

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@bellsouth.net>
Sent: Wednesday, November 07, 2012 2:05 PM
To: Haley, Nikki
Subject: SCDOR

Title:
First Name: Patricia
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Honea Path
State: SC
Zip: 29654
Phone:

Email: [redacted]@bellsouth.net

Affiliation: South Carolina Resident

Message:

Do to your incompetence in rejecting the DSIT plan to protect the citizens of South Carolina we have been a victim of the Hacking that took place at the South Carolina Department of Revenue.
Since you did not deem it necessary to implement such of Protection Plan we had \$2,200 taken out of our account. Maybe you should do the right thing and send me a check for that amount!!!!
I am sure you have a much better protection plan in place for you than what you have offered the citizens of South Carolina.
You should be fired!

RECEIVED

NOV 07 2012

NOV 07 2012
[Signature]

Approved _____

225522

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@aol.com>
Sent: Wednesday, November 28, 2012 4:33 PM
To: Haley, Nikki
Subject: Current Identity Theft Problem

RF

Title: [redacted]
First Name: frank
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted] Street Address 2:
City: hilton head island
State: sc
Zip: 29926
Phone:

NOV 29 2012

Referred: [handwritten signature]
Answered _____

Email: [redacted]@aol.com

Affiliation: Constituent

Message:
I've previously written to you on this topic.
Please see below a copy of my email, sent today, to Sen. Graham.

As a SC resident may I ask you to counsel Gov. Haley?
She needs an adult in the room to help her understand that the hacking of Social Security Numbers etc. is really a big deal.
The Gov. seems unable to get ahead of the problem and drive to a solution. Instead, every day, drip by drip, another shoe drops.
Now we know they've identified which numbers were hacked but won't tell those who are affected. Plus Experien was awarded a no-bid contract to supply a minimal amount of coverage.
Please Senator, she needs to stop looking so ineffectual.
And if she doesn't listen to you then her reelection won't - and shouldn't - stand a chance.
Help her. And help the Republican party in SC.
Thank you for your attention.

225529

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@aol.com>
Sent: Wednesday, November 07, 2012 11:02 AM
To: Haley, Nikki
Subject: identity theft

Title:
First Name: frank
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted] **Street Address 2:**
City: hilton head island
State: sc
Zip: 29926
Phone:

Email: [redacted]@aol.com

Affiliation: Constituent

Message:

i've been a pretty vocal supporter - but you need to know your handling of this crisis makes you look inept. maybe you should pull out some of the well authored books on crisis management? one of the first rules is to get in front of the situation. instead, drip by drip, day by day, more unflattering information comes out. this makes you look reactive, falling to lead and, generally speaking, not up to the task. you really need to get your arms around this and do something more than put an experian, short term, band aid on what is a major concern to me and to other of your constituents.

frank [redacted]

p.s. if you're going to respond, please don't insult me with an off the point form letter.

NOV 07 2012
Ret: [redacted] Pitts
Answered: [redacted]
108299

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Wednesday, November 07, 2012 10:04 AM
To: Haley, Nikki
Subject: Identity Theft Concern on you policy

Title: [REDACTED]
First Name: Terry
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Bluffton
State: SC
Zip: 29909
Phone:

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

Please assure me how South Carolina protects me from Experian or any of this type of commercial service from creating a bigger problem for me. I was in the process of signing up for your proposed protection on line when I read the details of the their contract which states they can give my information to their third party associate partners. When I read further about their 3rd party associates, it explains there are over 90 of them, which I assume also have 3rd party associates. By signing onto this program , It looks to me like I am becoming complicit in blabbing my own credit card and social security information all over the internet. How has the state protected me against this very real possibility ? Certainly the state has or will have a more secure system than a commercial company doesn't it? Advise

NOV 07 2012

Referred to: Pitt
Answered: _____

2
2
C
C

David [REDACTED]
[REDACTED]
Seneca, SC 29672-0662

7 252 31

David [REDACTED]
[REDACTED]

Seneca, SC. 29672-0662

November 5, 2012

Governor Nikki Haley
Office of the Governor
1205 Pendleton St.
Columbia, SC. 29201

Dear Governor Haley:

I have been following the recent news regarding the hacking and disclosures of personal information from the SC/DOR web site. This subject is extremely important to me, as I am sure it is to you, and our fellow South Carolinians.

I spent most of my working life dealing with classified information. I would never, never, never permit classified information under my control to be accessed by any unauthorized person. In that regard, classified information is sort of akin to my personal information. For most of my life I have been very careful to protect my personal information. In earlier years, I hand tore papers received in my mail which contained my address. In some cases, these shreds were also burned in my fireplace. I never, ever threw anything in the trash which could contain my SSN, or any personal financial information. In recent years, most of my documents and unwanted mail goes into a cross-cut shredder which reduces it to a state which is virtually unreconstructable.

With the advent of personal computers I saw the need to further protect my information which is contained within them. I employ the use of firewalls, anti-virus, anti-malware, and other hardware/software designed to prevent anyone from gaining access to my data. In some cases, my data is both encrypted, and a copy stored on back up media.

I also request and review my annual free credit report from all three reporting agencies so that I can confirm that my personal credit information remains secure.

I do not believe that the methods I employ are either excessive, or unusual. Anyone who fails to do all that they can to protect their personal information invites a future disaster.

That brings me to the recent hacking of SC/DOR systems and the loss of all that personal information which the State of South Carolina is charged to protect. If this had happened to a business which I used, I would have immediately canceled any accounts I had in place and I would never again conduct business with them. However, I can't very well stop doing business with SC/DOR. I am compelled by law to do so. Therefore, as Governor, I am asking you to shoulder the responsibility for this disaster. I have read press quotes of you describing how "incredibly sophisticated" this attack was, and how "no one from the Revenue Department is to blame for the hacking incident." Excuse me

Governor Haley
November 4, 2012
Page 2

Governor, you can "paint" this with any color spin brush you choose, but that won't change the "smell." Your Department of Revenue chose to treat our information with a complete lack of respect and protection; and yes, they are to blame for this disaster!

There are two actions which you need to take to correct the source of the problem, and to provide the level of protection your fellow citizens deserve:

First, Mr. Etter should be immediately removed as the Director of SC/DOR, along with all persons within that department who are responsible for the protection of citizen's computerized data. They are guilty of dereliction of duty at the least, and professional incompetence at the worst. If they had only chosen to simply encrypt all of the data, much of this problem could have been avoided. They didn't even take that simple step. They have to go!

Second, I note that businesses affected by this failure are going to be protected for their lifetimes by Dun and Bradstreet. You now need to make sure that individual citizens are protected for their lifetimes as well. We, as individuals, deserve the protection that South Carolina should have given us in the first place. Don't now compound the problem by pretending that if the hackers don't act on their ill-gotten data for a free year of protection, we all don't have anything to worry about. In fact, it will probably be at least a year before the hackers sort out the treasure of information handed to them by SC/DOR, and then sell it on the black market to the really bad guys. Our information is essentially available to anyone willing to pay the going price. At the very least, the State of South Carolina owes us all continuous credit monitoring and identity theft protection for as long as the information is gone, and that would be for a lifetime. I hope that you will agree with me that this is the right thing to do. Then, I hope you do the right thing! I look forward to your response.

Sincerely,


David 

[REDACTED]
Sugar Hill, GA 30518

November 4, 2012

James F. Etter, Director
Department of Revenue
P.O. Box 125
Columbia, S.C. 29214

Dear Mr. Etter:

As a result of the Cyber Attack at SC Department of Revenue on October 26, 2012, I am seeking reimbursement for the cost of the steps I have taken to protect my financial security. Enclosed is my credit card statement that includes the charges of the three credit bureaus to freeze my credit. Eighteen dollars might not seem like a lot for a high paid government official, but to a working class family it equals the cost of 4.5 gallons of milk, 6 loaves of bread, 9 dozen egg or 5.07 gallons of gas.

Please contact me if you would like to discuss this matter further.

Sincerely,

[REDACTED]
Steven [REDACTED]
Former South Carolina Resident [REDACTED]
803 [REDACTED]

CC: Governor Nikki Haley
Office of the Governor
1205 Pendleton Street
Columbia, SC 29201

10/29	10/30	[REDACTED]	EQUIFAX CREDIT REPORTS [REDACTED] GA	\$3.00
10/29	10/30	[REDACTED]	EQUIFAX CREDIT REPORTS [REDACTED] GA	\$3.00
10/28	10/30	[REDACTED]	EXPERIAN SCORECARD [REDACTED] CA	\$3.00
10/28	10/30	[REDACTED]	EXPERIAN SCORECARD [REDACTED] CA	\$3.00
10/28	10/29	[REDACTED]	TU *TRANSUNION [REDACTED] CA	\$3.00
10/28	10/29	[REDACTED]	TU *TRANSUNION [REDACTED] CA	\$3.00

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, November 07, 2012 7:00 PM
To: Haley, Nikki
Subject: Security Attack & Election Commission Debacle

Title:
First Name: Kristine
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Prosperity
State: SC
Zip: 29127
Phone: 803 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

As a resident of South Carolina I am appalled that you have not yet held your Director of the Department of Revenue accountable nor has anyone taken responsibility for the horrendous situations that occurred with the voting poll situation and the lack of adequate voting machines, machine maintenance and long waiting lines. Without a doubt, both individuals at the top of those departments need to be relieved, not reprimanded, not disciplined, not deserving of a severe talking to! WE need YOU to be the responsible and accountable governor who can and does make sure these irresponsible employees find out that there are plenty of other individuals who can and will be the kind of department head that we residents need and deserve. Please make sure you are the kind of governor we deserve.

Kristine [REDACTED]

NOV 08 2012
Haltiwanger
[REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@pbtcomm.net>
Sent: Monday, December 03, 2012 3:23 PM
To: Haley, Nikki
Subject: ProtectMyID

RECEIVED

DEC 03 2012

Referred: *Laughlin*
Answered _____

Title: [REDACTED]
First Name: Gale
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Leesville
State: SC
Zip: 29070
Phone: 803 [REDACTED]

Email: [REDACTED]@pbtcomm.net

Affiliation: South Carolina Resident

Message:

I have been trying since the middle of November to log onto this site. When I first tried to log on it said there was not enough information at this time.

I have talked to [REDACTED] (1st) then [REDACTED] (2nd) and both told me at different times I would get a new password by e-mail. Still waiting.

I finally e-mailed Experian for help and all they would tell me to do was log on again and when it failed to ask for help with password. Well that got me a "We are unable to verify your credentials. Please try again.

I called again and got [REDACTED] (this time) and when I tried to explain what was going on she hung up on me.

This is unacceptable, and I hope other citizens of South Carolina are not being treated the same way.

Thank you for your time in this matter.

Sincerely,

Gale [REDACTED]

2011 # 11457
228139

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@roadrunner.com>
Sent: Monday, December 03, 2012 9:47 AM
To: Haley, Nikki
Subject: Identity Theft from stolen tax returns

Title:
First Name: Lauren
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Hilton Head Island
State: SC
Zip: 29928
Phone:

Email: [REDACTED]@roadrunner.com

Affiliation: Constituent

Message:

Yesterday (Sunday morning) I received a call from a man identifying himself from the US Census Bureau. He wanted to "match" my phone number with my address. The address he wanted to "confirm" was not my current address but my address in 1998-99. I can say with certainty, this man was not calling from the Census Bureau (the census was conducted two years ago and we all know government employees don't make calls on Sunday mornings). No, this man was piecing together my information taken from my SC tax returns. Either he bought that information or he was selling that information.

It has been 12 weeks since the story broke. My minor son's SSN was on that tax return. The State of South Carolina has sent several notifications about Experian's Family Secure Plan as being the avenue of protection for minors whose parents enrolled in the TrackMyId program. GUESS WHAT? Family Secure is not yet available. My son's information has probably already been hacked.

With all due respect, WHAT IS YOUR PLAN?

My previous correspondence was a letter that I intend to distribute to every newspaper in the state. This is a serious issue and one on which I believe the SCDOR and the Governor's Office has acted casually dismissive.

I would very much like to know your response.

RECEIVED

DEC 03 2012

referred to *Laughlin*
Answered _____

228140

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@roadrunner.com>
Sent: Monday, December 03, 2012 9:37 AM
To: Haley, Nikki
Subject: SC Cyber Attack - Family Secure Plan

RECEIVED

DEC 03 2012

Laughlin

Title:
First Name: Lauren
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Hilton Head island
State: SC
Zip: 29928
Phone:

Email: [REDACTED]@roadrunner.com

Affiliation: Constituent

Message:

Though gargantuan attempts have been put forth by the State of South Carolina to squelch, or-- preferably smother--the miserable facts of the recent cyber-attack, the bottom-line is that taxpayers and their minor dependent's social security numbers have been STOLEN. "Security breach", a rather innocuous-sounding term is the preferred reference, as the word "stolen" tends to imply that someone wasn't playing nice. It isn't politically correct and it carries a negative aura toward the perpetrator of wrongdoing. "Security breach" certainly sounds less menacing and less destructive. It is on the same level as "minimally invasive" or "fair share." However, and most unfortunate for the victims, the risks, the dangers, and the implications are all-consuming, financially devastating and personally ruinous. The good name and individual identity of each and every taxpayer—and their minor dependents whose social security numbers were listed on state tax returns since 1998--are in peril. With a click of a mouse, your identity and the identities of the children of this state were captured, repackaged, bundled, and sold in part and parcel to the skags of the underworld. Thankfully, not all SC residents will be affected. Illegal aliens (oops, undocumented persons) and those who just don't feel like filing a tax return are "good." Their "kids" (BTW, kids are baby goats) ain't affected, neither. The baby-mamas and drug dealers are also exempt. However, if you are an upstanding, taxpaying citizen, be on guard. You, my friend, have been snared. As an added bonus, if you are a small business owner or part of an LLC, buddy, you're "done for." To their credit, the State did inform its citizens of the "security breach." Not immediately, of course, but whatever. After the "initial assessment" was processed, appropriate talking points had to be discussed, devised, debated, and distributed. After a few weeks the downtrodden masses were fed a semi-factual narrative of what actually occurred. We were advised to enroll in Experian's ProtectMyID tracking program. The cost of service for the first year would be on the State's tab. Free stuff! Where do I sign up? Call the number given, punch in a code, type your information and, just like that, you're "good." Whoa, there, Nellie. What about the kids? Oh, yeah. Them kids ain't covered. Lest not yet. Lucrative finder's fees are negotiated for a clean social security number of an adult with an unblemished background, but nothing fetches more than a child's virgin credit and/or felony-free social security number. These identities carry a premium in the after-market, i.e., crack houses, meth labs, prisons...the state tax office. And there is currently no means by which those numbers can be tagged for security freezes or fraud alerts. Wow, man, you mean we've been duped?

