will be asked and answers demanded. Questions such as: Why wasn't the credit card data kept in an encrypted format? Was the breach the result of human error or inadequate security procedures? Why was data kept in a way that was accessible to the internet? What is the security audit process and how often is it conducted? What was the reason for the delay in advising the public of the security breach?

At this point, though, it is more productive to focus on how taxpayers can protect themselves, and to answer the most frequently asked questions. The information listed below in Q&A format has been provided by the governor's office, by Experian (the credit-protection agency retained by the governor's office, or by state newspa

Godfrey, Rob

From: Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>
To: bsymmes@clemson.edu
Sent: Sunday, November 04, 2012 12:18 PM
Subject: Undeliverable: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach

Delivery has failed to these recipients or distribution lists:

bsymmes@clemson.edu

Microsoft Exchange has been trying to deliver this message without success and has stopped trying. Please try sending this message again, or provide the following diagnostic text to your system administrator.

Diagnostic information for administrators:

Generating server: mailstore1.clemson.edu

bsymmes@clemson.edu

#< #4.4.7 SMTP; 452 4.2.2 Over quota> #SMTP#

Original message headers:

Return-Path: <RobGodfrey@gov.sc.gov>
Received: from mx7.clemson.edu (mx7.clemson.edu [130.127.237.236]) by mailstore1.clemson.edu (8.13.8/8.13.8) with ESMTP id q9UH9Ch2007261 for <bsymmes@clemson.edu>; Tue, 30 Oct 2012 13:09:12 -0400
Received: from ciomail2.sc.gov (cioe500.state.sc.us [167.7.36.2]) by mx7.clemson.edu (8.13.8/8.13.8) with ESMTP id q9UH96oU015200 for <bsymmes@clemson.edu>; Tue, 30 Oct 2012 13:09:11 -0400
Received: from (unknown [167.7.136.58]) by ciomail2.sc.gov with smtp (TLS: TLSv1/SSLv3,128bits,AES128-SHA) id 2f10_fa0a_f148f43a_22b3_11e2_8ecd_00188b2fc6a2; Tue, 30 Oct 2012 13:05:10 -0400
Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht01.bcbad.state.sc.us ([167.7.136.58]) with mapi; Tue, 30 Oct 2012 13:04:56 -0400
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Importance: high
X-Priority: 1
Date: Tue, 30 Oct 2012 13:04:38 -0400
Subject: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Thread-Topic: Video: Haley, Keel, Etter update reporters Tuesday on DOR information security breach
Thread-Index: Ac22wBBmdy8NH6DkTQKZSLLeOuis3Q==
Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01CA214D@SCMBXC02.bcbad.state.sc.us>

Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
acceptlanguage: en-US
Content-Type: multipart/alternative;
 boundary="_000_B0A6515D1E2B5D48B936DC213B3B8F8E01CA214DSCMBXC02bcbadst_"
MIME-Version: 1.0
X-NAI-Spam-Flag: NO
X-NAI-Spam-Level:
X-NAI-Spam-Threshold: 8
X-NAI-Spam-Score: 0.5
X-NAI-Spam-Version: 2.2.0.9309 : core <4387> : streams <848451> : uri
 <1255990>
X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10432:5.7.7855,1.0.431,0.0.0000
 definitions=2012-10-30_05:2012-10-30,2012-10-30,1970-01-01 signatures=0
X-Proofpoint-Spam-Details: rule=notspam policy=default score=0 spamscore=0 ipscore=0 suspectscore=26
 phishscore=0 bulkscore=0 adultscore=0 classifier=spam adjust=0 reason=mlx
 scancount=1 engine=6.0.2-1203120001 definitions=main-1210300174



Video: Haley,
Keel, Etter upda...

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Monday, November 05, 2012 9:14 AM
To: Godfrey, Rob; Samantha Cheek
Subject: Quick question

Rob/Samantha --

Has the contract with Experian been signed?

Andy

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Tom Posey <posey@scetv.org>
Sent: Monday, November 05, 2012 9:27 AM
To: Godfrey, Rob
Subject: RE: The Big Picture

Ok, thanks for trying.
-tom

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Monday, November 05, 2012 9:23 AM
To: Tom Posey
Cc: Aimee Crouch
Subject: RE: The Big Picture

Right now, we don't have any availability, but if that changes by noon, I will let y'all know. Thanks for your patience.

From: Tom Posey [mailto:posey@scetv.org]
Sent: Monday, November 05, 2012 9:21 AM
To: Godfrey, Rob
Cc: Aimee Crouch
Subject: The Big Picture

Let me know something by noon today if the Governor is willing to do something on-camera for The Big Picture concerning SC DOR. We are willing to come to her, of course.

We just need to know so we can make other arrangements if she can't.

