

From: Ginger Hurst
Sent: 4/1/2015 4:58:05 PM
To: Eddie Huddle; Michael McCall; South Carolina Dept of Corrections Lee; Haley, Nikki
Cc: Ginger Hurst
Subject: Refund from vendor at Ridgeland with no help from SCDC or the vendor

As you can see I emailed this on March 9th, 2015. As of today, April 1, 2015 Not One Person from South Carolina has done one thing to help me get my refund. I have not had one reply from anyone from this email. Since then I put ANOTHER \$20 in the machine at Ridgeland and it did not register on my keycard.

What does one have to do to get the money returned that the machines have taken from me? Who in this world is willing to help me?

I contacted the vendor months ago and he was nasty and told me I wasn't doing my request correctly. Mr. Huddle said I did per the requirement of the vendor contract and that the owner of that company was wrong. Still no refund check.

I was at the Ridgeland CI this past week end and heard many complaints of money lost in the machines at Ridgeland with not refund. One of the machines was not working at all. If you have a problem you still fill out the same form as I did when I lost the \$20, that has not changed. So please, someone in South Carolina help me get my refund!!! I am not a rich person and am 71 years old. Now I am out \$40.

Please someone contact me and let me know I'm reach a person out there with my emails and help me!!

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From: ginger_hurst@hotmail.com
To: huddle.eddie@doc.sc.gov; mccall.michael@doc.sc.gov;
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CC: ginger_hurst@hotmail.com
Subject: Refund from vendor at Ridgeland
Date: Mon, 9 Mar 2015 11:14:04 -0400

I have been working since Sunday, July 20, 2014 to get a refund of \$20+ from the keycard machine at Ridgeland CI.

There was no notice of any kind that the keycard I had did NOT work at Ridgeland CI. I put the card in the machine to add

money. I then put in a \$20 bill. Nothing happened. It was the only money I had and I tried to retrieve the money. It would not give me my \$20 back.

When I went inside I tried using the key card and it said I had no funds on it. An officer accompanied me outside to try to retrieve

the funds and purchase a new key card. Nothing.

I put in a written request in at that time for the return of the \$20. I have since written 2-3 more request for the refund when I have visited Ridgeland CI.

I have spoken to Mr. Eddie Huddle about this matter many times. He advised me to contact the vending company, which I did. I was told by the

vending company I needed to put the request in writing to the company. This is NOT what the contract says. It requires a slip to be filled out and files

at the institution, which I have done at least 3 times now.

This does not address the problem where the machine has taken my