7281410

The South Carolina Department of Revenue, one of the many respected government agencies, issued statements on two separate occasions, each confirming that Experian's Family Secure program did, indeed, provide coverage for the squeakers. When mom, dad, or a legal guardian signed up, Junior and his adorable thumb-sucking sister were also covered. Well, kinda-sorta-not-really. There is one little bump in the road. Family Secure isn't exactly ready for prime

time. Eleven weeks after the cyber-attack occurred, South Carolinians are still “out there.” As it turns out, while we were waiting for our elected officials to get their act together, the identities of Junior and Thumb-sucker were “reassigned” to a third-world thug. No worries, though. Go with the flow, dude. It’s not a problem until it’s a problem.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Tuesday, December 11, 2012 12:36 PM
To: Haley, Nikki
Subject: sstolen ss numbers

RECEIVED

DEC 11 2012

Laughlin

Answered

Title: [REDACTED]
First Name: margaret
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: easley
State: sc
Zip: 29642
Phone: 864 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

This is my second request to find out if my ss number was stolen. I can not get the dept of revenue to answer. You people act like I do not need to know if my ss number was stolen.
Yes, I am covered for one year at the credit union you told us to go to. I need to know if my ss number was stolen. I need to know if my ss number was stolen. I need to know if my ss number was stolen. I need to know if my ss number was stolen. DO YOU GET IT.
If it was, what good is one years protection?????????????????????????????????????
My ss number is for a lifetime.
Boy, did you not do your job by not encrypting this information. You make us file returns and then let someone hack our information. WHAT KIND OF PERSON ARE YOU?. I VOTED FOR YOU BUT I DO NOT SEE HOW I CAN DO IT AGAIN. YOU DO NOT CARE AS IT WAS NOT YOUR SS NUMBER BEING STOLEN.
YOU HAVE PUT ME IN A HORRIBLE PLACE AND APPARENTLY DO NOT CARE.
Again, I NEED TO KNOW IF MY SS NUMBER WAS STOLEN. I DESERVE TO KNOW SO PLEASE QUIT PLAYING AROUND WITH ME.
I HAVE CALLED THE DEPT OF REVENUE AND IT IS ALWAYS BUSY. .

2012/11/17

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Wednesday, December 05, 2012 7:16 PM
To: Haley, Nikki
Subject: I want to know if my ss number was stolen

Title: [REDACTED]
First Name: Margaret
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Easley
State: SC
Zip: 29642
Phone: 864-[REDACTED]
Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

I have tried to call the number given to find out if my SS number was stolen. you people can inject millions of dollars for illegals but will not put out the money to encrypt our ss numbers. That is really sorry.
I deserve to know if my ss numbers were stolen. I have signed up for one year protection but if some illegal has my ss number I will need protection for the rest of my life.
What are you going to do about it.
You really do a poor job of protecting South Carolina Tax Payers.
You really think we are nothing until it comes time to rape us in taxes and protect illegals.
YOU MUST BE FOR THE OBAMA COMMUNIST PLAN.
I NEED TO KNOW SOMETHING ASAP.

RECEIVED

DEC 06 2012

Received by Laughlin
Answered Laughlin

228147
2011 # 104413

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hargray.com>
• Sent: Friday, December 07, 2012 11:08 AM
To: Haley, Nikki
Subject: Hacked Financial Data

RECEIVED

DEC 07 2012

Date: Laughlin
Answered: Laughlin

Title: [REDACTED]
First Name: Keith
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Bluffton
State: SC
Zip: 29920
Phone: (843) [REDACTED]

Email: [REDACTED]@hargray.com

Affiliation: South Carolina Resident

Message:

Is the SC State Government able to prevent those who hacked state financial data from using it to file state tax returns impersonating SC citizens? Filing fraudulent tax returns has become a big problem during the last few years and it may become a huge problem for SC citizens now that our financially sensitive data is in the wrong hands. If they file a tax return using a SC citizen's name, social security number, address, etc, and claim a refund, and it is paid, the real SC citizen will have a problem. The State Government will not process the real tax return since one has already been processed for that citizen. What is being done to address this problem?

228154

Richard
[Redacted]
Living Correctional Institution
[Redacted]
Una, SC, 29378

GREENVILLE SC 296

04 DEC 2012 PM 2 L

228155

State of South Carolina
Office of the Governor
1205 Pendleton Street
Columbia, SC, 29201



RECEIVED

DEC 06 2012

Referred *Laughlin*

Answered *Laughlin*



29201374099

228155

12/4/12

Dear, Governor Nikki Haley

I'm sitting in Concern to Livesay Correctional Institutions
Posted notice of the Social Security numbers situation.

The notice is telling us of the situation and of the Experian
Protect my ID™. But gives no address, no Phone number
or web site. We as Inmates could only rite so we must
have an address, We also need the Information to Check
and see if we have a problem with our personal information
Some of us have been hear for years and have not filed Taxes
or Conducted any act that would let us know if our

Identity has been used (Some work in P.I., Prison
Industries and pay Taxes but the P.I. hear only pays
Inmates around 90¢ an hour and takes 55% of that for
Victim Witness and Room and board we clear \$10.00 a
week at best. I wont have any money when I get out I'll be homeless,
broke and in bad shape. I'm out of work awaiting an operation for
Hernia. The nurse hear said I wish I had it as good as you, All
you pay is \$5.00. But he fails to see all the free work that lead
to the Hernia and how prisoners are treated that can't work.
If we maid 8 or 9 dollars an hour the money would help so
when we get out. as of now how we do \$1.50 to \$2.00. in
work for \$5.00) I would like to Check my personal information
and register with Experian. But need Contact info. ECT.

We as Inmates should pay Taxes I'm not sure why the P.I. hear does n.

Take out taxes on inmates even if the pay is so low
Some say its to hide the fact of the low wage some say
we are lucky to make anything at all. But if it don't help
when we get out of prison. To get a home and car ect.
then all we have doon has lead to not one good long term
thing. The money the state saves by taking so much of
inmate pay is lost on future cost on persons not being
able to get state agone release. But i do see some change
in help for inmates but those work programs must go futher.
I fill solve gover systems info and classes would be
a good thing for inmates and work, and money for that
is out there. I also fill that in law the charge name
does matter and is misleading and cause conffill classification
If over charging some one to call them a violent person
when they are not and have shown themselves to be worthy
of a chance and yet the ones considered non violent
mess up in work programs and have not proven anything
to get there. Work programs should be for those that prove
they will do right there time not crime charge test because
you got caught doing something of a lesser crime don't mean
take about the person, or what they will do, and some do
learn from mistakes and need the chance to prove it. If
we work we should get some kind of pay for when we
get out when it counts most.

I thank you for your help with these
SCDC [redacted] matters.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comporium.net>
Sent: Wednesday, November 07, 2012 5:24 PM
To: Haley, Nikki
Subject: cyber attack

Title: [REDACTED]
First Name: Bonnie
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lancaster
State: SC
Zip: 29720
Phone:

Email: [REDACTED]@comporium.net

Affiliation: South Carolina Resident

Message:

I filled out information for cyber attack but have received no information. Will I receive an email stating if my number appears on the hacker list and if I received free protection?

Thanks
Bonnie [REDACTED]

RECEIVED

NOV 08 2012

Referred: CS

Answered: _____

225585

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ridgewayappraisal.com>
Sent: Wednesday, November 07, 2012 6:49 PM
To: Haley, Nikki
Subject: Protect my ID website

Title: [REDACTED]
First Name: Keith
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenwood
State: SC
Zip: 29649
Phone: 864 [REDACTED]

Email: [REDACTED]@ridgewayappraisal.com

Affiliation: Small Business Owner

Message:

OK.....please explain to me WHY the promo code is considered invalid at this website!! I did register my SSN the other day....now when I try to enter my wife's information for her, the promo code is "invalid". So we CAN make something that was easy into something that is now complicated. Good Lord people!!! How about check the link on your site and fix this problem if that's not too much to ask. I didn't have my info hacked YOU DID.

RECEIVED

NOV 08 2012

Refer: CS

Answered _____

225587

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Wednesday, November 07, 2012 9:05 PM
To: Haley, Nikki
Subject: DOR breach

Title: [REDACTED]
First Name: Trudy
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Florence
State: SC
Zip: 29501
Phone: 843 [REDACTED]
Email: [REDACTED]@bellsouth.net

RECEIVED
NOV 08 2012
[Handwritten initials]

[Handwritten signature]

Affiliation: South Carolina Resident

Message:

Extremely frustrated.

Unable to reach Experian number at any time to sign up for ID protection. Possibly signed up via internet-not sure if correct WEB site. Tried to call time and time again for more than 5 days-unable to reach a real person or even an e-mail back. Can someone check to see if we signed up at correct WEB site? There are errors in our profile that need corrections. Still cannot get a real person.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@decision-zone.com>
Sent: Thursday, November 08, 2012 2:48 AM
To: Haley, Nikki
Subject: Re: Cyber Attack and Theft - a way out...

Title: Cyber Security Specialist
First Name: Ves
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Toronto
State: ON
Zip: 3000
Phone:

Email: [REDACTED]@decision-zone.com

Affiliation: Foreign Citizen
Message:
Dear Governor Haley,

Re: Cyber Attack and Theft - a way out...

With reference to the cyber attacks and thefts that occurred on Oct 10 2012, we wish to volunteer the following information and be of service to you in rebuilding your organisations capability to protect the people of South Carolinas' most vital information.

FACTS

- * The State of South Carolina IT security infrastructure can be fully protected against internal and external threats right now, today.
- * The technology is available and can be deployed in half the time at half the cost compared to current software/consulting providers, that are not effective.
- * Within eight weeks of initial commencement, departments can be protected.

- * IBM labs tested this technology against its own security solutions and was comprehensively beaten
- * Emmitt McHenry, Network Solutions, one of the internet's core founders says this is the 'silver bullet' against cyber crime and fraud and will make other software obsolete
- * This technology has defined the next phase of business information management... automated Enterprise wide observation.
- * The patent behind this technology is protected by America's leading intellectual property law firm, Sterne, Kessler, Goldstein

Once operating:

RF

NOV 08 2012

Refer [handwritten mark]
Answered [handwritten mark]

205589

- * This technology can discover and mend mission critical processes which means solutions are measured in days, not weeks or months.
- * Live observation & audit reports anomalous activity immediately, enabling immediate decision making power.

We request to be considered as part of your holistic solution to protecting the State of South Carolina. We will find th
ghosts in your system quickly and efficiently.

Vulcan Anomaly Detection and our team have the capability to deliver the outcomes you require in half the time and
half the cost.

Thank You

Wes [REDACTED]
Decision Zone Inc,
Toronto, Canada

Technology Product: Vulcan Anomaly Detection www.VulcanAnomalyDetection.com

Mike & Terry
Myrtle Beach, SC 29588

FLORENCE SC 295
07 NOV 2012 PM 1 L



NOV 09 2012

Governor Daley
1205 Remington St

Columbia, S.C. 29205

[REDACTED]
Myrtle Beach, S.C. 29588
November 6, 2012

S.C. Department Revenue
P.O. Box 125
Columbia, S.C. 29214

Dear S.C. Revenue,

In regards to the breach of security of income tax, I have problems or concerns with the remedy given by the state of S.C.

I have never believed "online" etc. informaton can be secure and never use this method even if its universal. The second choice is to give vital personal information over the phone.

After numerous days of calling the tax hack phone number, the personnel was almost impossible to understand. I asked this person the location of where I'm conversing with. He stated "he was not permitted to", then he was asked if this is a overseas call? The answer yes.

Does the state realize this so called Protection company uses foreign personnel to obtain our personal information, whether verbally or on line? Who would feel secure supplying said data in this atmoshere when the state said the information was hacked internationally? With the poor economy and shortage of employment, does the governor realized the state of S.C. is doing its best for employment overseas? Sounded like "Baboo Bött", either India or Pakistan.

Sincerely,

[REDACTED]
Michael [REDACTED]

cc: Gov.Haley

225610

JOHN

[REDACTED]
[REDACTED]
[REDACTED]

ENOREE, S.C. 29335

09 NOV 2012 PM 2 L

09 NOV 2012 PM 2 L



RECEIVED

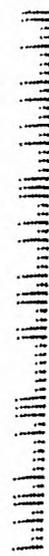
NOV 13 2012

referred to Laughlin

Answered

Governors Office
1205 Pendleton St.
Columbia, S.C. 29201

29201374099



87 8 5 78

GOVERNOR'S OFFICE,

11.9.2012

TO WHOM THIS MAY CONCERN, I HAVE BEEN WATCHING THE NEWS HERE LATELY ABOUT THE MISHAPS THATS GOING ON WITH THE 3.6 MILLION SOUTH CAROLINIANS SOCIAL SECURITY NUMBERS BEING AT RISK TO BE EXPOSED FOR FRAUD & OR STOLEN IDENTITIES, FOR INDIVIDUALS THAT FILED TAXES FROM THE YEAR 1998 TO PRESENT.

225898
I MA RESIDENCE OF GREENVILLE, SOUTH CAROLINA WHO BEEN INCARCERATED SINCE [REDACTED] BUT FROM 1998 TIL THEN I HAD BEEN WORKING IN BETWEEN TIME & HAVE FILED TAXES SO THE SITUATION THATS GOING ON OUT THERE, IM ONE OF THE INDIVIDUALS WHO'S SOCIAL SECURITY NUMBER IS AT RISK BUT AS OF RIGHT NOW I AM INCARCERATED & NEED TO GET ON BOARD WITH WHAT THE GOVERNMENT IS TRYING TO GET EVERYONE TO DO FAR AS THAT SITUATION GOES...

SO MY QUESTION TO YA'LL IS, HOW IN MY SITUATION OF BEING INCARCERATED & WITH [REDACTED] MONTHS LEFT, HOW CAN/OR DO I GO ABOUT GETTING THAT TAKEN CARE OF FOR MYSELF IN MY SHOES BEING THAT IM LOCKED UP (?)

IF WHAT IM REQUESTING IS POSSIBLE & YOU CAN HELP ME OUT WITH ANY & ALL INFORMATION IM INQUIRING ABOUT. IT WOULD BE GREATLY APPRECIATED. IF NOT, THANK YOU FOR TAKING TIME IN CONSIDERING MY REQUEST.