Thanks

tom

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Monday, November 05, 2012 11:43 AM
To: Godfrey, Rob
Subject: FW: Press release
Attachments: FOR IMMEDIATE RELEASE 11-5-12.PDF; ATT00001.htm

Any response to the new defendants being added to the suit? Thanks

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: John Hawkins [john@hawkinslawsc.com]
Sent: Monday, November 05, 2012 10:45 AM
To: Largen, Stephen
Subject: Fwd: Press release

John Hawkins
The Hawkins Law Firm
P.O. Box 5048
Spartanburg, SC 29304
john@hawkinslawsc.com<mailto:john@hawkinslawsc.com>
www.hawkinslawsc.com
864-574-8801
FAX: 574-8810

Begin forwarded message:

From: Jennifer Smith <jennifer@hawkinslawsc.com<mailto:jennifer@hawkinslawsc.com>>
Subject: Press release
Date: November 5, 2012 9:46:14 AM EST
To: John Hawkins <john@hawkinslawsc.com<mailto:john@hawkinslawsc.com>>

Please see attached

Jennifer E Galbraith
Mrs. Jennifer E Galbraith
Paralegal for The Hawkins Law Firm
Post Office Box 5048
Spartanburg, SC 29304
Phone : 864-574-8801
Fax: 864-886-2053

Email: jennifer@hawkinslawsc.com<mailto:jennifer@hawkinslawsc.com>

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, November 05, 2012 12:12 PM
To: Shain, Andy
Cc: Godfrey, Rob
Subject: RE: Trustwave

Andy, I'll get back to you with this information shortly.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Monday, November 05, 2012 12:10 PM
To: Samantha Cheek
Subject: Trustwave

Samantha --

Was Trustwave providing constant network monitoring at DOR in August, September and October? (If so, how long had Trustwave supplied this service?)
What was Trustwave hired to do at DOR?

Andy

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Adcox, Seanna M. <SAdcox@ap.org>
Sent: Monday, November 05, 2012 1:38 PM
To: Godfrey, Rob
Subject: Monitoring

Is there an update on how many folks/businesses have signed on? For both Experian and Dunn & Bradstreet?

The information contained in this communication is intended for the use of the designated recipients named above. If the reader of this communication is not the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify The Associated Press immediately by telephone at +1-212-621-1898 and delete this email. Thank you.

[IP_US_DISC]

msk dccc60c6d2c3a6438f0cf467d9a4938

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Monday, November 05, 2012 2:43 PM
To: Godfrey, Rob
Subject: FW: questions

Still needs answers on this today.

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Largen, Stephen
Sent: Friday, November 02, 2012 4:05 PM
To: robgodfrey@gov.sc.gov
Subject: questions

How did the Experian deal go down? Any bids taken? If so., any info on those bids? Any state contracting process that the office had to go through?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, November 05, 2012 3:28 PM
To: Godfrey, Rob
Subject: Trustwave questions

When did the contract start? The contract was signed in 2005.

How long does it run for? (still waiting on documents from Treasurer's Office)

How much is it worth? Approximately \$38,000 each year for five years.

Was Trustwave providing constant network monitoring at DOR in August, September and October? (If so, how long had Trustwave supplied this service?) Since 2005, Trustwave provided periodic quarterly scanning of DOR systems until September of this year when they began scanning on a monthly basis.

What was Trustwave hired to do at DOR? As DOR processes credit card information we were required to use a PCI compliant system that was recognized by the world's major credit card companies in order to safeguard financial information.

All requests for proposals and bid award notices for the service Trustwave provides? (still waiting on documents from Treasurer's Office)

All contracts between Trustwave and the revenue department? (still waiting on documents from Treasurer's Office)

Total expenditures to Trustwave and any subsidiary company connected to this firm? Approximately \$38,000 each year for five years.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

Godfrey, Rob

From: Samantha Cheek <CheekS@sctax.org>
Sent: Monday, November 05, 2012 3:36 PM
To: Godfrey, Rob
Subject: FW: Hacked question

From: Samantha Cheek
Sent: Monday, November 05, 2012 3:02 PM
To: 'Shain, Andy'
Subject: RE: Hacked question

The Secret Service notified SLED who in turn notified DSIT who then contacted DOR about the issue.

....still working on your other follow up question will respond with that soon.

Samantha Cheek

Public Information Director
SC Department of Revenue
P.O. Box 125, Columbia, SC 29214
P: 803.898.5281 | F: 803.898.5020
www.sctax.org | Twitter: @SCDOR

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Monday, November 05, 2012 11:53 AM
To: Samantha Cheek
Subject: Hacked question

Samantha --

A lawsuit amended today claims DSIT told DOR about the breach.
We have been told that its was the Secret Service.
Which is correct?

