

From: Anel Nevarez <Anel.Nevarez@experianinteractive.com>
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 12/5/2012 1:02:24 PM
Subject: RE: **Please assist SC constiuent**

Katherine,

Yes, we connected the individual with our special team to go through the alternate process.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, December 05, 2012 9:54 AM
To: Anel Nevarez
Subject: RE: **Please assist SC constiuent**

Were they able to complete the enrollment process?

From: Anel Nevarez [mailto:Anel.Nevarez@experianinteractive.com]
Sent: Wednesday, December 05, 2012 12:51 PM
To: Veldran, Katherine; Ozzie Fonseca
Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

Hello Katherine,

Our agent spoke with individual and has been assisted.

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



T: 949.567.7629
C: 949.294.2183

From: Veldran, Katherine [mailto:KatherineVeldran@gov.sc.gov]
Sent: Wednesday, December 05, 2012 7:32 AM
To: Ozzie Fonseca; Anel Nevarez
Cc: Laughlin, Chrystal
Subject: RE: **Please assist SC constiuent**

What is the status with Mr. Aelley?

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:52 PM
To: Ozzie Fonseca (ofonseca@experianinteractive.com) (ofonseca@experianinteractive.com); Anel. Nevarez@experianinteractive.com
Cc: Chrystal Laughlin (claughlin@oepp.sc.gov)
Subject: **Please assist SC constituent**
Importance: High

Please call Mr. Alley today. I just spoke with him at home. He also gave me his cell phone number.
Please let me know when both enrollments are complete.

Mr. David Aelley
864-439-2833 home
864-384-7024 cell

Thanks for your support.
Katherine

From: Veldran, Katherine
Sent: Friday, November 30, 2012 1:46 PM
To: 'Mike Shealy'
Subject: RE: Experian Constituent Call

I will call Mr. David Aelley personally and have an Experian specialist call him today.
I will confirm with you when their enrollment process is complete.
Thanks for sending this over.
Katherine

From: Mike Shealy [<mailto:MikeShealy@scsenate.gov>]
Sent: Friday, November 30, 2012 1:43 PM
To: Veldran, Katherine
Cc: Pitts, Ted
Subject: Experian Constituent Call

Katherine,

I received a call from Mr. David Aelley who is a constituent of Senator Reese. He is having a problem with service from Experian because neither he nor his wife have a credit history over the past ten years. Apparently, he was told to call another number since he had no credit history, but he received a recording. He also tells me he is very frustrated.

So, would you please get someone with knowledge of the process to call him today. His number is 864-439-2833.

Thanks, Mike Shealy