MY INFO: JOHN [REDACTED]
[REDACTED]
[REDACTED]

ENOREE, S.C. 29335

MAY GOD BLESS
[REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Thursday, November 08, 2012 4:40 PM
To: Haley, Nikki
Subject: Social security numbers getting out at DSIT

Title:
First Name: Clarisa
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Irmo
State: SC
Zip: 29063
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

The exact same thing happened at the DIVISION OF STATE INFORMATION TECHNOLOGY (DSIT). Social security numbers were breached. When the B&CB's lawyer came in to talk to us, it was asked why we had to pay for credit monitoring software, and why the State would not be responsible if any one credit's was ruined or hacked into, we were told it was not the State's responsibility. It was put back on those of us whose social security numbers were hacked. We had to pay for the credit monitoring and if anything came up on our credit we were told the State was not held accountable, nor would they make it right. Now, for those of you who do not know about this Division of the State, it is "THE" State's Computer agency. The agency that monitors information and backs up information for other agencies, ie SLED, DMV, USC, local government, police departments, Dept of Corrections, DSS, DHEC, etc., etc. Now, if "THE" State's computer agency isn't securer than the average agency, then why should we be surprised that information at other agencies has gotten out???? Yes, I was the one to ask these questions to this lawyer, and was cut short, and singled out. He did not want to answer these questions. How could "THE" State's IT agency let this happen of all agencies, and why were we responsible for any fallout?

RECEIVED

NOV 09 2012

Received: [REDACTED]
Answered: [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Tuesday, October 30, 2012 3:18 PM
To: Haley, Nikki
Subject: My credit card company notified me my card was used . I did follow the instructions and registered with protectmyid.com

Title: [REDACTED]
First Name: Lois
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: Taylors
State: sc
Zip: 29687
Phone: 864-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

I wanted to share this with you just in case this might help. Today, Capital one sent me an email about a charge. In the amount of \$1162.00 to POOLPLAZA.COM. I spoke with them and asked for the name and address of where the order was to be shipped. I was surprised that it was in Columbia. Name Jennifer [REDACTED] Columbia SC 29212-1648. I found thsi to be strange that she lives in Columbia SC, just a heads up The contact information for the company is :

Pool Plaza Inc.

10500 Metric Drive

Suite 119

Dallas, TX. 75243

214.221.6900

Toll Free - 800.394.6131

RECEIVED
OCT 30 2012
Referred to [REDACTED]
Answered _____

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9
-
-
-

Fax - 214.221.6903

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@mac.com>
Sent: Saturday, October 27, 2012 7:50 AM
To: Haley, Nikki
Subject: hackers

RECEIVED

OCT 29 2012

Referred to CS

Answered NRN

Title: [redacted]
First Name: j
Middle Initial: [redacted]
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: mt pleasant
State: sc
Zip: 29466
Phone:

Email: [redacted]@mac.com

Affiliation: South Carolina Resident

Message:

I was appalled on reading a local newspapers account this morning of the sc tax record hacking. If you keep cutting budgets,giving tax credits and any other way you are eroding state revenue, breaches in security of proprietary info will continue. Issuing an executive order for IT people for each cabinet level dept is like closing the barn door after the horse has run away. Do you really believe that the residents of this state are so stupid that you can play politics as oppose to stepping up and accepting responsibility for the breach? From the compromised records in April through to this latest hacking, you have not taken the lead. Better to have been campaigning for Romney/Ryan than tending to problem at home. AND then to tell residents 10 days after the last hacking is unacceptable.

198101
557677 II new BIL 001 # 210

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Wednesday, October 31, 2012 1:22 PM
To: Haley, Nikki
Subject: Cyber Attack --- negligent precautions

Title: [REDACTED]
First Name: Paul
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lake Wylie
State: SC
Zip: 29710
Phone: 803 [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

Dear Governor Haley,

I am a SC resident and a 25-year veteran of the IT industry. I am outraged that while you want to "bounce the hackers off the wall"; that you plan no consequences for real persons responsible. While you state that the hackers were "very sophisticated"; --- the real problem was that the defense was professionally (and criminally?) negligent. You, and the taxpayers of South Carolina, have been ill-served by an incompetent IT staff.

While it is almost impossible to prevent an "intrusion"; --- it is professional negligence not to encrypt sensitive data. That is, you may not be able to keep them out --- but you sure as heck can make it difficult to impossible for them to gain anything of value.

The crime was not that hackers gained access to the DOR system --- but that the names, Social Security Numbers, and other identifying information was not encrypted.

Your IT staff has violated the most basic rule of data security --- and now the taxpayers of South Carolina will pay the price. Someone MUST be held accountable.

Sincerely,

Paul [REDACTED]

RECEIVED

OCT 31 2012

Referred [REDACTED]

Answered [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Wednesday, October 31, 2012 12:06 PM
To: Haley, Nikki
Subject: Experian Impossible to reach

Title:
First Name: Catherine
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29204
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

I am assisting my [REDACTED] year old mother with her registration to protect her ID. She encountered many problems attempting to do this herself so I am stepping in. We were able to reach an operator at 8:00 this morning, however the supervisors had not yet arrived for work because their office is in the Central Time Zone. Our attempts to call since then have been fruitless because of high call volume.

First I would like to point out that since this high call volume is being generated by calls on the East Coast, supervisors should be available when WE would be calling, not when they would normally report to work.

Second, your office should be providing greater assistance for the elderly and others who are vulnerable and afraid, and who do not have access to a computer. Isn't there some way that your office can expedite service for these constituents?

Finally, this should NEVER have happened in the first place. I work in [REDACTED] and can assure you that having unencrypted data on your system is NOT an industry norm. If we permitted such vulnerability we would be fined to smithereens and would lose any credibility with our clients if we weren't sued out of existence first. Protecting private data is the right thing to do regardless of how much it costs. For the last 10 years this state has been governed by ideologues who act as though using taxpayer funds to maintain and improve infrastructure is a criminal act. The trend over the last decade to underfund state agencies has resulted in this epic failure. Your office can spin it all you want but the fact remains that the culture in the Governor's office has been totally focused on political ideologies at the expense of the citizens of this state. Now the very tax payers whose money you all insist you're trying to save will be stuck with the monstrous cost of monitoring credit data, and will also leave us stuck with this cost for the rest of our lives after this one-year protection ends.

To say that I am "hacked" is a gross understatement. I'm ready to see some accountability from the Governor's office.

Catherine Wendt

RECEIVED
OCT 31 2012
Refer. [REDACTED]
Answered: [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Wednesday, October 31, 2012 10:48 AM
To: Haley, Nikki
Subject: Security Breach

Title: [REDACTED]
First Name: Albert
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: SC
Zip: 29601
Phone: 864-[REDACTED]

Email: [REDACTED]@charter.net

Affiliation: Constituent
Message:
Governor Haley:

RECEIVED
OCT 31 2012
Referred to Pitts?
Answered _____

Within one week of the general election next week you will need to convene a special session of the general assembly in order to pass and put into law new legislation requiring all state government agencies to encrypt any and all citizen data/information immediately.

This legislation should also authorize the governor to appoint a chief information officer with specific responsibilities of ensuring that all state agencies comply with this legislation. I am aware that you already have someone appointed to oversee state computer purchases but data security is another specialty all in itself.

The cost of this new legislation requiring data encryption will be very small compared to the \$84-90 million that the DOR data breach will ultimately cost SC taxpayers.

Lastly, I very strongly recommend that all 250 employees of the DOR who were granted special data base access codes be required to take lie detector tests to determine if any of them provided their specific access code to anyone who was not authorized.

Very Sincerely,
Albert [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Wednesday, October 31, 2012 10:52 AM
To: Haley, Nikki
Subject: free credit report

Title:
First Name: henry
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: nmb
State: sc
Zip: 29582
Phone: 843 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

you could have made the credit application simple not a tricky and complicated and sales pitch for other services the credit copany sells. Thank you Henry [REDACTED]

PS Where the victoms also

RECEIVED
OCT 31 2012
Referred... ES
Answered _____

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Wednesday, October 31, 2012 3:22 PM
To: Haley, Nikki
Subject: Esperian Troubles

Title: EsperianTroubles
First Name: James
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: Sr.
Street Address: [REDACTED]
Street Address 2:
City: Georgetown
State: SC
Zip: 29440-6898
Phone: 843 [REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Senior Citizen
Message:
Esperian Troubles

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OCT 31 2012
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For many years Mrs [REDACTED] and I have filed SC State and Federal Income tax forms with payment. The recent Hacker problem caused us to follow published advice to register with Esperian which we did around 10/30/2012. In the course of exploring their web site I asked for a credit report thinking there would be no charges associated in that the State of SC would be paying for our memberships for one year and there was no warning on the web site that requests of this sort would result in extra charges.

Well, today noted two charges from Esperian on my American Express account. One was \$31.95 the other for \$1.00. I was surprised. I called Esperian and was told the charges were the result of my ordering a triple source credit report. There had been no warning of this possibility. I protested. There may be a partial credit given with AMEX.

Later I received an email telling me my membership had been cancelled and there would be no additional charge. Yet there seemed to be a possibility of continued monitoring of my account but I am not clear on that point.

I bring this episode to your attention because so many fellow South Carolinians could be impacted as they seek a relationship with Esperian. Potentially there is a lot at stake!

Sincerely,

James [REDACTED]
[REDACTED]
Georgetown, SC 29440-6898
843 [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Saturday, October 27, 2012 2:56 PM
To: Haley, Nikki
Subject: potential compromise of ID

RECEIVED

OCT 29 2012

Reference: 05
Answered: _____

20121029

Title: [REDACTED]
First Name: Janice
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650
Phone: N/A

Email: [REDACTED]@charter.net

Affiliation: South Carolina Resident

Message:

Firstly, I would like to express my appreciation of your leadership in SC. Thank you for your conservative leadership.

I heard about the possible id theft and heard that the line was really busy and you would work to solve this. I assume that's why they have a recording which is a great idea. However, I logged on to the website which had an invitation to enter a code for free membership. When I entered the activation code, the response said for me to enter a valid code.

I just wanted your office to be aware of this. I stayed on the line the 2nd time the information was given on the recording, and it is given with a word for every letter so you don't mistake a D for a V and so on. So I am certain I got the code right. That's why I am informing your office so you can hopefully work to correct this.

Thank you for your help. Again, I am a fan...Thank you for your leadership.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Monday, October 29, 2012 9:21 AM
To: Haley, Nikki
Subject: protectmyid.com

Title: [REDACTED]
First Name: Sylvia
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Simpsonville
State: SC
Zip: 29680
Phone: N/A

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

I have tried and tried to get through to them; went on line and they want my credit card number. There was no place to put the code, I am very frustrated! When I try to hold on the phone I can not get through. Can you help?

I will appreciate any help you can offer. Sylvia [REDACTED]

RECEIVED

OCT 29 2012

Referred _____

Answered _____

225033

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Thursday, November 01, 2012 12:45 PM
To: Haley, Nikki
Subject: ID theft?

Title: [REDACTED]
First Name: Mary
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Reevesville
State: SC
Zip: 29471
Phone:

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NOV 01 2012
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Rel: _____
Answered: _____

DNC file

Email: [REDACTED]@hotmail.com

Affiliation: Constituent
Message:
Dear Governor Haley:

My husband and I have filed SC state tax returns since 1973. Thank you for making the effort to protect us from ID theft.

In the past twenty-four hours, my husband and I have had four suspicious calls. As our phone numbers have been registered at DoNotCall.gov since its inception, I am always suspicious when we get sales calls. I have, of course, reported these four calls to DoNotCall.gov.

Something bothers me, however, and I wanted to address this with your office in the hopes that you can prevent others from becoming victims of these scams. Two calls were from WAKA, a scam where they direct you to go to a website. I got one of those last night around 9:45. As we both know, it's illegal for telemarketers to call after nine unless invited to do so, or unless there has been a previous relationship. I had already reported WAKA three times to the DNC site, and have repeatedly told them not to call me back.

Almost twelve hours later, I received a call from [REDACTED] at WN Positions, a "recruiting firm"; [REDACTED] said she was in Orlando Florida. She began to ask me questions of a personal nature and I refused to answer them. [REDACTED] sounded exactly like [REDACTED], the woman from WAKA last night. They both had the same accent (American Caucasian), the same cadence, and the same tonal qualities. And both tried to talk over me like a freight train running over tracks. (I know how to yell; she didn't get very far.)

Just in case law enforcement can tie these together, here are the phone numbers we received and I believe are scam artists:
459-121-8344, 971-373-2920, 704-237-3302, 415-121-6432. I hope this will help with your investigation.

Sincerely,

Mary [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Saturday, October 27, 2012 8:52 PM
To: Haley, Nikki
Subject: Hacking SC Tax Records

RECEIVED

OCT 29 2012

Ret: [REDACTED] Pette [REDACTED]
Assisted [REDACTED]

Title: [REDACTED]
First Name: Elliot
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Aiken
State: SC
Zip: 29803
Phone: 803 [REDACTED]
Email: [REDACTED]@gmail.com

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Affiliation: South Carolina Resident

Message:

- 1) We should be given lifetime Expedian coverage for ID protection. One year is not enough- our SSN is used throughout for many different records.
- 2) Who in the SC govt is responsible for the inadequate system security? They must be terminated, to emphasize to the next holder of the job that this performance is not acceptable. And also YOU need to assure that the required repairs of the SC Government record system are put in place. Or else go back to paper records!

This is truly a bad day for South Carolina residents, taxpayers, and the SC government!

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Saturday, October 27, 2012 1:46 PM
To: Haley, Nikki
Subject: HACKING - Residents ARE NOT being looked out for.

RECEIVED

OCT 29 2012

Rec. _____
Answered _____

Title:
First Name: Charlene
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Ladson
State: SC
Zip: 29406
Phone:
Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

EPIC FAIL. Millions of SC residents still in the dark today 27 October 2012 wondering if our SSNs were stolen. Neither the phone number you provided nor the website tell us anything. I wonder - do you know if your SSN was stolen? I bet you do while the rest of us wait and worry about identity thieves. Oh, did I say EPIC FAIL.

It's is great to want to slam to dude who did it against a wall, but milions of SC taxpayers are in the dark this weekend worried about identity theft and unable to get information after the Friday afternoon bomshell.

Disappointed. Worried and getting Angry.