Andy

--
Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Mail Delivery Subsystem <MAILER-DAEMON@mailstore1.clemson.edu>
To: bsymmes@clemson.edu
Sent: Monday, November 05, 2012 6:06 PM
Subject: Undeliverable: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Delivery has failed to these recipients or distribution lists:

bsymmes@clemson.edu

Microsoft Exchange has been trying to deliver this message without success and has stopped trying. Please try sending this message again, or provide the following diagnostic text to your system administrator.

Diagnostic information for administrators:

Generating server: mailstore1.clemson.edu

bsymmes@clemson.edu

< #4.4.7 SMTP; 452 4.2.2 Over quota> #SMTP#

Original message headers:

Return-Path: <RobGodfrey@gov.sc.gov>
Received: from mx7.clemson.edu (mx7.clemson.edu [130.127.237.236]) by mailstore1.clemson.edu (8.13.8/8.13.8) with ESMTP id q9VMxTrb020569 for <bsymmes@clemson.edu>; Wed, 31 Oct 2012 18:59:30 -0400
Received: from ciomail2.sc.gov (ciomail2.sc.gov [167.7.36.2]) by mx7.clemson.edu (8.13.8/8.13.8) with ESMTP id q9VMxNqs025487 for <bsymmes@clemson.edu>; Wed, 31 Oct 2012 18:59:28 -0400
Received: from (unknown [167.7.136.59]) by ciomail2.sc.gov with smtp (TLS: TLSv1/SSLv3,128bits,AES128-SHA) id 2db9_fb08_6148571c_23ae_11e2_9e62_00188b2fc6a2; Wed, 31 Oct 2012 18:57:49 -0400
Received: from SCMBXC02.bcbad.state.sc.us ([169.254.2.247]) by sccasht02.bcbad.state.sc.us ([167.7.136.59]) with mapi; Wed, 31 Oct 2012 18:57:43 -0400
From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Importance: high
X-Priority: 1
Date: Wed, 31 Oct 2012 18:57:25 -0400
Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach
Thread-Topic: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach
Thread-Index: Ac23uq4Y1rUUNy0YSrSL5o5Ac+PmLg==
Message-ID: <B0A6515D1E2B5D48B936DC213B3B8F8E01CA22C6@SCMBXC02.bcbad.state.sc.us>

Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
acceptlanguage: en-US
Content-Type: multipart/alternative;
 boundary="_000_B0A6515D1E2B5D48B936DC213B3B8F8E01CA22C6SCMBXC02bcbadst_"
MIME-Version: 1.0
X-NAI-Spam-Flag: NO
X-NAI-Spam-Level:
X-NAI-Spam-Threshold: 8
X-NAI-Spam-Score: 0.5
X-NAI-Spam-Version: 2.2.0.9309 ; core <4388> ; streams <849251> ; uri
 <1257030>
X-Proofpoint-Virus-Version: vendor=fsecure engine=2.50.10432:5.7.7855,1.0.431,0.0.0000
 definitions=2012-10-31_03:2012-10-31,2012-10-31,1970-01-01 signatures=0
X-Proofpoint-Spam-Details: rule=notspam policy=default score=0 spamscore=0 ipscore=0 suspectscore=7
 phishscore=0 bulkscore=1 adultscore=0 classifier=spam adjust=0 reason=mlx
 scancount=1 engine=6.0.2-1203120001 definitions=main-1210310272



Video: Haley,
Keel, Etter upda...

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Monday, November 05, 2012 7:11 PM
To: Godfrey, Rob
Subject: FOIA request

Rob --

Under the Freedom of Information Act, I am requesting all emails and other correspondence sent to the governor's office regarding the data security breach at the SC Department of Revenue from when the Secret Service first informed the state of the hacking on Oct. 10 through the news conference on Oct. 26.

Thank you,
Andy

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

Godfrey, Rob

From: Shain, Andy <ashain@thestate.com>
Sent: Thursday, November 01, 2012 12:42 PM
To: Godfrey, Rob
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Does the governor's office have the power of procurement like this?

On Thu, Nov 1, 2012 at 12:36 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:
Not sure what you're asking here.

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Thursday, November 01, 2012 12:31 PM

To: Godfrey, Rob
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Also the governor is a procurement agency, right?

On Thu, Nov 1, 2012 at 12:25 PM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:
DOR, but the governor is actively engaged in making sure state government, and our taxpayers, get the best possible service at the lowest possible cost.

From: Shain, Andy [mailto:ashain@thestate.com]
Sent: Thursday, November 01, 2012 12:23 PM
To: Godfrey, Rob
Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Who is the purchasing agency in this case? Etter has said the governor's office in negotiating the Experian contract.

On Thu, Nov 1, 2012 at 11:55 AM, Godfrey, Rob <RobGodfrey@gov.sc.gov> wrote:
SECTION 11-35-1570. Emergency procurements.

