

From: Shane Martin <shane@senatormartin.com>
To: Veldran, Katherine KatherineVeldran@gov.sc.gov
Date: 11/7/2012 3:34:40 PM
Subject: RE: Hacking Question

Katherine,

They have signed many members of their family up online and actually called about his 94 year old father who has no credit. They know how to handle the process, but are being told since he doesn't have any credit in the last 10 years they cannot help.

I just need to know what to tell folks in that situation.

Thanks,

Shane

From: Veldran, Katherine [<mailto:KatherineVeldran@gov.sc.gov>]
Sent: Wednesday, November 07, 2012 10:45 AM
To: shane@shanemartinforsenate.com
Subject: RE: Hacking Question

Do you have the constituents contact information?
I will personally call them and help them through the process.
Thanks, Katherine

From: Shane Martin [<mailto:shane@senatormartin.com>]
Sent: Monday, November 05, 2012 10:12 AM
To: Pitts, Ted
Subject: Hacking Question

Ted,

What if an elderly constituent wants to sign up for the credit protection, but they haven't had any credit in the last 10 years? No credit card, no payments, etc?

They tried to sign up, but were told they had no credit report? How do they get finalized? What is the next step since online doesn't help them?

Thanks,

Shane