LS7577

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, November 02, 2012 4:43 PM
To: Haley, Nikki
Subject: ID Theft

Title:
First Name: Cynthia
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: GILBERT
State: SC
Zip: 29054
Phone: 803-[REDACTED]

Email: [REDACTED]@gmail.com

Affiliation: Youth (Under 18)

Message:

My granddaughter's ID is not protected and has been compromised twice, first through the Medicaide and now through the State Department of Revenue. Please explain how I can protect her ID, I tried to enter her information but it was not excepted on the website you provided. I have custody of her and she is living in my home. Please send me the information immediately to protect her ID.

Sincerely,

Cynthia [REDACTED]
[REDACTED]
Gilbert, SC 29054

NOV 05 2012
05

225372

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Saturday, October 27, 2012 12:24 PM
To: Haley, Nikki
Subject: Cyber Attack suggestion

Title: Cyber Attack
First Name: Kenneth
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mt. Pleasant
State: SC
Zip: 29464
Phone: 843-[REDACTED]

Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

Any individual that has had their security breached/compromised should not have to call and get a code number and then call and sign up for one year of security protection from Experian Service. The Governor's office should have done this automatically upon first learning of the breach of security for all compromised.

RECEIVED

OCT 29 2012

Referenced
Answered *Smith*

225325

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, October 26, 2012 6:57 PM
To: Haley, Nikki
Subject: Cyber Attack Remedy

Title: [REDACTED]
First Name: Duane
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650
Phone: 864 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

I have attempted to enroll in the protection program as informed on the 6:00 WYFF news program, only to find an activation code is required. State officials requiring citizens to enroll themselves is senseless, especially when the DOR admittedly knows the extent of the compromise. It seems reasonable to assume residents voting in upcoming elections will critique all state level elected officials by the inconveniences and additional exposure risk caused by delays and 'callback later' messages associated with the slow enrollment process. The state fixed the slow DMV process. This is a little more urgent! The state botched the information security and now hopes to 'go cheap' by imposing on its citizens to waste their time attempting to obtain the activation code! Lets see, 3.6 million numbers stolen. Time is of the essence. All individuals known to have been compromised should automatically be enrolled. Let the citizens vote! This message will be sent to WYFF.

RECEIVED

OCT 29 2012

Re: Answered *Smith*

225326

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 7:37 PM
To: Haley, Nikki
Subject: Credit files

Title: [REDACTED]
First Name: Robert
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sumter
State: SC
Zip: 29154
Phone: 803 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

Dear Governor,

You have got to be kidding me. Just short of Nuclear war I cannot imagine a worse scenario for the citizens of this state. I want some people fired for this horrendous fiasco. You will need to provide free credit monitoring for us for longer than a year (actually we need continuous protection) and it will need to be with all three bureaus. I cant even get through to the credit bureaus. Our protection should be automatic and you should have already dealt with this. This is a disaster that must be paid for and dealt with completely and totally. Your news conference DID NOT deal with this matter properly. You need to step up now and help the people to deal with this. Who will be fired first? I am very distressed and mad. DO YOUR JOB.

Robert [REDACTED]
A very angry SC citizen.

RECEIVED

OCT 29 2012

Rate
AUTOWORD Smith

225327

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comcast.net>
Sent: Friday, October 26, 2012 3:01 PM
To: Haley, Nikki
Subject: Lost Social Security Numbers

Title: [REDACTED]
First Name: James
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Goose Creek
State: SC
Zip: 29445
Phone: 843 [REDACTED]

Email: [REDACTED]@comcast.net

Affiliation: Constituent

Message:

I know you're aware of the lost SSAN and credit card numbers. Although this is a serious breakdown, I can accept it as a fait accompli. However, when 2.6 million people are effected it is totally unacceptable to have a single web site, which leads to an immediate dead end, and a single phone number to answer inquiries. I've been trying for three hours and can't get through to the number and as I said the website is a deadend. Please do something quickly to remedy this farce of a response. Thank you for the help.

By the way thank you Governor for the great job you're doing. It is very much appreciated.

RECEIVED

OCT 26 2012

Referred to _____
Answered: Smith

225328

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@excite.com>
Sent: Monday, October 29, 2012 10:46 AM
To: Haley, Nikki
Subject: Children's ID's?

Title: [REDACTED]
First Name: Shannon
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lexington
State: SC
Zip: 29073
Phone: 803 [REDACTED]

Email: [REDACTED]@excite.com

Affiliation: South Carolina Resident

Message:

I am writing concerning the cyber attack. We have three children, all of which SSN's are linked to our tax returns. What is the plan on protection their IDs?

Thanks,
Shannon

RECEIVED

OCT 29 2012

Refer. 65
Answered Cooper

225329

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@2hotmail.com>
Sent: Monday, October 29, 2012 10:54 AM
To: Haley, Nikki
Subject: please fix

Title:
First Name: Christine
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: myrtle beach
State: Sc
Zip: 29577
Phone: 843 [REDACTED]

Email: [REDACTED]@2hotmail.com

Affiliation: Constituent

Message:

That system you are using to protect people's social security nos. is not working fix it

RECEIVED

OCT 29 2012

15
Answered Cooper

26000

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Sunday, October 28, 2012 5:14 PM
To: Haley, Nikki
Subject: SCDOR Breach of Information

Title: [REDACTED]
First Name: William
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29229
Phone: 803-[REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident
Message:

After multiple attempts to cover my minor children, who were listed on my tax return, I have been unable to do so. I first tried to use the ProtectMyID.com to protect them with the state's coverage for a year, but since they are minors, the website will not accept their information. Next, I contacted the support for ProtectMyID.com and they stated I needed to call to set up minor children. When I called, they informed me that nothing is established by the state of SC to protect minor children. Multiple media sources have stated that the state has advised to have your minor children monitored as well if they appeared on your tax return.

I have also made multiple attempts by phone and email, as the example attached, to contact the Department of Revenue on Saturday, October 27th but only received a recording and no response to the email. According to The State newspaper, the Department of Revenue was going to be open to receive phone calls and answer questions on Saturday. The information being released by our State government appears to be inaccurate and a big concern.

Could you please respond to my concern and guide me to the process the State of SC has for me to protect my children? This breach is a grave concern for me as a taxpayer and citizen of the State of SC.

As a taxpayer, I feel like my information, along with my children's, should be safe and I realize that we live in a new and dangerous world, however, since the SC Government has known about this breach since August 27th, it appears to me that the plan and protection for Every SC citizen should have been thought through and processed before the Government decided to let the citizens know. It's already bad enough that our personal information is out there for criminals to use but then our Government has failed us by not having a better system in place to help us with this ID theft (waiting on the phone 45 minutes to find out your child isn't covered is not a good plan to me).

Thanks,

William [REDACTED]
(803) [REDACTED]

REC'D
OCT 29 2012
Referred to CS
Answered Cooper

199 977
225 551

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 8:38 PM
To: Haley, Nikki
Subject: SC Residents SS#, Credit & Debit Cards Compromised NOT ACCEPTABLE

Title:
First Name: SUSAN
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: PIEDMONT
State: SC
Zip: 29673
Phone: 864 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

After trying numerous times since yesterday to reach the 1.866.578.5422 number to find out if my SS# has been compromised, I was finally given a (what I presume to be GENERIC Authorization Code) to use at the website: 222.protectmyid.com/scdor. After trying several times to enter this code onto the website with no response, I finally called the 1.877.371.7902 number, ONLY to receive yet ANOTHER AUTOMATED recording saying the the Credit Center is CLOSED. It is 8:30 pm EST and it is closed? After almost 80% of LEGITIMATE SC RESIDENTS' IDENTITIES HAVE BEEN COMPROMISED?

THIS, Governor Haley, IS NOT ACCEPTABLE. Your department needs to address this issue immediately. This should be your number one priority on your WIN (What's Important Now) list.

Is this the support we can continue to expect from you?

A very dissapointed LEGAL SC resident.

RECEIVED

OCT 29 2012

Refer: CS
Answered Cooper

700077

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Friday, October 26, 2012 7:36 PM
To: Haley, Nikki
Subject: SC Dept of Revenue database being hacked

Title: [REDACTED]
First Name: Deborah
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lexington
State: SC
Zip: 29072
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: South Carolina Resident

Message:

This message is regarding the SC Dept of Revenue database being hacked. It would have been nice, if South Carolina tax payers were given the code they are to enter on the Experian website to request the one year complimentary "ProtectMyID" protection, instead of making us all call this number: 866.578.5422 to get the code, and never getting an answer. It is very obvious this number is unable to handle the call volume it is receiving. Please give SC tax payers more phone numbers to call into, or give us the code to enter on the Experian website to get the 1 year complimentary "ProtectMyID" protection.

RECEIVED
OCT 29 2012
Refer. CS
Answered Cooper

225333

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 12:46 PM
To: Haley, Nikki
Subject: Protect My ID

RECEIVED

Title: [REDACTED]
First Name: Deborah
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] **Street Address 2:**
City: New Ellenton
State: SC
Zip: 29809
Phone: 803 [REDACTED]

OCT 29 2012

Referred CS
Answered Cooper

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

The instructions given in order to protect my ID is not working. I keep getting "Invalid Code" for scdor123. Please respond to this matter.

Thank you,

Deborah [REDACTED]

77777

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 6:47 PM
To: Haley, Nikki
Subject: CYBER ATTACK

RECEIVED

Title: [REDACTED]
First Name: BETTY
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Little River
State: SC
Zip: 29566
Phone: 843 [REDACTED]

OCT 29 2012
[REDACTED] to [REDACTED]
[REDACTED] Cooper

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I called the phone number given over the news station regarding the cyber attack and all you get is a recording stating they are having a large number of calls (SURPRISE-SURPRISE) and advised me to call back at a later time or date. Would you please explain to me how all the millions of people in this state are suppose to get through when there is only 1 number to call. Do you expect each person to sit by their phone 24 hours a day and constantly redial this number?? Why do WE have to call YOU in the first place? You already have all of our information. There has to be a better way to solve this problem.

225336

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 11:03 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Referred to 15

Answered Cooper

Title: [REDACTED]
First Name: KAREN
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Taylors
State: SC
Zip: 29687
Phone: 864-[REDACTED]

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

My husband and I have been calling the telephone number but cannot get through. How do we determine if our SS numbers have been compromised if we can't talk to anyone?

Thank you.

[REDACTED] Karen [REDACTED]

100577

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@mailbox.sc.edu>
Sent: Monday, October 29, 2012 8:54 AM
To: Haley, Nikki
Subject: Cyber Attack

Title: [REDACTED]
First Name: Dena
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29229
Phone: 803 [REDACTED]

Email: [REDACTED]@mailbox.sc.edu

Affiliation: SC State Employee

Message:

I would like to be given information as to whether or not my personal social security number as well as those in my family were one of those that were compromised. I realize that there are many things that you are involved in regarding the situation, but we would like to know. Is there a telephone number that we can call to obtain this information? Please respond.

RECEIVED
OCT 29 2012
Referred CS
Approved Cooper

225339

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@wctel.net>
Sent: Monday, October 29, 2012 10:05 AM
To: Haley, Nikki
Subject: Compromise of Social Security Information

Title: SCDOR Compromise of Taxpayer Information First Name: Mary Middle Initial: [REDACTED] Last Name: [REDACTED]

Suffix:

Street Address: [REDACTED]

Street Address 2:

City: Iva

State: SC

Zip: 29655

Phone: 864-[REDACTED]

Email: [REDACTED]@wctel.net

RECEIVED

OCT 29 2012

Referred to CS

Answered Cooper

Affiliation: South Carolina Resident

Message:

I have tried, with no success, since Friday, 10/26/12 to access the phone number given by SCDOR to determine if our info was compromised in the 3.6 million SS#'s hacked from the SCDOR records. This morning I contacted SCDOR by phone and spoke with Rene Johnson. It stands to reason that, given the fact that SCDOR had this information initially, they should know if ours was among those impacted. She informed me that they had no idea whose records were taken IF ANY WERE. Stated that they didn't know if ANY records were actually taken that it was just a POTENTIALITY. In addition to feeling completely victimized by an agency of the state we should be able to trust, I now am strongly impacted by the fact that SCDOR employees have evidently been given a script to use in response to citizens. She again urged me to call the number for Experior or use the link (which, even w/ the activation code provided by SCDOR, I couldn't get to work properly). Again, this morning the message rec'd at the number is that their call volume is too great and I should call back at a later date.

This is the straw that breaks the camel's back for us as far as your administration is concerned. I have never felt that you had the best interest of those of us who have worked hard all our lives in this state. Now, the fact that our most vital information has not been protected with encryption, etc., has sealed the deal. You should put your efforts into taking care that citizens of South Carolina receive protection and benefits due them instead of working with your cronies to follow your own personal agenda. To say that I am disappointed in YOU and YOUR ADMINISTRATION is putting it mildly.

1077

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@mac.com>
Sent: Saturday, October 27, 2012 6:16 PM
To: Haley, Nikki
Subject: Records Compromise

Title:
First Name: dan
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: anderson
State: sc
Zip: 29621
Phone: 864 [REDACTED]

Email: [REDACTED]@mac.com

Affiliation: South Carolina Resident
Message:

I realize that security breeches are a fact of life. Wish it had not happened.

I am writing, though about the aftermath and the "plan" and wanted you to have some feedback.

I have spent a frustrating day with the directions provided for reacting to the problem and protecting myself.

I finally was able to get on the website that your phone center directed me to. I got to log in with the D provided from the phone call. I was asked to confirm and complete the process by calling a number. That number is just swamped with a zillion residents overwhelming the system. Recording sez that I'll just have to wait until I get an email in 10 days to finish the process. Hmmmmm....

I did get an email fairly quickly saying that the process could not go forward until I called a new phone number.

"Action Needed! Additional information is needed so that we can provide you with full access to your membership.

Welcome to ProtectMyID.com(TM) Identity Theft Protection! Thank you for signing up.

We take your security seriously and want to ensure that only your personal credit information is released to you. During your sign up for ProtectMyID.com(TM) Identity Theft Protection, you did not pass our identity verification procedure.

In order to get complete access to your membership, simply call us at 1-866-960-6943. We are open Mon-Fri 6am-6pm and Sat-Sun 8am-5pm Pacific Time. Our Customer Care representatives will ask you a few questions in order to confirm your identity. "

Well , good luck on getting thru on that line.

So, I don't know where I stand or how to take a next step or do anything to protect myself from this breach.