Notwithstanding any other provision of this code, the chief procurement officer, the head of a purchasing agency, or a designee of either officer may make or authorize others to make emergency procurements only when there exists an immediate threat to public health, welfare, critical economy and efficiency, or safety under emergency conditions as defined in regulations promulgated by the board; and provided, that such emergency procurements shall be made with as much competition as is practicable under the circumstances. A written determination of the basis for the emergency and for the selection of the particular contractor shall be included in the contract file.

19-445.2110. Emergency Procurements.

A. Application.

The provisions of this Regulation apply to every procurement made under emergency conditions that will not permit other source selection methods to be used.

B. Definition.

An emergency condition is a situation which creates a threat to public health, welfare, or safety such as may arise by reason of floods, epidemics, riots, equipment failures, fire loss, or such other reason as may be proclaimed by either the Chief Procurement Officer or the head of a purchasing agency or a designee of either office. The existence of such conditions must create an immediate and serious need for supplies, services, information technology, or construction that cannot be met through normal procurement methods and the lack of which would seriously threaten:

- (1) the functioning of State government;
- (2) the preservation or protection of property; or
- (3) the health or safety of any person.

C. Limitations.

Emergency procurement shall be limited to those supplies, services, information technology, or construction items necessary to meet the emergency.

D. Conditions.

Any governmental body may make emergency procurements when an emergency condition arises and the need cannot be met through normal procurement methods, provided that whenever practical, approval by either the head of a purchasing agency or his designee or the Chief Procurement Officer shall be obtained prior to the procurement.

E. Selection of Method of Procurement.

The procedure used shall be selected to assure that the required supplies, services, information technology, or construction items are procured in time to meet the emergency. Given this constraint, such competition as is practicable shall be obtained.

F. Written Determination.

The Chief Procurement Officer or the head of the purchasing agency or a designee of either office shall make a written determination stating the basis for an emergency procurement and for the selection of the particular contractor. The determination must contain sufficient factual grounds and reasoning to provide an informed, objective explanation for the decision.

From: Samantha Cheek [mailto:CheekS@sctax.org]

Sent: Thursday, November 01, 2012 11:35 AM

To: Godfrey, Rob

Subject: FW: Data security breach expands to 657K SC businesses; suit filed against state

From: Shain, Andy [mailto:ashain@thestate.com]

Sent: Thursday, November 01, 2012 11:20 AM

To: Samantha Cheek

Subject: Re: Data security breach expands to 657K SC businesses; suit filed against state

Also I did not get an answer this question from yesterday:

-How is DOR exempting itself from the state bidding process in awarding these contracts?

--

Andrew Shain
Reporter/Editor
The State
1401 Shop Road
Columbia, S.C. 29201
(803) 771-8619
Web: thestate.com
Twitter: [@andyshain](https://twitter.com/andyshain)

--

Andrew Shain
Reporter/Editor
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Columbia, S.C. 29201
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Godfrey, Rob

From: billdavis@statehousereport.com
Sent: Thursday, November 01, 2012 12:48 PM
To: Godfrey, Rob
Subject: re: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

What will happen with the Dept of Administration in the upcoming legislative session?

There are two schools of thought amongst the legislators I spoke with:

1. No way are we giving Haley in more power considering DOR hacking, DOT slow bills, no leader at DOI, DHHS Medicaid committee email, DHEC Board approving Sav River dredging, DHHS paying 406 Mill to Medicaid inaccurately, multiple ethics hearings/investigations, attempt to force GA back into session, SCETV funding squabble, and etc. (I have 8 of the 16 cabinet agencies having probs over two years with some wins - Jobs, pension reform, Templeton uncovering 500 permits, Corrections on budget [huzzah], and PRT approaching self-sufficiency.)
2. The state needs oversight more than ever, as evidenced by earlier hacking at DMV and DHHS employee absconding with 230k info. Most are arguing that the oversight needs to be legislative vs. executive.

What is the Haley's pov on this?

Deadline Fri 9 a.m.

Bill Davis
843-442-5719

From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Sent: Wednesday, October 31, 2012 7:22 PM
To:
Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

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.

~~###~~

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

Godfrey, Rob

From: billdavis@statehoureport.com
Sent: Thursday, November 01, 2012 12:50 PM
To: Godfrey, Rob
Subject: re: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Also, for the second time this offseason (I got no answer the last time) - What is Gov. Haley intending to do to limit future problems within her own cabinet? What steps has she taken?

