

**From:** Stanton, Cheryl <CStanton@dew.sc.gov>  
**To:** Pitts, TedTedPitts@gov.sc.gov  
Veldran, KatherineKatherineVeldran@gov.sc.gov  
**Date:** 1/17/2014 3:23:49 PM  
**Subject:** Fwd: Macie Lawton

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Begin forwarded message:

**From:** "Lisa M. Sox" <LisaSox@scsenate.gov>  
**Date:** January 17, 2014 at 3:22:46 PM EST  
**To:** "Frick, Jean Cecil" <JFrick@dew.sc.gov>  
**Cc:** "Stanton, Cheryl" <CStanton@dew.sc.gov>, "Scott, Darrell" <DScott@dew.sc.gov>, Anne Wallice <AnneWallice@scsenate.gov>  
**Subject:** RE: Macie Lawton

Just make sure follow up is being done after you pass it off to someone. Karen should have kept calling Macie Lawton until she got her in person (constituent still insists no message was left) and then Karen should have told you it was settled and how it was settled, so you (or Karen) could call Sen. Fair's office with the result. Please don't pass it off and think it's off your plate. It's not off your plate or ours until the issue is settled with some kind of resolution. Calling and leaving a message doesn't count....especially an explanation of something as complicated as the look back period. I know you are new to all this, but this is what the Senator's expect.

Thanks for your help with this and keeping angry constituents from calling the Senator's offices.

Lisa Manini Sox  
Director of Research  
Senate Labor, Commerce & Industry Committee  
Office of Senator Thomas Alexander, Chairman  
Post Office Box 142  
Columbia, South Carolina 29202  
Telephone: (803) 212-6220  
Fax: (803) 212-6299  
Email: [lisasox@scsenate.gov](mailto:lisasox@scsenate.gov)

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**From:** Frick, Jean Cecil [<mailto:JFrick@dew.sc.gov>]  
**Sent:** Friday, January 17, 2014 10:39 AM  
**To:** Lisa M. Sox  
**Cc:** Stanton, Cheryl; Scott, Darrell; Anne Wallice  
**Subject:** RE: Macie Lawton

Lisa,

Thank you for bringing this to my attention -- I have touched base with Anne Wallice on the calls she is getting.

Karen Alexander from our tax department left Ms. Lawton a detailed message with Karen's direct dial phone number on January 6 around 3:30 pm. Karen has not heard back from Ms. Lawton to date, but in light of your follow up email below, Karen is again reaching out to Ms. Lawton this morning.

Please let us know who else on Senate staff is having issues receiving responses. We have not made any changes on this end, but if there are others who are not getting responses quickly enough, I would like to circle back with those individuals personally to learn more about the issues they are having so we can correct them going forward.

Thank you again for bringing this to my attention so we can it resolved for Senator Fair, Anne, Ms. Lawton and all other constituents.

Please let me know if I can assist with anything else.

Thanks,

Jean Cecil

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**From:** Lisa M. Sox [<mailto:LisaSox@scsenate.gov>]  
**Sent:** Friday, January 17, 2014 10:17 AM  
**To:** Frick, Jean Cecil  
**Cc:** Stanton, Cheryl; Scott, Darrell; Anne Wallice  
**Subject:** FW: Macie Lawton

Jean Cecil:

Who dropped the ball on this below? They have been waiting to hear from someone since January 6.....over 3 weeks ago! I'm hearing from other Senate staffers that DEW is being VERY slow on responding back to them with constituent issues. What has changed in DEW policies to make this happen? We have never had these type of complaints before.

Call Senator Fair's Director of Research, Anne Wallace, at 212-6422 **TODAY** on what progress has been made on their constituent issue below. Senator Fair's office phone is blowing up from this lady because someone at DEW isn't on the ball.

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**From:** Lisa M. Sox  
**Sent:** Monday, January 06, 2014 2:45 PM  
**To:** 'Frick, Jean Cecil'  
**Subject:** Macie Lawton

Senator Fair has a constituent issue (see below). Thank you for any help you can give her.

Lisa Manini Sox  
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Senate Labor, Commerce & Industry Committee  
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**From:** Sharon Fennell

**Sent:** Monday, January 06, 2014 12:44 PM

**To:** Lisa M. Sox

**Subject:**

Could you call Ms. Macie Lawton, Bookkeeper for Arbor Engineering the owner is a good friend of Senator Fair's.

Anyway their unemployment taxes changed considerably and she just wants to talk to someone., Her number is (cell) 864-4444-7005 and (office) is 864-235-3589. Thank you so much.