RECEIVED
OCT 29 2012
Refer. CS
Copey

I suggest that you get a BUNCH of folks to answer the phone and help us out! Do you have any suggestions or advice?

dan [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Tuesday, October 30, 2012 10:44 AM
To: Haley, Nikki
Subject: Children

Title: [REDACTED]
First Name: Denise
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Cades
State: SC
Zip: 29518
Phone: (843) [REDACTED]
Email: [REDACTED]@hotmail.com

RECEIVED
OCT 30 2012
[REDACTED] 15
[REDACTED] answered

Affiliation: South Carolina Resident

Message:

I have enrolled in the credit monitoring as a result of the SCDOR hacking. However, it will not allow me to sign up or verify that my children's social security numbers are not among those at risk. As I am sure you are aware, these criminals are more than happy to use the social security numbers of minors for their illegal activities. I do not want them to be victims and us not even be able to tell. How can I find out if their numbers were stolen and how do I protect them from fraud?
Thank you.

NO F I N E

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, October 30, 2012 10:48 AM
To: Haley, Nikki
Subject: Experian website code not working; no phone access

RECEIVED

OCT 30 2012

Referred to CS

Answered _____

Title:
First Name: Mary
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] Street Address 2:
City: Mount Pleasant
State: SC
Zip: 29466
Phone: (843) [REDACTED]
Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

Dear Governor Haley:

I sent the following message (see below) to the support email address for Experian. Please tell them to improve their access ASAP. If not, perhaps you can negotiate a much lower rate or contact another credit-monitoring service for our business.

Sent Tuesday morning:

Please be advised that your website is malfunctioning. I have logged in repeatedly to protectmyid.com/scdor, received the opening screen, typed in SCDOR123 (also tried lower case) for the activation code, and received the same page again asking for the activation code. I cannot phone you because I receive a message that says to call again later, and then I am disconnected. Please fix this glitch so that we can access your service online.

Thank you for your attention to this request. -- Mary [REDACTED]

Q
Q
L
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V

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comcast.net>
Sent: Tuesday, October 30, 2012 12:32 PM
To: Haley, Nikki
Subject: social security fraud

RECEIVED

OCT 30 2012

Refer CS
Answered _____

Title: [REDACTED]
First Name: DANIEL
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: CHARLESTON
State: SC
Zip: 29414
Phone: (843) [REDACTED]

Email: dshoe@comcast.net

Affiliation: Constituent

Message:

I want the office of Nikki Haley to respond to me by telephone at 843-[REDACTED] in reference to my stolen social security number and my credit cards and debit cards.

I have called 1-866-578-5422 and cannot get through, actually hung up on, also the message is run through much to fast. Have anyone reviewed this? This is your mess up and the tax paying citizens should be able to speak to a person live on the phone to make sure we are really protected. I wont give any information to Protect my I.D. because I don not know who they are.

If my identity gets hacked at anytime within the year and for many years to come you will be fully accountable.

The state has not given us access for help, we cannot reach anyone on the phone, and I will not trust just another web site with any of my personal information.

Again please have someone from this office call me on my phone so that we will both come to an understanding with this.

Thank You,

Daniel [REDACTED]

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ghs.org>
Sent: Tuesday, October 30, 2012 6:32 AM
To: Haley, Nikki
Subject: Code is no longer working on protection site

Title: [REDACTED]
First Name: Lisa
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: Sc
Zip: 29611
Phone:

Email: [REDACTED]@ghs.org

Affiliation: South Carolina Resident

Message:

I helped both my in-laws on the protection site with no problems. I went back to do my own last night and then again this morning with no,luck. It is saying that SCDOR123 code is invalid.

RE
OCT 30 2012
Refer [handwritten mark]
Answered _____

cc + [handwritten mark]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Tuesday, October 30, 2012 11:28 AM
To: Haley, Nikki
Subject: protectmyid

RECEIVED

OCT 30 2012

LS

Title: [REDACTED]
First Name: robert
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: cowpens
State: sc
Zip: 29330
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

would love some help.been trying to go to site and the promo code says invalid.called protectmyid and guess what, after 30 mins waiting for someone to answer that never happened,i hung the phone up.how can we try to protect ourself if the company won't allow us to use the info. giving to us by the goverment that didn't protect us either.would like to hear back about this subject asap, because i dont have much, but what i do have i worked hard for.
thank you,
Robert [REDACTED]

Handwritten marks on the right margin, including a large 'D' and some illegible scribbles.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, October 30, 2012 12:25 PM
To: Haley, Nikki
Subject: SCDOR Security- What Now

RECEIVED

OCT 30 2012

REL. 05
ANSWERED

Title: [REDACTED]
First Name: Joel
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Moncks Corner
State: sc
Zip: 29461
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident
Message:
Governor Haley,

I am concerned about the recent lack of security with the SCDOR. I am reaching out to you, because I am not having any success reaching anyone else. I am attempting to contact my local office of DOR now and the phone has been ringing for the last 17 min. I am thankful for the one year of protection/credit monitoring but what about the next 10-20 year. I must pay for SCDOR/governments lack of attention to detail? That is not fair!!! Still no answer at DOR now 21 min. not even a recording or how may I be of service to you.

02

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Tuesday, October 30, 2012 11:03 AM
To: Haley, Nikki
Subject: Cyber attack

RECEIVED
OCT 30 2012
Referred: CS
Answered: _____

Title: [REDACTED]
First Name: Terri
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Charleston
State: Sc
Zip: 29414
Phone: 843 [REDACTED]

Email: [REDACTED]@bellsouth.net

Affiliation: SC State Employee

Message:
Please let me know if my husband goes under the same code number that I went under to protect our credit report. He has tried to go under the same code number but it will not let us go into it further. Thank you for your time. Terri [REDACTED]

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Monday, October 29, 2012 7:17 PM
To: Haley, Nikki
Subject: Hacking

Title: [REDACTED]
First Name: Debra
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Blythewood
State: SC
Zip: 29016
Phone:

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

I am appalled that SC didn't take precautions with our information, i.e., encryption. What will 1 year of credit monitoring do when our information has been exposed indefinitely??? Also, why were you so slow in bringing this to our attention? We should have been notified immediately. We need lifetime credit monitoring for this horrendous breach of our personal information and even that will not fully protect us from the dangers you have exposed us to.

PPA 11/1/12

OCT 30 2012

Rec'd 05
Answered

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@comcast.net>
Sent: Monday, October 29, 2012 7:01 PM
To: Haley, Nikki
Subject: Security Breach

Title:
First Name: Barbara
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Saint Helena Island
State: SC
Zip: 29920
Phone:

Email: [REDACTED]@comcast.net

Affiliation: South Carolina Resident

Message:

I find it appalling that you are charging South Carolina taxpayers for your ineptitude in providing security for our personal information. HOW DO YOU JUSTIFY THAT??? SHAME ON YOU!!!

RECEIVED

OCT 30 2012

13

Answered

224788

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@bellsouth.net>
Sent: Monday, October 29, 2012 2:51 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Referred CS

Answered [redacted]

Title:
First Name: Larry
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Bishopville
State: SC
Zip: 29010
Phone: 843 [redacted]
Email: [redacted]@bellsouth.net

Affiliation: South Carolina Resident

Message:

When will I be told if MY personal tax information is one of the accounts that my DOR allowed to be stolen. When I called the(866-578-5422) all I got was a recorded message as to how to sign up for protection(which I did). The recording continued and said to stay on the line if I wished to speak to someone, but it just hangs up and disconnects on me. Again, I just want to know if I am one of those 77% whose info was stolen so I can take further action than I already have taken and beyond what you have provided.

I would greatly appreciate some personal attention to this e-mail since I can't get anything from anyone else anywhere in my government. Thanking you in advance.

224532

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@msn.com>
Sent: Tuesday, October 30, 2012 7:48 PM
To: Haley, Nikki
Subject: Breach of Social Security Numbers

PP
OCT 31 2012
15
[REDACTED]

Title: [REDACTED]
First Name: Lee
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: North Myrtle Beach
State: SC
Zip: 29582
Phone: 704 [REDACTED]

Email: [REDACTED]@msn.com

Affiliation: Constituent

Message:

Hello Governor Haley,
My husband and I have been residents of SC since [REDACTED]. As such, we have been filing taxes each year.

I saw your telecast advising tax payers to contact Experin regarding a breach of 77% of the voters Social Security numbers. I first went to the website for Experin then decided I needed to call them to get information regarding an Activation Code.

After calling the 1-866-578-5422 I learned that I was to go to a specific website...

www.protectmyid.com/scvor then I was supposed to enter the activation code of scvor123. First I could not get on the website using the address provided by Experin. Second I went back into the website using the regular address of www.protectmyid.com but the code didn't work on that site either. Third...I went back and called Experin again, expecting to get more information...and there was no more information.

01810

I do want to find out if our Social Security numbers were in the huge group that was hacked...and then I want to take advantage of the protection plan the SC Government is providing. However...I am just running into dead-ends.

Please help! Lee [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Tuesday, October 30, 2012 8:12 PM
To: Haley, Nikki
Subject: SCDOR tax forms

Title:
First Name: Jimmy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: COLUMBIA
State: SC
Zip: 29209
Phone: [REDACTED]

Email: [REDACTED]@att.net

Affiliation: Constituent

Message:

Hello: Could you tell me if our BANK ACCOUNT NUMBER on our tax form filed with DOR was also compromised?

Thank You,
Jim [REDACTED]

RECEIVED

OCT 31 2012

Refer. 05

Answered _____

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Tuesday, October 30, 2012 8:50 PM
To: Haley, Nikki
Subject: ID Protection

RECEIVED

Title: [REDACTED]
First Name: Wayne
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Eutawville
State: sc
Zip: 29048
Phone: 803-[REDACTED]

OCT 31 2012

05

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I went to the web site linked from this site and put all my information in and the Code SCDOR123. I tried it twice and it will not process my info. ????

VR,

Wayne [REDACTED]

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@ftc-i.net>
Sent: Tuesday, October 30, 2012 10:38 PM
To: Haley, Nikki
Subject: Cyber Attack

Title: [REDACTED]
First Name: Tracy
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sumter
State: SC
Zip: 29153
Phone: 803 [REDACTED]

Email: [REDACTED]@ftc-i.net

Affiliation: Constituent
Message:
Dear Ms. Haley

RECEIVED
OCT 31 2012
Refer... [REDACTED]
Answered: [REDACTED]

I am having trouble getting to the website to registerd my name and information on my credit report. At one point I was able to get on the web page but the code scdor123 was not working so I tried it later and it would not let me get on there either. I have also called and could not get through. I have been having trouble with information and software being taken off or not working on my computer. I also want to let you know that my telephone seem to have interference or interception at times. The telephone will just cut off and when speeking up that the telephone is not working it will come back on. These issues that I have mention has been happening for some time now and continue to happen in this house. I have call the telephone company and reported the issue and nothing was really done about it. When I call for problems they do ask for social security numbers which I have giving for problem solving. It was told that Farmers have there own communication protection which is seperate from other telephone communication because it is a coopertative (own by it's members). Could you let me know if this is the truth that they can do this or have their own communication protection. I also thinks that my telephone is being tampered with or lines being used by someone else which the telephone is crossing with someone else.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Wednesday, October 31, 2012 11:56 AM
To: Haley, Nikki
Subject: ID Theft

RECEIVED
OCT 31 2012
Referred 05
Answered NRN

Title: [REDACTED]
First Name: Martin
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: north myrtle beach
State: So
Zip: 29582
Phone: 843 [REDACTED]

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Please FIRE all the people who compromised the social security #'s of the SC residents.

This has been a GREAT imposition on us.

Thank you.

Marty [REDACTED], Retired but not Retiring
[REDACTED]
North Myrtle Beach, SC 29582
843 [REDACTED]

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Tuesday, October 30, 2012 7:23 PM
To: Haley, Nikki
Subject: Incompetence at DSIT

Title: [REDACTED]
First Name: Thomas
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29212
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: SC State Employee

Message:

As an [REDACTED] at [REDACTED] I am appalled that the SCDOR data could be compromised in such a manner. There is no excuse for such incompetence and as an IT professional I do not believe that second chances are appropriate. Persons should be FIRED and not simply reprimanded.

On a positive note, thanks for the service that you provide to SC. God bless.

OCT 31 2012
From: [REDACTED]
Answered, [REDACTED]

085120

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aaaclearcredit.com>
Sent: Tuesday, October 30, 2012 5:40 PM
To: Haley, Nikki
Subject: Owner/Operator Clear Credit LLC

RECORDED
OCT 31 2012
Nikki Pulls
Answered

Title: [REDACTED]
First Name: Michael
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Sumter
State: SC
Zip: 29150
Phone: 803-[REDACTED]

Email: [REDACTED]@aaaclearcredit.com

Affiliation: Other

Message:

I understand your office wanting to help S.C. consumers with there (Credit) personal information, but monitoring by Experian is not the answer. It will help but monitoring your credit file will only let you know after your information has been breached not before. What will happen in a year or in this case 5,10 or 20 years from now since the person or persons will still have this personal information? Most consumers do not understand a credit file and some do not have knowledge to use a computer. You said that it could cost 3.5 million of our tax dollars. I think that if you would let S.C. Licensed Credit Counseling Organizations help you could save the State and S.C. Consumers a lot of money and educate the consumer on credit at the same time. I have been helping with credit a long time and when you try to talk to some one at the Credit Bureau all you get is a computer. South Carolina Consumers deserve better than that and I know that as the great Governor of S.C. you want more for us. Thank you Michael [REDACTED] 803-[REDACTED]

0312

.ncorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Tuesday, October 30, 2012 4:13 PM
To: Haley, Nikki
Subject: Hacking of the scdor

RECEIVED

OCT 31 2012

Referred: [REDACTED]
Answered: _____

Title:
First Name: Rebecca
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Belton
State: SC
Zip: 29627
Phone: 864 [REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident
Message:

I am concerned about the cost to the state concerning the hacking. I signed up for the one year protection but am I safe after one year or am I now forced to continue some form of id protection. Canceling debt and credit cards are easy, but my concern is my social security number. Should I cancel my SS#. And what steps are you taking for the future? How was the "protect my id" selected? I think it is owned by one of the credit bureaus. Will these revenues remain state side or go to Ireland?

#189263

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Wednesday, October 31, 2012 10:55 AM
To: Haley, Nikki
Subject: Data Breach

RECEIVED

OCT 31 2012

Referenced by Pitts
Answered

Title: [REDACTED]
First Name: David
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lexington
State: SC
Zip: 29073
Phone: 803 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

I have submitted the following letter to The State newspaper, and I would like a reply directly to this. Thank you.