From: "Godfrey, Rob" <RobGodfrey@gov.sc.gov>
Sent: Wednesday, October 31, 2012 7:22 PM
To:
Subject: Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

Video: Haley, Keel, Etter update reporters Wednesday on DOR information security breach

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-###-

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

Godfrey, Rob

From: Smith, Glenn <gsmith@postandcourier.com>
Sent: Thursday, November 01, 2012 2:23 PM
To: Godfrey, Rob; tberry@sled.sc.gov
Subject: who to call for identity theft issues

Not sure which of you to direct this to, but here it goes:

I received a call from a woman who said she learned yesterday that someone in France used her bank card number to charge \$700 at a bar. She can't be sure this is tied to the hacking incident, but she feels the timing is suspicious. She has already spoken with her bank and checked with Experian, but she was interested in reporting this to law enforcement as well.

Who are people supposed to call, their local law enforcement, SLED or Secret Service? Who is tracking potential cases of identity theft or fraud associated with the cyber-attack? Has anyone reported any criminal activity so far with the stolen data? If so, how many cases have been reported?

Thanks in advance for your help.

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/

Godfrey, Rob

From: Berry, Thom <tberry@sled.sc.gov>
Sent: Thursday, November 01, 2012 2:28 PM
To: Smith, Glenn; Godfrey, Rob
Subject: RE: who to call for identity theft issues

Not sure, Glenn; let me check...

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Thursday, November 01, 2012 2:23 PM
To: Godfrey, Rob; Berry, Thom
Subject: who to call for identity theft issues

Not sure which of you to direct this to, but here it goes:

I received a call from a woman who said she learned yesterday that someone in France used her bank card number to charge \$700 at a bar. She can't be sure this is tied to the hacking incident, but she feels the timing is suspicious. She has already spoken with her bank and checked with Experian, but she was interested in reporting this to law enforcement as well.

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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/

Godfrey, Rob

From: Routh, Billy <brouth@hsbcopperdome.com>
Sent: Thursday, November 01, 2012 3:47 PM
To: Stirling, Bryan
Cc: Godfrey, Rob; Erin Hardwick Pate
Subject: FW: News Alert - SC Businesses Offered Free Credit Monitoring

Please pass along to Governor Haley the SC Association of Certified Public Accountants (SCACPA) has provided information to their nearly 4000 members statewide in an effort to inform their membership and their clients of the security breach at SCDOR. SCACPA continues to work closely with the SCDOR to insure the most accurate and updated information is being provided.

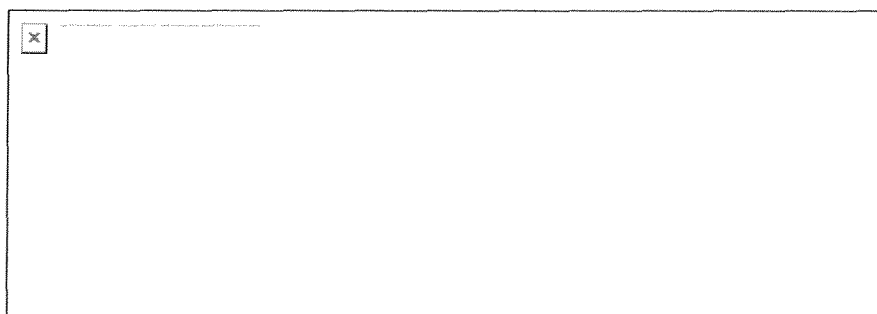
SCACPA stands ready and willing to assist further moving forward.

Please let me know if you have any questions.

From: Erin Hardwick Pate [mailto:ehardwickpate@scacpa.org]
Sent: Thursday, November 01, 2012 3:32 PM
To: Routh, Billy
Subject: News Alert - SC Businesses Offered Free Credit Monitoring

Begin forwarded message:

From: "South Carolina Association of CPAs (SCACPA)" <acowherd@scacpa.org>
Date: November 1, 2012, 2:49:41 PM EDT
To: Erin Test, Erin H. <ehardwick@scacpa.org>
Subject: [MARKETING] News Alert - SC Businesses Offered Free Credit Monitoring
Reply-To: acowherd@scacpa.org



SCACPA is following the latest developments in the S.C. Department of Revenue security breach and will send updates as they become available. In addition, we encourage you to email your questions to mtaylor@scacpa.org. We are in contact with SCDOR, the governor's office, the IRS and other agencies and will post responses to the SCACPA website. Additional resources are also available on the SCACPA website.

Update: Protection for businesses available at no charge

It was announced Oct. 31 that information from up to 657,000 businesses was exposed in the security breach at SCDOR.

The state has arranged fraud monitoring for businesses from Dun & Bradstreet Credibility Corp. for S.C. businesses.

Beginning Nov. 2 at 8 a.m., South Carolina businesses that have filed a tax return since 1998 can sign up at <http://www.dandb.com/sc/> or call customer service toll free at the dedicated phone number 1-800-279-9881. The CreditAlert product will alert customers to changes taking place in their business credit file.

