From:	Haltiwanger, Katherine <KatherineHaltiwanger@gov.sc.gov>
To:	Symmes, Brian <BrianSymmes@gov.sc.gov>
	Williamson, Tammy <Tammy.Williamson@admin.sc.gov>
	Bethune, Lashannon <Lashannon.Bethune@admin.sc.gov>
CC:	Godfrey, Rob <RobGodfrey@gov.sc.gov>
	Adams, Chaney <ChaneyAdams@gov.sc.gov>
	Nabors, Robin <Robin.Nabors@admin.sc.gov>
	Rochester, Renee <Renee.Rochester@admin.sc.gov>
Date:	7/11/2016 10:52:15 AM
Subject:	RE: Notice: iContact Account Past Due

Robin, can you look into this asap?

Thanks,
Katherine

Katherine Haltiwanger
Deputy Chief of Staff-Operations
Governor Nikki R. Haley
1205 Pendleton Street
Columbia, SC 29201
direct: 803.734.5150
fax: 803.734.5167

From: Symmes, Brian
Sent: Monday, July 11, 2016 10:51 AM
To: Williamson, Tammy; Bethune, Lashannon
Cc: Haltiwanger, Katherine; Godfrey, Rob; Adams, Chaney
Subject: RE: Notice: iContact Account Past Due

Included the wrong Katherine here, so I'm looping halti in.

From: Symmes, Brian
Sent: Monday, July 11, 2016 10:47 AM
To: Williamson, Tammy; Bethune, Lashannon
Cc: Thomas, Katherine; Godfrey, Rob; Adams, Chaney
Subject: FW: Notice: iContact Account Past Due

Hey guys. We have been locked out of our iContact account for lack of payment. I've forwarded the email below to confirm.

This is extremely timely as this is the method we use for sending all press releases out of our office and we need to send one before 2 PM this afternoon.

Please confirm receipt of this email and let me know if there is anything I can do to speed up the process of getting this paid and unlocking our account.

Thanks,

Brian Symmes

From: iContact [mailto:collections@icontact.com]

Account Number: 1561287

Hello,

When attempting to process this period's payment for your iContact account, either your credit card was declined, or if you pay by check or wire transfer, we have not received it yet. This means that your account is currently past due in the amount of $304.89.

Exceeding your credit card's expiration date or credit limit are the most common reasons for a declined transaction. Please follow these instructions to update your credit card information on file from within your iContact account.

Updating Your Credit Card, Making a Payment, and Regaining Access to your Account:

- Please login to your account and **scroll down** on the locked-out Home screen to see fields where you may securely update your credit card.
- Enter your new or updated credit card information into the spaces provided and click Save.
- Once you have submitted your updated card information, we will attempt to authorize the new card. As soon as you have been successfully charged, you will instantly be granted full access to your account.

Please note that non-payment and non-use do not cancel your account.

Thank you for your business!

Sincerely,

iContact Accounts Receivable Team

Payment Remittance Address:
iContact LLC
PO Box 418296
Boston, MA 02241-8296
http://www.icontact.com

Log into your account

Resources:
Video Tutorials
(broadband users only)

Knowledge Base

Email:
collections@icontact.com

Email Newsletters, Autoresponders, Surveys, Blogs, & RSS Feeds!