While basic information is being made available to SC residents and taxpayers, there remain questions as to whether additional steps need to be taken to secure the privacy and assets of South Carolinians. From press releases, it is unclear as to whether information on tax return attachments has also been compromised, such as W2 forms and 1099-R forms. Some of these documents contain financial institution account numbers which may will make the account holders far more vulnerable to additional hacker attacks. If the SC Department of Revenue or the Governor's Office knows the full extent of the breach in this regard, it should be immediately disclosed to the public so that we may fully protect ourselves.

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Wednesday, October 31, 2012 10:57 AM
To: Haley, Nikki
Subject: Taxpayers paying for hacking

Title: [REDACTED]
First Name: Wanda
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2: [REDACTED]
City: Greenville
State: SC
Zip: 29601
Phone: 864-[REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

I have to ask, WHY? are the taxpayers paying for this? Aren't we the victims here?

RECEIVED
OCT 31 2012
Referenced Pills
Answered _____

11 chpp

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Tuesday, October 30, 2012 6:08 PM
To: Haley, Nikki
Subject: SCDOR hacking

Title: [REDACTED]
First Name: Frank
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Summerville
State: SC
Zip: 29485
Phone: 843 [REDACTED]

Email: [REDACTED]@sc.rr.com

Affiliation: Constituent

Message:

Madam Governor,

I am writing to ask for specifics concerning the recent hacking of the SCDOR. I would like specific answers to my questions. Please do not reply with a "canned" email.

Since the SCDOR security protocols were inadequate at best. Why isn't the DOR submitting the names to Experian? Their system failed they should fix it.

Why wasn't the security protocols higher than the industry standard, since industry standards have been woefully inadequate in the past? The White House was hacked not long ago.

Have the protocols been improved yet?

Why wasn't all our information encrypted?

If someones identity is stolen will the state of South Carolina pay to fix it? will they assist people in getting it fixed, i.e., have someone to help fill out the mountains of paperwork.

If someones bank accounts are drained will the state replenish it?

I am not happy with this situation nor am I happy with the way it seems it's being handled. It was discovered on the 10th of Oct and the taxpayers weren't notified until the 26th. Sixteen days makes it appear to be a cover up in the works.

The public should have been notified on the 11th stating that it happened and what you were doing to fix it.

Also, the state IT director needs to go he/she has proven they're not up to the job. The SCDOR director should go to for not insisting on better security standards. After all it's my life they've allowed to be exposed to possible ruin.

Sincerely,

Frank [REDACTED]

RECEIVED
OCT 31 2012
Re: [REDACTED] Pillo
Answered: _____

11/1/12

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@shtc.net>
Sent: Saturday, October 27, 2012 12:27 PM
To: Haley, Nikki
Subject: Cyber attack

RECEIVED

OCT 29 2012

Referred: (1)
Answered: _____

Title: [REDACTED]
First Name: Clyde
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Cheraw
State: SC
Zip: 29520
Phone: 843 [REDACTED]
Email: [REDACTED]@shtc.net

Affiliation: South Carolina Resident

Message:

When I attempted to log on to "proctectmyid.com/scdor" I could only get the company's regular website and I was NOT going to sign up on a pay for service web page. I then called the company and as of this writing I have been on hold for ONE HOUR. What a total mess. You would think Obama personally managed this disaster.

Clyde [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Saturday, October 27, 2012 2:31 PM
To: Haley, Nikki
Subject: cyber attack

Title:
First Name: Sandra
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: sc
Zip: 29223
Phone: 803 [REDACTED]
Email: [REDACTED]@sc.rr.com

RECEIVED
OCT 29 2012
Referred to [REDACTED] (15)
Answered [REDACTED]

Affiliation: South Carolina Resident

Message:

It's bad enough that our revenue records were not encrypted. But now we cannot even begin to correct the problem because the web site will not accept the code and the listed phone number cannot take any more calls. More manpower should have been devoted to help correct a problem that should not have happened in the first place. Someone at the Dept of Revenue needs to be fired and replaced with a competent administrator.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Sunday, October 28, 2012 5:22 PM
To: Haley, Nikki
Subject: Cyber Attack

Title: [REDACTED]
First Name: David
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: Summerville
State: SC
Zip: 29483
Phone: 843. [REDACTED]
Email: [REDACTED]@att.net

RECEIVED

OCT 29 2012

Referred: 05
Answered: _____

Affiliation: South Carolina Resident

Message:

Governor Haley,

As a SC resident/taxpayer, I have been affected by the recent cyber attack. Upon reading of the attack, I immediately called the phone number as instructed. After 20-30 attempts I gave up for the day. Two days later I finally got through and followed the instructions. I have now been enrolled in "ProtectMyID". I reviewed my current credit report and noticed a discrepancy. So, I called the appropriate number and was placed on hold for 25 minutes. When I finally spoke to someone, she said they were having "system problems" and to call back in 3 hours? This issue goes unresolved. About three weeks ago I was notified by my credit card company of fraudulent activity, coincidence? My point is that as I can appreciate all the state is doing to try to protect us, is it enough? Experts say the longer the attackers hold onto the info, the more valuable it becomes to them. I do not believe a year of "free" protection is going to be enough. Also, all the services on ProtectMyID is not free. Are you, as the Governor of our great state going to assist South Carolinians after the year is up? If our ID is stolen, will you be there for us?

Thanks for your time,

David [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@att.net>
Sent: Sunday, October 28, 2012 9:24 PM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

APPROVED [Handwritten: 05]
[Handwritten: APPROVED]

Title: [REDACTED]
First Name: Cindy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] Street Address 2:
City: Mount Pleasant
State: SC
Zip: 29464
Phone: 843 [REDACTED]
Email: [REDACTED]@att.net

Affiliation: South Carolina Resident

Message:

Article in Post & Courier (10/27/12) states free credit monitoring and identity protection is available through Experian; however, insurance protection is not included. Why isn't insurance coverage included? And, why isn't this explained thoroughly?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@newellrichardson.com>
Sent: Monday, October 29, 2012 11:41 AM
To: Haley, Nikki
Subject: cyper attack

RECEIVED

OCT 29 2012

Referred CS

Answered _____

Title: [REDACTED]
First Name: Betsy
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Hemingway
State: SC
Zip: 29554
Phone: 843 [REDACTED]
Email: [REDACTED]@newellrichardson.com

Affiliation: South Carolina Resident

Message:

What if a family member doesn't have an email account, or access to the internet, how can you get them set up for the protection?

You dial the number and wait after the recording and The phone number is saying try again later.

Sincerely,
Betsy [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@tsbrass.com>
Sent: Monday, October 29, 2012 11:17 AM
To: Haley, Nikki
Subject: Data Breach

Title: [REDACTED]
First Name: LouAnne
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenville
State: SC
Zip: 29611
Phone: 864. [REDACTED]
Email: [REDACTED]@tsbrass.com

RECEIVED

OCT 29 2012

Refer 15

Answer

Affiliation: Constituent

Message:

I called the number listed. All it did was refer me to a web site where I had to fill in personal information (including SS #), take a risk evaluation. It still didn't tell me whether my information had been breached. It was completely useless. And what are people supposed to do who do not have access to a computer such as my 80 year old mother? I know nothing more than I knew on Friday.

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@msn.com>
Sent: Saturday, October 27, 2012 8:46 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Re: _____

Answered _____

Title: Mrs
First Name: Melissa
Middle Initial: M
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Lexington
State: SC
Zip: 29072
Phone:
Email: [redacted]@msn.com

✓
✓
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✓

Affiliation: South Carolina Resident

Message:

Rather than inconvenience South Carolinians by requiring us to call the toll-free number to see if we have been affected by the cyber attack, the Department of Revenue should be required to notify affected residents. Free credit report monitoring should come automatically to those affected.

11/1/12

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 9:04 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Referred _____
Answered _____

Title: Mrs.
First Name: Tracie
Middle Initial: L
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED] Street Address 2:
City: Eastover
State: SC
Zip: 29044
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: Constituent

Message:

I tried all afternoon to get through and like I'm sure many South Carolinians was unsuccessful. There are two separate messages that I received and its the same ones Kevin Cohen was talking about on WVOC. I feel like someone needs to take further action to insure our identities are protected, maybe a number dedicated to SC residences only, and if this one is then have a talk with the folks answering the phone or in my case not answering the phone, why not put people on hold instead of making them call back. In these difficult economic times I like many other people I know have no HOME phone service and rely only on my cell phone, this cost money when you make a call during NORMAL business hours even when you cant get through, receive the message and then are disconnected. It also needs to be where one person in the family can call about everyone living in the household because thats just ridiculous that everyone would be required to call when one has great difficulty getting through. How did this breach happen and what is South Carolina doing about apprehending the people responsible for this.

Please email back with more reliable information for me.

Thank you

Tracie [REDACTED]

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nhcorrespondence,

From: Office of the Governor Site Support [redacted]@yahoo.com>
Sent: Saturday, October 27, 2012 9:18 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

referred to CS
answered _____

Title: Mrs
First Name: Cindy
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Irmo
State: sc
Zip: 29063
Phone:

427577

Email: [redacted]@yahoo.com

Affiliation: South Carolina Resident

Message:

Dear Governor Haley- this is very alarming to think the dept of revenue would actually maintain our personal information on line on any computer system . My question is, what is going to be done to prevent this from happening again? Please consider over staffing the 866 # in order for all SC to reach this number in a timely manner. What is the plan for those SC's who's information was stolen and being used? Have you considered bringing a task force together to help the people with support or to have a voice? We create so many wasted offices in Government why not one for something as serious?

I would expect the Governors office to make this process easier for SC. SC's trust gov with our private information would be interested to know the plan to protect SC going forward.

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@hotmail.com>
Sent: Saturday, October 27, 2012 9:52 AM
To: Haley, Nikki
Subject: Cyber Attack

RECEIVED

OCT 29 2012

Refer to CS

Answered _____

225765

Title: Mr.
First Name: Les
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Anderson
State: SC
Zip: 29626
Phone:

Email: [redacted]@hotmail.com

Affiliation: Constituent

Message:

It is very difficult and almost impossible to get through on the help line to find out what we need to do to protect ourselves. I think more phone lines should be added or provide information via the web that is an option to calling. I went to www.protectmyid.com/scdor thinking and would find this type of information but I cannot locate it on the web if it is there.

Sincerely,

Les [redacted]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Friday, October 26, 2012 11:51 PM
To: Haley, Nikki
Subject: cyber attack

RECEIVED

OCT 29 2012

Revised by CS
Approved by _____

Title: dr
First Name: thomas
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: greenville
State: sc
Zip: 29605
Phone:

177677

Email: [REDACTED]@hotmail.com

Affiliation: South Carolina Resident

Message:

this is so upsetting! All responsible individuals at the dor should be held accountable and so should you. you know cyber attacks are a fact of life and proper security measures should be in place. to add insult to injury you provide a phone number that is constantly busy and not accessible.
for most of my life i have lived in the northeast where the government was supposedly dysfunctional . . . you go way beyond that.
i hope to leave this bigoted state soon.
thomas [REDACTED] dds

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@yahoo.com>
Sent: Friday, October 26, 2012 8:50 PM
To: Haley, Nikki
Subject: Cyber attack

RECEIVED

OCT 29 2012

CS
[redacted]

Title: Mrs
First Name: Frances
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Lancaster
State: SC
Zip: 29720
Phone:
Email: [redacted]@yahoo.com

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Affiliation: South Carolina Resident

Message:

The ability for the citizens to protect them selves after our government has failed to protect our information is grossly inadequate. The information released has stated the hotline will be open 24/7 and then on the Governors site it state there are limited hours. Then when you call you are told to call back at another date and you have until Jan. 2013 to enroll. Really??? This is considered acceptable. If someone is impacted and could not get through are you going to repair their credit rate, replace the funds, and deal with the mounds of paperwork that it will require to straiten this mess out? I think not. It will be left up to the individual to handle everything. Providing protection is only helpful if you can sign up for it. Which as of right now thousands of people are being told to call back. This is unacceptable. If you know who is being impacted why have those individuals not been automatically protected. Also the website requires individuals to pay for the service that has been offer for free from the State.

I certainly hope these options are reevaluated and a better system is set up.

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nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Thursday, November 15, 2012 5:35 PM
To: Haley, Nikki
Subject: Poor Customer Service

Title: Mr.
First Name: dan
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greer
State: SC
Zip: 29650
Phone:

Email: [REDACTED]@charter.net

Affiliation: Constituent

Message:

You have an office, OEEP, I received an email from a Katherine Thomas, Email KThomas@oepp.sc.gov. This poorly written email said you, Governor Haley, asked her to send me 3 attachments. I have not opened the attachments, as I hope this a spam email. First if this a spam email then most likely a result of the mismanaged computer system that allowed a Hacker to steal my SS#, DOB and email address. Second if this did come from this government agency, then it is most insensitive and poorly worded communication in the world. I have sent this email, with attachments, to a CH Glover, who is with the OEEP. I sent a follow up email yesterday, as no one has had the decency or courtesy to respond to me. I do not like having to send this note but I will not be treated this way, when my tax dollars help to pay every ones salary. Please respond and let me know why you would have some one send such an email, if you did. Thank you for a PROMPT response.

RT

FYI Halkiwan

8225228

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@charter.net>
Sent: Friday, October 26, 2012 11:32 PM
To: Haley, Nikki
Subject: cyber attack

RECEIVED

OCT 29 2012

CS

Title:
First Name: dan
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: greer
State: sc
Zip: 29650
Phone: 864. [REDACTED]
Email: [REDACTED]@charter.net

Affiliation: Constituent

Message:

"The number of records breached requires an unprecedented, large-scale response by the Department of Revenue, the State of South Carolina and all our citizens," Gov. Nikki Haley said. "We are taking immediate steps to protect the taxpayers of South Carolina, including providing one year of credit monitoring and identity protection to those affected." Have you called the number you are touting? A recording tells us that customer care is closed and open Mon-Fri 8-6. I am sure the hackers would not use any info obtained any time except 8-6, Mon-Fri. So Far this has been a farce. Please put someone on this, lest the national media picks it up and discovers that it is not a great day in SC.