Experian is offering 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 Nov. 1, South Carolina businesses can sign up for Business Credit AdvantageSM at <http://www.smartbusinessreports.com/SouthCarolina>.

View a video of the Oct. 31 Statehouse press conference here:
<http://www.youtube.com/watch?v=rYohFHnQaE8>.

SCACPA | 570 Chris Drive | West Columbia | SC/29169 |

(803) 791.4181

Follow Us:   

This message was intended for: ehardwick@scacpa.org
You were added to the system April 4, 2012. For more information
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Godfrey, Rob

From: Corinne Blaschek <corinneb@portal.sc.gov>
Sent: Thursday, November 01, 2012 3:49 PM
To: Taillon, Jeff; Godfrey, Rob; Hogue, Nathan
Cc: tanveer@portal.sc.gov
Subject: Notice of Data Breach Info on SC.gov
Attachments: insidePage.png; homePage.png

Jeff and Rob,

In an effort to help citizen awareness and provide assistance to information we'd like to place a notice on SC.gov with your approval. Our recommendation is to place it on the homepage and if you'd like we can place it on each of the secondary pages as well. I've attached screen shots for your review. We will link to <http://www.sctax.org/security.htm>

Please let me know if this is ok or if you have any suggested changes.

Thanks so much,

Corinne Blaschek
Director of Marketing
SC.gov
corinne@portal.sc.gov
Office: (803) 771-0131 x110
Cell: (803) 361-8581

Godfrey, Rob

From: Marion Edmonds <medmonds@scprt.com>
Sent: Thursday, November 01, 2012 4:33 PM
Subject: Daily Press Clippings: Thursday, November 01, 2012

Daily Press Clippings: Thursday, November 01, 2012

Former PRT Director John Durst picked to head newly named Hospitality Association
Myrtle Beach Sun News; <http://bradwarthen.com/?p=18754> ;
<http://www.wistv.com/story/19972957/tourism-group-renames-itself-picks-new-president>

The director of the SC Education Lottery announced that an accounting discrepancy has been discovered in the organization's books
The State; Greenville News; <http://www.independentmail.com/news/2012/nov/01/one-fired-state-lottery-office/>

Latest update from the governor's office on SCDOR hacking
Governor's office press release

Grand Strand announces tourism marketing plans that heavily involve digital
<http://www.therepublic.com/view/story/05356eb0accd480f8998b3dd4a5696a1/SC--Grand-Strand-Tourism>

Two major hotel projects in the Charleston area will bring new restaurants along with them
The Post and Courier

Goose Creek residents tried to save a distressed dolphin, but environmental officials decided to leave the dolphin in the water
The Post and Courier

The Greenville-Spartanburg Airport is adding 5,000 square feet to its administrative offices as part of facility-wide \$115 million upgrade
GSA Business

The state retirement fund saw 4% earnings from July–September, but officials say realizing goal of 7.5% growth may be a challenge
The State

Three pieces of American military history will be at the Aiken Municipal Airport for people to visit and explore until next week
Aiken Standard

Officials at the National UFO Center say they've received reports of mysterious happenings in the skies along the Grand Strand
Myrtle Beach Sun News

Marion Edmonds

Communications Director
SC Department of Parks, Recreation & Tourism
1205 Pendleton St.
Columbia, SC 29201

Phone: (803) 734-1370

Mobile: (803) 361-6144

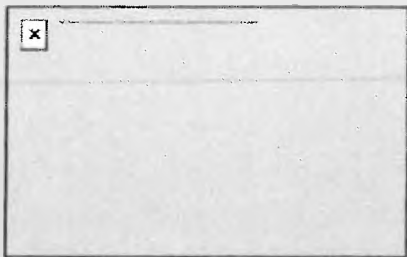
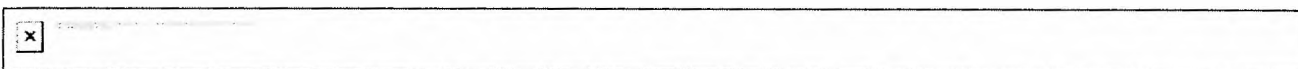
medmonds@scprt.com

www.scmediaroom.com

www.DiscoverSouthCarolina.com

Godfrey, Rob

From: Department of Commerce <marketing=sccommerce.com@mail61.us2.mcsv.net> on behalf of Department of Commerce <marketing@sccommerce.com>
Sent: Thursday, November 01, 2012 4:58 PM
To: Godfrey, Rob
Subject: The world is taking notice



South Carolina's economic outlook is strong. From being a global leader in manufacturing to having thriving aerospace, automotive and tire industries, the Palmetto State is steadily gaining a reputation for being the state that takes action, and the world is taking notice.

