

**From:** Card, Rachel  
**To:** Tom Young, Jr. <[tyoung@tomyounglaw.com](mailto:tyoung@tomyounglaw.com)>  
**CC:** Veldran, Katherine <[KatherineVeldran@gov.sc.gov](mailto:KatherineVeldran@gov.sc.gov)>  
**Date:** 12/5/2013 4:38:06 PM  
**Subject:** RE: Rachel - Mary Lou Knowles called (constituent)

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Senator Young,

A CSID representative helped Ms. Knowles with accessing CSID online and is following-up with her to make sure she is able to complete enrollment.

Rachel

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**From:** Tom Young, Jr. [<mailto:tyoung@tomyounglaw.com>]  
**Sent:** Thursday, December 05, 2013 11:10 AM  
**To:** Card, Rachel  
**Cc:** Veldran, Katherine  
**Subject:** RE: Rachel - Mary Lou Knowles called (constituent)

Thank you for your help!

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**From:** Card, Rachel [<mailto:RachelCard@gov.sc.gov>]  
**Sent:** Thursday, December 05, 2013 10:35 AM  
**To:** Tom Young, Jr.  
**Cc:** Veldran, Katherine  
**Subject:** RE: Rachel - Mary Lou Knowles called (constituent)

Senator Young,

I just spoke with Ms. Knowles – she is having trouble enrolling online. A representative from CSID will call her today to get her enrolled and confirm her husband’s enrollment. I will let you know once they are both successfully enrolled.

She said that she really appreciates you being so helpful and responsive.

Rachel

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**From:** Tom Young, Jr. [<mailto:tyoung@tomyounglaw.com>]  
**Sent:** Wednesday, December 04, 2013 6:18 PM  
**To:** Card, Rachel  
**Subject:** RE: Rachel - Mary Lou Knowles called (constituent)

Rachel: Ms. Knowles called me again late this afternoon – pls call her at 803-649-6414 – thank you! Tom

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**From:** Tom Young, Jr. [<mailto:tyoung@tomyounglaw.com>]  
**Sent:** Tuesday, December 03, 2013 10:44 AM  
**To:** [RachelCard@gov.sc.gov](mailto:RachelCard@gov.sc.gov)  
**Subject:** Rachel - Mary Lou Knowles called (constituent)

Rachel: Can you pls call Ms. Knowles? Please see below. Thank you. Tom

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**Senator Tom Young**

South Carolina Senate District 24  
Aiken County  
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\*\*\*\* See Tom's website for weekly legislative updates \*\*\*\* =====

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**From:** Elizabeth Hughey [<mailto:ehughey@tomyounglaw.com>]

**Sent:** Tuesday, December 03, 2013 10:15 AM

**To:** Tom Young

**Subject:** Mary Lou Knowles called (constituent)

Having problem with CSID account. She is very frustrated. 649-6414.

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Elizabeth Hughey, Paralegal

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