225220

nhcorrespondence,

From: Office of the Governor Site Support <randy@[REDACTED]>
Sent: Saturday, October 27, 2012 10:46 AM
To: Haley, Nikki
Subject: Protect my Id

RECEIVED

OCT 29 2012

Referenced [initials] CS
Answered _____

Old # 102807 new # 225232

Title: MR
First Name: Randy
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Denmark
State: SC
Zip: 29042
Phone: 803-[REDACTED]

Email: [randy@\[REDACTED\]](mailto:randy@[REDACTED])

Affiliation: Small Business Owner

Message:

Morning Governor Haley

Doesn't in the The SC Code of Laws Section 37-20-110 #16 Security Freeze and Section 37-20-160 section J cover us against ID theft?

I have to call one of the 3 reporting folks to open my information for applying for credit.

Why should the state have to pay for this when it is free, by law?

Your supporter

Randy [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@yahoo.com>
Sent: Saturday, October 27, 2012 12:01 PM
To: Haley, Nikki
Subject: Recent Hacking Incident

Title: Mr.
First Name: Dixon
Middle Initial: S
Last Name: [redacted]
Suffix: III
Street Address: [redacted]
Street Address 2:
City: San Diego
State: CA
Zip: 92106
Phone: N/A

RECEIVED
OCT 29 2012
65
ANSWERED

225233

Email: [redacted]@yahoo.com
Affiliation: Military Personnel (Active)
Message:
Dear Govenor,

My name is Dixon [redacted] and I am South Carolina citizen stationed at [redacted], in, you guessed it, [redacted] [redacted] My wife (who is a resident of South Carolina, THE GREATEST STATE IN THE UNION!!!), alerted me to the recent incident involving the illegal obtaining of sensitive private information by hackers via SC computers. First off, I want to say that I appreciate the State's proactive response to this unfortunate incident. Secondly, I want to, as a private citizen, congratulate Governor Haley's response wanting to slam the perpetrator against the wall. I know that she does not literally want to do this, but it sends a message that she, and the SC government will not tolerate one iota of this grievous breach of security. I do, however, have a question concerning this issue. After the year of credit monitoring is done, what is the next course of action? If I was an enterprising, and patient criminal, I would simply wait a year, and then set about to exploit the information stolen. Also, a growing problem is the fraudulent submission of electronic tax returns to the Feds and State tax agencies. These returns reap lots of refund money for the scammers. As citizens of the greatest state in the Union, what can my wife and I do to guard against fraudulent use of our info for federal and state income tax returns? Thank you for your time, God bless Governor Haley, God bless South Carolina, God bless the United States, AND GO GAMECOCKS!!!!!!

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]
Sent: Sunday, October 28, 2012 10:22 AM
To: Haley, Nikki
Subject: File S.C. Tax Returns But NOT Eligible for Identity Theft Protection

Title: Mr.
First Name: Michael
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Mebane
State: NC
Zip: 27302
Phone:

RECEIVED
OCT 29 2012
[REDACTED] 15
[REDACTED]

225236

Email: [REDACTED]

Affiliation: Other

Message:

Dear Governor Haley:

I believe I've reviewed substantially all of the publicly available information on the security breach at the Department of Revenue. As a filer of South Carolina individual tax returns for a number of years, I was surprised when I called (866) 578-5422 and the recorded message stated Identity Theft Protection is only available to South Carolina residents. Additionally, the 866 number is supposed to be staffed by live human beings. However, the recorded message stated that no one was available on Saturday (due to high call volume) and to call back during weekday business hours. The message said to keep trying to call through January 31, 2013, in order to find out if your Social Security Number was compromised. This hardly reflects good customer service in light of the severity of the situation. As the safeguards following a security breach require personal time and inconvenience (and cost if South Carolina is NOT providing Identity Theft Protection to non-residents), I need to know immediately whether my Social Security Number was stolen. Please advise by Monday morning how I can find out if my tax return information was compromised. For example, I need to know whether my dependent Social Security Numbers were stolen. Thank you.

Sincerely,
Michael [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Saturday, October 27, 2012 11:24 AM
To: Haley, Nikki
Subject: Experian Website Requires Activation Code

Title: Ms.
First Name: Gwen
Middle Initial: M
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Rock Hill
State: sc
Zip: 29732
Phone:

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

The link to the Experian website requires an activation code that has not been included in any of the information released from your office. Please either release the activation code or work with Experian to remove the requirement.

The phone number is utterly useless, as the number of callers exceeds the capacity of the system. In other words, both suggested methods for determining if your negligence has resulted in the theft of my information are failures.

Please be so kind as to rectify the situation.

RECEIVED
OCT 29 2012
Referred CS
Answered _____

225238

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, October 27, 2012 5:32 PM
To: Haley, Nikki
Subject: DOR Security Breach

RECEIVED

OCT 29 2012

AC 15
Answered _____

225239

Title: Ms
First Name: Betty
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Chapin
State: sc
Zip: 29036
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I just tried to determine if my SS # has been breached and have spent over an hour with a for-profit site that is not interested in telling me anything about whether or not my SS # has be breached due to lack of competence by the state of SC. They are interested in making money on providing me a credit report I do not need.

Shame on you Governer for all your "media-induced" outrage at this breach and your lack of anything to provide the citizens of your state with the info they need to determine if their credit and/or finances are at risk due to this aggregious lack of security! Why hasn't a state run agency been assigned to answer our concerns/questions. I need to know if my SS # has fallen into in the hands of a cyber hacker and I need to know it from the agency that allowed it to happen! I deserve but do not expect communication from DOR regarding this!

As usual you do a lot of talking but take no meaningful action! Please plan on a law suit if my credit or finances suffer because of this.

Betty [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 9:22 PM
To: Haley, Nikki
Subject: DOR Hacking

RECEIVED

OCT 29 2012

Rele... (15)
Answered _____

Title:
First Name: edward
Middle Initial:s
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: seabrook
State: sc
Zip: 29940
Phone:

225240

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident

Message:

Do the math? Assuming 3.6 million people try to call the DOR and spend only 1 min on the call, that is 3.6 million mins. Do you realize how many man weeks that is? 1500 man weeks. If you have 100 people answering the phone then it will take 15 weeks!

Certainly with all the brain power in the states IT departments, you can find a better solution. I'm retired from 31 years in IT. If you can't find a better solution, I'll drive to Cola and help you.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Saturday, October 27, 2012 1:03 AM
To: Haley, Nikki
Subject: Disappointed in our State Govt protection

RECEIVED

OCT 29 2012

File 15
Answered _____

225241

Title:
First Name: loretta
Middle Initial:F
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Lexington
State: So
Zip: 29072
Phone:

Email: [REDACTED]@aol.com

Affiliation: South Carolina Resident

Message:

Gov Haley, my family has been in SC since the Revolutionary War. I have always lived here, and sadly...was educated in SC. I went through our public school system and graduated from USC...barely. While I have never gotten wealthy living here I have stayed because I love this state. I am a Blue Star Mother of an Air Force LT, a full time employee of [REDACTED] an active volunteer in my community, voter, and active Christian in my community. With all of that said I feel that I have more than enough to stand on when I say "What in Heaven's name is going on with our state?" 3.6 million compromised SS#s? My thoughts are that it is much higher than those numbers. The people responsible need to start handing in their resignations now. Thieves steal, that is what they do. But I have a security system to protect my home. If someone were to break into my home, I would feel awful but would ask myself what could I have done to prevent it? That is why I have a security system at my home. What in the world were these people at the head of this dept doing?? Starting at the top, you need to start firing them. They make 4 times my salary and can't keep someone from hacking the system. Fire them, fire them, fire them. They may not be responsible, but they are accountable. If the entire office had been empty the thief could not have done more damage than what he/she did. These people at the Dept of Revenue need to be fired, no questions asked, no excuses accepted. My company would have fired me for a security breach like that. I am sorry to say Gov Haley that I expect they have cost you a re-election. Fire them.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@bellsouth.net>
Sent: Friday, October 26, 2012 7:22 PM
To: Haley, Nikki
Subject: DELAY IN REPORTING BREACH

RECEIVED

OCT 29 2012

Referenced 15

Answered _____

Title: Ms.
First Name: Margaret.
Middle Initial:K
Last Name: [REDACTED]
Suffix:
Street Address: 1 [REDACTED]
Street Address 2:
City: Lexington
State: SC
Zip: 29072
Phone:
Email: [REDACTED]@bellsouth.net

225242

Affiliation: Constituent

Message:

I understand why you may have wanted to get all procedures in order before you announced major security breach to us South Carolinians. However, Governor, did it never occur to you or others working with you since October 10 while you were mulling over your press conference, hackers could have already infiltrated bank accounts, etc? Duh! To me that is a no brainer.

AND while you were mulling over your procedures, did it never occur to anyone that as soon as you held your belated press conference the call line would be inundated with phone calls and that maybe it should've been staffed adequately to begin with???? I've been calling and calling. I'm sure I'll have the same experience beginning Saturday at 11 am. 11 am? Why not 8:30 am? Do you really think that time line will adequately handle the volumn of calls that will be placed? I think not!

I AM NOT IMPRESSED.

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@yahoo.com>
Sent: Friday, October 26, 2012 8:29 PM
To: Haley, Nikki
Subject: Data breach phone lines do not work!!!!

RECEIVED

OCT 29 2012

Haley 15
ANSWERED

225243

Title: Ms
First Name: PAula
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Beaufort
State: Sc
Zip: 29907
Phone:

Email: [redacted]@yahoo.com

Affiliation: Constituent

Message:

Please notify those whose ss or credit card numbers were stolen. Asking victims to call ONE, non working number for an activation code, how nice! What about all the older folks or people with no Internet? What should they do?

I am hopeful that an investigation will uncover why on earth the good taxpaying people of our state had their Ss numbers stored in an unencrypted manner. I have worked so hard to protect my ss number and am so careful with my personal informaion and the state has just wiped all of that out with sloppy work and a SLOW response. Sensitive data should be housed OFFLINE, always, and i am aghast to think that those at our state dept do not know this.

the numbers likely will be sold in batches and perhaps held for awhile, meaning that one year of credit monitoring won't be enough.

Thanks alot. Please fix the phone issue, and make an effort to contact people directly.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Sunday, October 28, 2012 8:57 PM
To: Haley, Nikki
Subject: cyber breach

Title:
First Name: Austin
Middle Initial:M
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Clemson
State: SC
Zip: 29631
Phone:
Email: [REDACTED]@hotmail.com

225244

RECEIVED
OCT 29 2012
Re: [REDACTED] Head manager
Answered [REDACTED]

Affiliation: Constituent

Message:

I am one of the many who had trouble over the weekend with the number listed on the SCDOR website. For one thing, the number worked before 11 AM on Saturday despite that being the time listed as the earliest for that day. I called your office on Saturday AM for help and got the recording that the office was closed till Monday. Surely you can't be serious? The most significant event that has happened in SC during your time as governor and no one appointed to answer the phone over the weekend. VERY VERY bad move on your part. Poor PR. Also, making the announcement on Friday PM so citizens couldn't access the help they needed until Monday? And playing the political game of giving bad news on a Friday PM and ducking and running, hoping for clearer skies on Monday? BAD MOVE.

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 10:56 PM
To: Haley, Nikki
Subject: Cyber Attack!

Title: Mr.
First Name: Leonard
Middle Initial:
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: Winnsboro
State: sc
Zip: 29180
Phone:

275245

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

Who is paying for the one year of ID Protection Service?

RECEIVED

OCT 29 2012

Reference: (15)

Answered: [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@yahoo.com>
Sent: Friday, October 26, 2012 5:59 PM
To: Haley, Nikki
Subject: Cyber Attack Phone Line

Title: Ms.
First Name: Penny
Middle Initial:
Last Name: Williams
Suffix:
Street Address: 125 Ilex Lane
Street Address 2:
City: Aiken
State: SC
Zip: 29803
Phone:

225246

Email: [redacted]@yahoo.com

Affiliation: Constituent

Message:

The governor's office needs to have more than one phone line dedicated to this issue and they need to do it now! We cannot get through on the one phone number provided. Do something! This is ticking off a lot of South Carolina residents!

RECEIVED
OCT 29 2012
Received: CS
Answered: _____

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@dhec.sc.gov>
Sent: Monday, October 29, 2012 8:00 AM
To: Haley, Nikki
Subject: Cyber attack coverage for non-residents

RECEIVED

OCT 29 2012

15

REC'D
RECEIVED

225297

Title:
First Name: Mary Beth
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Monroe
State: NC
Zip: 28110
Phone:
Email: [REDACTED]@dhec.sc.gov

Affiliation: SC State Employee

Message:

I am a South Carolina State employee and I have been employed with South Carolina since 2002 but I reside in North Carolina. I have been paying South Carolina income tax since 2002, thus SCDOR has my personal information in its records. According to Experian only South Carolina state residents are covered by the state of South Carolina for identity theft protection from the cyber attack on SCDOR. What protection is being provided to non-resident state employees?

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, October 26, 2012 8:18 PM
To: Haley, Nikki
Subject: Social security

RECEIVED

OCT 29 2012

Referenced CS
Answered _____

Title:
First Name: Brad
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Fort Mill
State: SC
Zip: 29715
Phone:

Email: [REDACTED]@gmail.com

Affiliation: Constituent

Message:

Why are the lines not takng calls!!!! This an emergency. I do not want to wait days to hear if my card was taken.

225248

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@sc.rr.com>
Sent: Monday, October 29, 2012 2:32 PM
To: Haley, Nikki
Subject: Poor Advice re: Hacking

RECEIVED

OCT 29 2012

Referred 05

Answered _____

Title: Ms
First Name: Martha
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Columbia
State: SC
Zip: 29206
Phone:
Email: [REDACTED]@sc.rr.com

225244

Affiliation: South Carolina Resident

Message:

Dear Governor Haley,

I am disheartened by the some of the advice that you may be receiving from your advisors and that was shared wiith the public in connection with the recent hacking of confidential taxpayer information. People were told not to panic if they cannot access the help line because they have until January to sign up for ProtectMyId through Experian and that the \$1M protection will be applied retroactively. Although the intent of this advice is to calm the public, I believe it can make an already bad situation worse for anyone whose identity may have been stolen. Many identity theft victims spend hundreds of dollars and many months to repair damage to their good name and credit record. The sooner you begin monitoring activity and reviewing your credit reports, the sooner you can repair any damage. If people wait until January, they may not find out their identity has been stolen until they are contacted by a debt collector, denied loans for education, housing or cars, or even lose out on a job because of negative information on their credit reports.

Thank you for your consideration of this matter.