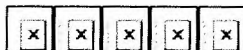
Even in a challenging economy, the Department of Commerce is seeing more economic development projects on the horizon than anyone can remember. In January 2011, Commerce was handling about two dozen requests for information a month. Now, we are receiving nearly double that number. South Carolina's effort to build better relationships with key manufactures and site consultants is essential to helping drive our momentum.

With companies taking a second look at all our state has to offer, South Carolina is in the game and ready to succeed.

-Secretary Bobby Hitt

Commerce Newsroom

November 1, 2012



Honda marks 2.5 millionth ATV built in South Carolina, commits to plant expansion

\$27 million investment expected to create more than 65 new jobs

Honda of South Carolina Mfg. Inc. (HSC) is celebrating its 2.5 millionth all-terrain vehicle (ATV) production milestone. The company plans to add production of Honda's next generation of side-by-side (multi-utility vehicle) products in mid-2013 at its Florence County plant. The \$27 million investment is expected to generate more than 65 new jobs.



"South Carolina continues its manufacturing renaissance with the help of world-class companies like Honda. This production milestone and expansion announcements are great news not only for Timmonsville, but also for the state as a whole. Foreign-affiliated companies continue to have a huge positive impact on our state's economy," said Secretary of Commerce Bobby Hitt.

[READ ENTIRE PRESS RELEASE](#)

Servosity expanding operations in Greenville County

.....
Find recent jobs and investment
announcements [here](#)

Upcoming Seminars & Workshops

.....
[Charleston Lender Matchmaker workshop](#)

[Business Innovation Workshop](#)

[SC Economic Developers' Advanced Symposium](#)

[SC Economic Development Institute](#)

News Makers

.....
[Cyberattack affects 657,000 S.C. businesses](#)

[Commerce chief hints at deals on the horizon](#)

[Boeing benefits from faster airplane deliveries](#)

[Organizations accepting donations for victims of Superstorm Sandy in the Northeast](#)

[200 jobs open at First Quality; job fair in Seneca](#)

[Aviation expo to return to Greenville in 2013](#)

[Charleston's knowledge companies adding jobs](#)

[Aerospace manufacturing conference coming to Charleston in 2013](#)

Company's growth to create 30 new jobs



Greenville-based Servosity Inc., a developer and provider of data backup and disaster

recovery solutions is planning to expand its operations in Greenville County. The company expects to generate 30 new jobs over the next 12 to 18 months.

"It's always exciting to see one of South Carolina's home-grown, existing businesses increase its footprint here. We celebrate Servosity's decision to expand and create 30 new high-paying jobs in Greenville. Announcements like this one are a great indication that the Palmetto State is the right place to do business," said Gov. Nikki Haley.

READ ENTIRE PRESS RELEASE

Domtar Corporation makes additional investment in Marlboro County

\$30 million capital project for re-purposing Marlboro mill

Domtar Corporation is planning to re-purpose its facility in Bennettsville, S.C., to align with shifting market demands in the paper industry. The company plans to invest \$30 million in the plant over the next year.



"This announcement is a big win for one of our state's rural areas. Domtar's \$30 million investment in Bennettsville not only shows the company's commitment to our state, it also serves as another indication that South Carolina's business climate is encouraging growth among our existing businesses," said Gov. Nikki Haley.

READ ENTIRE PRESS RELEASE

How S.C. businesses can register for identity theft protection

Amy Love, Director
Marketing and Communications
S.C. Department of Commerce

marketing@SCcommerce.com



The South Carolina Department of Revenue (DOR) has announced that tax information for as many as 657,000 S.C. businesses was compromised as part of the recent cyber attack.

The state of South Carolina has arranged through Dun & Bradstreet Credibility Corp and Experian for free credit monitoring services for all S.C. businesses that have filed state taxes since 1998. The free monitoring service will be provided for the life of the business.

- **Starting today, November 1st**, 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. To sign up for Business Credit AdvantageSM go to <http://www.smartbusinessreports.com/SouthCarolina>.

- **Starting Friday, Nov. 2nd at 8 a.m.**, businesses can register at Dunn & Bradstreet Credibility Corp. www.dandb.com/sc/ or by calling 800.279.9881 to receive the credit monitoring service. After signing up, businesses will be notified of any changes to their accounts.

For the latest information and updates visit www.sctax.org/security.htm.

1201 Main Street, Suite 1600 | Columbia, SC 29201 | 803-737-0400 | 800-868-7232 | www.SCcommerce.com

Sent to robgodfrey@gov.sc.gov — [why did I get this?](#)

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South Carolina Department of Commerce · 1201 Main Street · Suite 1600 · Columbia, South Carolina 29201

Godfrey, Rob

From: Berry, Thom <tberry@sled.sc.gov>
Sent: Thursday, November 01, 2012 5:05 PM
To: Godfrey, Rob
Subject: RE: who to call for identity theft issues

Just got it: They can call SLED.
The calls will be referred to Agent Corbett Lewis in Computer Crimes.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 01, 2012 5:00 PM
To: Berry, Thom
Subject: Re: who to call for identity theft issues

Thom -

Where are you on getting this answer?

Rob

From: Berry, Thom [mailto:tberry@sled.sc.gov]
Sent: Thursday, November 01, 2012 02:28 PM
To: Smith, Glenn <gsmith@postandcourier.com>; Godfrey, Rob
Subject: RE: who to call for identity theft issues

Not sure, Glenn; let me check...

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Thursday, November 01, 2012 2:23 PM
To: Godfrey, Rob; Berry, Thom
Subject: who to call for identity theft issues

Not sure which of you to direct this to, but here it goes:

I received a call from a woman who said she learned yesterday that someone in France used her bank card number to charge \$700 at a bar. She can't be sure this is tied to the hacking incident, but she feels the timing is suspicious. She has already spoken with her bank and checked with Experian, but she was interested in reporting this to law enforcement as well.

Who are people supposed to call, their local law enforcement, SLED or Secret Service? Who is tracking potential cases of identity theft or fraud associated with the cyber-attack? Has anyone reported any criminal activity so far with the stolen data? If so, how many cases have been reported?

Thanks in advance for your help.

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/

Godfrey, Rob

From: Berry, Thom <tberry@sled.sc.gov>
Sent: Thursday, November 01, 2012 5:07 PM
To: Godfrey, Rob
Subject: RE: who to call for identity theft issues

Emailing him now...

FYI, Corbett's already getting a number of calls. He's passing along the information to the Secret Service.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 01, 2012 5:05 PM
To: Berry, Thom
Subject: Re: who to call for identity theft issues

Did you tell Glenn?

From: Berry, Thom [mailto:tberry@sled.sc.gov]
Sent: Thursday, November 01, 2012 05:05 PM
To: Godfrey, Rob
Subject: RE: who to call for identity theft issues

Just got it: They can call SLED.
The calls will be referred to Agent Corbett Lewis in Computer Crimes.

From: Godfrey, Rob [mailto:RobGodfrey@gov.sc.gov]
Sent: Thursday, November 01, 2012 5:00 PM
To: Berry, Thom
Subject: Re: who to call for identity theft issues

Thom -

Where are you on getting this answer?

Rob

From: Berry, Thom [mailto:tberry@sled.sc.gov]
Sent: Thursday, November 01, 2012 02:28 PM
To: Smith, Glenn <gsmith@postandcourier.com>; Godfrey, Rob
Subject: RE: who to call for identity theft issues

Not sure, Glenn; let me check...

From: Smith, Glenn [mailto:gsmith@postandcourier.com]
Sent: Thursday, November 01, 2012 2:23 PM
To: Godfrey, Rob; Berry, Thom
Subject: who to call for identity theft issues

Not sure which of you to direct this to, but here it goes:

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www.postandcourier.com/staff/glenn_smith/

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Thursday, November 01, 2012 5:23 PM
To: Godfrey, Rob
Subject: RE: question

Let me rephrase the question: why was the Department of Revenue not using the security provided by that office at the time the breach was discovered?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Thursday, November 01, 2012 5:21 PM
To: Largen, Stephen
Subject: Re: question

Have you called agencies to ask that?

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

From: Largen, Stephen [mailto:slargen@postandcourier.com]
Sent: Thursday, November 01, 2012 05:13 PM
To: Godfrey, Rob
Subject: question

Which Cabinet agencies were using protection offered by the Office of Information Resources, and which ones weren't at the time the hack was discovered on Oct. 10?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Thursday, November 01, 2012 5:13 PM
To: Godfrey, Rob
Subject: question

Which Cabinet agencies were using protection offered by the Office of Information Resources, and which ones weren't at the time the hack was discovered on Oct. 10?

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

Godfrey, Rob

From: Largen, Stephen <slargen@postandcourier.com>
Sent: Thursday, November 01, 2012 5:46 PM
To: Godfrey, Rob
Subject: RE: question

Does your office not know off-hand? Would Pat Maley know? It's quite difficult to try to contact 16 agencies.

Stephen Largen
Reporter, The Post and Courier
(864) 641-8172
follow me on Twitter @stephenlargen

From: Godfrey, Rob [RobGodfrey@gov.sc.gov]
Sent: Thursday, November 01, 2012 5:21 PM
To: Largen, Stephen
Subject: Re: question

Have you called agencies to ask that?

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

From: Largen, Stephen [mailto:slargen@postandcourier.com]
Sent: Thursday, November 01, 2012 05:13 PM
To: Godfrey, Rob
Subject: question

Which Cabinet agencies were using protection offered by the Office of Information Resources, and which ones weren't at the time the hack was discovered on Oct. 10?

Stephen Largen
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