Regards,
Martha [REDACTED]

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Monday, October 29, 2012 2:49 PM
To: Haley, Nikki
Subject: State Taxes

RECEIVED

OCT 29 2012

Refer:

CS

Answered _____

Title: Mr.
First Name: Joseph
Middle Initial:
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED]
Street Address 2:
City: Rock Hill
State: SC
Zip: 29730
Phone:
Email: [REDACTED]@gmail.com

DSZ577

Affiliation: Constituent

Message:

I have been trying to get the correct information about the recent security breach. The phone lines are busy and the internet promotional code is wrong. And please stop with the "great day in sc" stuff. It's not! The breach was bad enough but the information was not encrypted? How about a litte less time on almost non-existence voter fraud and a bit more tome on computer security-which is real. Please advise.

nhcorrespondence,

From: Office of the Governor Site Support [REDACTED]@yahoo.com>
Sent: Friday, October 26, 2012 7:54 PM
To: Haley, Nikki
Subject: SS Hacking

RECEIVED

Title: Dr.
First Name: Robert
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Myrtle Beach
State: SC
Zip: 29579
Phone:

OCT 29 2012
15
Received
Answered

225251

Email: [REDACTED]@yahoo.com

Affiliation: Senior Citizen

Message:

Why did it take you over 30 days to let the State know that this hacking had happened and why isn't the web-site you gave for us to go to and the Telephone number not available. Did you not think that 3.6 million citizens would NOT be calling in and going online to see if they we suddenly broke? this is a travesty and from a State who has refused federal dollars to help make this state better?
Idiots!

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, October 26, 2012 11:15 PM
To: Haley, Nikki
Subject: SSN hack

RECEIVED

OCT 29 2012

Referenced
Answered: NRN

Title: Mr.
First Name: Derek
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Pickens
State: SC
Zip: 29671
Phone:

Email: [REDACTED]@aol.com

Affiliation: Constituent

Message:

You bunch of incompetent stupid bastards. Congratulations. We are the laughing stock of the entire world. While you give out report cards on who is conservative, our personal information is stolen from under your noses. The best you can do is say watch out? What a fucking joke for a government.

Derek [REDACTED]
Pickens SC

78757.7

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@AOL.COM>
Sent: Sunday, November 04, 2012 12:33 PM
To: Haley, Nikki
Subject: SCDOR FRAUD MONITOR

Title: MR
First Name: Mendle
Middle Initial: T
Last Name: [REDACTED]
Suffix: Jr.
Street Address: [REDACTED] Street Address 2:
City: Columbia
State: sc
Zip: 29205
Phone: 803-[REDACTED]

Email: [REDACTED]@AOL.COM

Affiliation: South Carolina Resident

Message:

I have signed up the monitor company and been given a member id. I was checking my on-line banking with Naval Federal and noticed an unauthorized charge on my Visa Check Card which I notified them about. They inform that the charges was a fraud since it was done oversea in the United Kingdom. They have closed that Check Card and reissued me a new one. Please note, I do not write checks, since I know they can be easy get lost or miss placed. I have also contacted ProtectmyID and make a report which they took and gave me a ticket #. I told me numerous times that I was a SC citizen that has his information hacked by. I mention to him that I was inform they obtain numerous of SS # and debit and credit card information. I think they obtain my Visa Check Card information during the hack. I was informed by ProtectmyID that they only monitor SS #, for new accounts, etc. They do not monitor anything else like Bank Cards, since they do not know the person speading happens. I ask him, how about charges that are strange like charges from countries overseas, Especially, when it the country I think you mention hacked into the SCDOR. I would like to know what the government is going to do, if the only thing the ProtectmyID is going to monitor is the SS # and not the Debit/Credit Cards that was part of the information that was obtain by the hackers.

Thanks

PROCESSED
NOV 05 2012
Piltb
Answered _____

LSP CPX
29 357

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@gmail.com>
Sent: Friday, November 02, 2012 5:17 PM
To: Haley, Nikki
Subject: SCDOR Cyber Attack Concern

Title: Mrs.
First Name: Libby
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Clover
State: SC
Zip: 29710
Phone:

Email: [REDACTED]@gmail.com

Affiliation: South Carolina Resident
Message:
Governor Haley,

I am contacting you due to my concern over how the SCDOR Cyber Attack is being handled. My tax returns contained my children's social security numbers as well as my own. However, the Experian site does not allow you to set up monitoring on people born after 1994. I feel that my children's social security numbers are probably more valuable to an attacker than mine for this very reason. I am concerned and would like to know how I will be able to monitor activity on their numbers at a free cost. I feel that I must also express my amazed concern over how the state of South Carolina was not encrypting their data. This day in age, all precautions must be taken with such valuable data.

Thank you for your time,

Libby [REDACTED]

RECEIVED
NOV 05 2012
Re: [REDACTED]
Answered [REDACTED]

2012-11-05

nhcorrespondence,

From: Office of the Governor Site Support <[redacted]@aol.com>
Sent: Saturday, November 03, 2012 12:17 PM
To: Haley, Nikki
Subject: recent financial error

RECEIVED
NOV 05 2012
Referred: Pitt
Answered _____

Title: Ms.
First Name: Margaret
Middle Initial: W
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Mt. Pleasant
State: SC
Zip: 29464
Phone: (843) [redacted]

Email: [redacted]@aol.com

Affiliation: Senior Citizen
Message:

As time goes by , I become more distressed about the leak of my personal financial data. I have scrimped and saved my entire life (having worked for the state of SC for over 30 years) in order to be "comfortable" in retirement years. Now I have to worry and be diligent, through no fault of my own, to monitor my family's accounts. My savings and way of life are in jeopardy due to the flagrant error of someone who was supposed to be looking out for me. I have heard only excuses.....no apology.....no remedy of worth. Experian is a joke, having been hacked many times, themselves. And , after one year, I must pay to only be informed of (not protected from) an identity theft. I expect more. Compassion? Help? Will someone resign or be fired?

In your bio. in the column on the left of this page, it says that Haley is "one of the strongest fiscal conservatives in state government, ...marked by conservative leadership and an unwavering commitment to the taxpayers' bottom line." I suggest that this should be re-written.

I have never communicated with a government official before. But then, I have never been put in danger before.

1020000

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@gmail.com>
Sent: Friday, November 02, 2012 9:53 PM
To: Haley, Nikki
Subject: Recent Data Breach

Title: Mr.
First Name: Tony
Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Greenwood
State: SC
Zip: 29649
Phone:

RECEIVED
NOV 05 2012
Refer: [redacted]
Answered: [redacted]

Email: [redacted]@gmail.com

Affiliation: Constituent
Message:
Gov. Haley,

This has to be the lowest point in your career. I saw a report today where you met with lawmakers in the state government to state that NOTHING could be done to stop the hackers but the holes have been plugged so we're safe now. Uhhh... what?!? Political double talk does not mean that we'll drop it.

I have worked in IT for nearly two decades and am disappointed with the what I am hearing from your government. How can any IT person look you in the eye and tell you that there is no problem or the problems have been resolved? What have they been doing for the past few years? How often are penetration tests performed? What organization is performing these tests? When do you file a lawsuit against that organization to recoup the money that is being spent on this fiasco? And it is a fiasco and an attempted spin to lessen the impact.

My next question to you is what happens after your gracious 12 months of protection for the citizens of SC runs out? Nothing will come of this now that they know we are being watched for 12 months! The actual ID theft will take place in 13 months and beyond. This will be around the time that you may begin your bid for re-election... you have to know that this will be brought up during THAT campaign.

Governor, own up to it, get it out in the open and let's get everyone on the same level of knowledge. It is only fair as you and your staff may have ruin people's lives. Yes, I blame you directly as the buck stops with you. Good day!

5/2/12

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@sccoast.net>
Sent: Friday, November 02, 2012 8:39 PM
To: Haley, Nikki
Subject: Protectmyid.com by experian

RECEIVED

Title: Adjutant Disabled American Veterans Chapter [redacted] First Name: Jim Middle Initial:
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Aynor
State: SC
Zip: 29511
Phone: 843 [redacted]

NOV 05 2012

Ret: [redacted]
Answered [redacted]

Email: [redacted]@sccoast.net

Affiliation: Veteran

Message:

Attention, Staff of Gov. Nikki Haley.

Tonight @ 8:20pm I tried to access the website but a pop up message said I had used the wrong code. I entered SCDOR123. I tried also the telephone # but a message saying that the number was not recognized and suggested I try again. The number I tried was 1-866-578-5422. Please try to identify the problem. Please respond.

Respectfully,

Jim [redacted]

11.2.12

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@yahoo.com>
Sent: Saturday, November 03, 2012 10:02 PM
To: Haley, Nikki
Subject: protectmyid sign up

PROTECTED

NOV 05 2012

Referenced 15
Answered _____

Title: mr
First Name: norris
Middle Initial: d
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: travelers rest
State: sc
Zip: 29690
Phone:

Email: [REDACTED]@yahoo.com

Affiliation: South Carolina Resident

Message:

I try several times to sign up for it and entry the code scdor123 at protectmyid.com/scdor and it keeps telling me its not valid has the code been changed it tells me i have to paid over 158 dollars to get it for a year i dont see where that is free.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@aol.com>
Sent: Friday, November 02, 2012 9:39 PM
To: Haley, Nikki
Subject: protect my ID failure

Title: Mr
First Name: Henry
Middle Initial: J
Last Name: [REDACTED]
Suffix: Sr.
Street Address: [REDACTED]
Street Address 2:
City: Myrtle Beach
State: SC
Zip: 29572
Phone: 843 [REDACTED]

Email: [REDACTED]@aol.com

Affiliation: Constituent
Message:
Have tried on 4 occasion to register usin?

I am a SC taxpayer

RECEIVED
NOV 05 2012
ANS. 15
ANSWERED _____

2/2/12

nhcorrespondence,

NRPV

From: Thomas, Katherine
Sent: Friday, November 16, 2012 8:08 AM
To: Haley, Nikki
Subject: FW: Message from the Governor

From: [REDACTED]@aol.com [mailto:[REDACTED]@aol.com]
Sent: Tuesday, November 13, 2012 9:13 PM
To: Thomas, Katherine
Subject: Re: Message from the Governor

Thank you, Tell the gov to keep up the good work. Yes we support her and the movement to succeed .

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

From: Thomas, Katherine <KThomas@oepp.sc.gov>
To: Thomas, Katherine <KThomas@oepp.sc.gov>
Sent: Tue, Nov 13, 2012 5:10 pm
Subject: Message from the Governor

Governor Haley asked that I send you the attached documents.

Thank you,

Katherine Thomas
Office of Governor Nikki R. Haley

2015-2013

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@hotmail.com>
Sent: Monday, November 05, 2012 1:59 AM
To: Haley, Nikki
Subject: Personal Information Security

RECEIVED
NOV 05 2012
Retel. Pills
Answered _____

Title: Mr. and Mrs.
First Name: Gordon
Middle Initial: W
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Woodruff
State: SC
Zip: 29388
Phone: 864-[REDACTED]

Email: [REDACTED]@hotmail.com

Affiliation: Constituent

Message:

Greetings to you, We have purposely waited since the announcement of the attack and loss of the personal information to let you know how disappointed and upset we are that your staff was not prepared for this type of situation and with apparently no thought or misgivings to the outcome if this were to happen. We also cannot think that waiting 16 days from the date of the attack, (your timeline) before notifying us of this horrendous breach of trust, was in our best interests. We feel that we now have to play both offense and defense to protect ourselves against those individuals who are determined to reek havoc with our lives. We were very confused when we read remarks from you about no one being able to prevent this and in the very same remarks you say steps have been taken so this will never happen again. Governor, if in fact the security has been upgraded after the fact, why indeed, was it not in place from day one? If this breach was a matter of funding, we are certain our state has sufficient monies to have paid for any and all needed upgrades and sufficient staff to monitor our systems.

We are supporters and are so proud of your hard work since being elected. Please work very hard to make sure we are safe in all departments of your administration.

Thank you.

Gordon and Cheryl [REDACTED]

11-5-12

nhcorrespondence,

From: Office of the Governor Site Support [redacted]@sc.twcbc.com>
Sent: Sunday, November 04, 2012 2:33 PM
To: Haley, Nikki
Subject: Moral Responsibility

Title: Mr
First Name: Robert
Middle Initial: A
Last Name: [redacted]
Suffix:
Street Address: [redacted]
Street Address 2:
City: Columbia
State: SC
Zip: 29201
Phone: 803 [redacted]

Email: [redacted]@sc.twcbc.com

RECEIVED
NOV 05 2012
Patty [signature]
[signature]
[signature]
FYI Hartman

Affiliation: Constituent

Message:

On your watch I have bee put at risk by government failure. You, I hold responsible. As told to me at The Citadel 50+ years ago - "A unit comoander is responsible for what his comand does or fails to do." The solution offered by you is an unacceptable escape... a displacy of moral cowardice.

sh pccip.

nhcorrespondence,

From: Office of the Governor Site Support <[REDACTED]@embarqmail.com>
Sent: Saturday, November 03, 2012 1:02 PM
To: Haley, Nikki
Subject: Minor SSN data breach

RECEIVED

NOV 05 2012

Refer: 15
Answered _____

Title: Dr.
First Name: Kerry
Middle Initial:
Last Name: [REDACTED]
Suffix:
Street Address: [REDACTED]
Street Address 2:
City: Greenwood
State: SC
Zip: 29649
Phone:

Email: [REDACTED]@embarqmail.com

Affiliation: Constituent

Message:

Below is a copy of an email I sent to myprotectid.com Even though the Governor made an announcement that protectmyid.com would send an email or letter on how to enroll or cover dependent minor SSN's. the website is not up to date and the folks answering the phones don't have a clue. Especially if they are telling me that minor SSN's were not affected, even though they filed a return during those years.

Kerry

Dear [REDACTED]

Thank you for the reply, however you did not answer the question I asked. I have done everything you said prior to submitting my question by e-mail. I have even called the (866) 578 5422 and I always get the voice instructions, when I choose to wait for a representative, I finally got through this morning and the representative ([REDACTED]) did not know what I was referring to about minor's SSN and put me on hold to ask someone. She came back and told me that she was told children were not affected by this breach??? I have a hard time the hacker selectively picked everyone older than 18 years of age.

My question once again is when we will get information about how to protect SSN's of minor children filed as dependents on their parents return or in some cases the minors have filed their own return but are claimed as dependents on their parents return. I have heard we are supposed to be getting an email with instructions but to date I have not received such e-mail.

I took the liberty of forwarding this email to the SC DOR as they should know we have not received any info about how to sign-up minors after we have already signed for protectmyid.com

Thanks

Kerry