

**From:** Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>  
**To:** 'Kelly Crumley' <kelly@american-concrete.com>  
**CC:** Jamie Boulware <jamie@american-concrete.com>  
'Krystal Boulware' <boulwarekb@gmail.com>  
**Date:** 1/23/2018 3:18:18 PM  
**Subject:** RE: Unemployment issues

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Good Afternoon Ms. Crumley,

We are very glad to hear that everything was sorted out. Please let us know if we can be of assistance in the future.

*Best Regards,*  
*Catherine McNicoll*  
*Director of Legal & Legislative Affairs*  
*Lieutenant Governor's Office*  
*CatherineMcNicoll@SCStatehouse.gov*  
*803-734-5292 (phone)*

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**From:** Kelly Crumley [mailto:kelly@american-concrete.com]  
**Sent:** Tuesday, January 23, 2018 3:15 PM  
**To:** Lt. Governor's Office  
**Cc:** Catherine McNicoll ; Jamie Boulware ; 'Krystal Boulware'  
**Subject:** RE: Unemployment issues

Thank you all so much. I received a call this afternoon from SCDEW and got all of the problems worked out.

I can't thank you enough. My employees will be grateful as well.

Sincerely,

Kelly Crumley  
OfficeManager  
American Concrete & Precast, LLC  
PO Box 4026  
Anderson, SC 29622  
864-225-2175  
[Kelly@american-concrete.com](mailto:kelly@american-concrete.com)

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**From:** Lt. Governor's Office [mailto:LtGov@scstatehouse.gov]  
**Sent:** Tuesday, January 23, 2018 1:40 PM  
**To:** Kelly Crumley  
**Cc:** Catherine McNicoll  
**Subject:** RE: Unemployment issues

Good Afternoon Ms. Crumley,

I've asked my staff to work with the South Carolina Department of Employment and Workforce to assist you with navigating the unemployment system. Thank you for your email.

*Best Regards,*  
*Kevin L. Bryant*  
*Lieutenant Governor*  
*LtGov@scstatehouse.gov*

From: Kelly Crumley [<mailto:kelly@american-concrete.com>]  
Sent: Tuesday, January 23, 2018 10:37 AM  
To: Lt. Governor's Office <[LtGov@scstatehouse.gov](mailto:LtGov@scstatehouse.gov)>  
Cc: Jamie Boulware <[jamie@american-concrete.com](mailto:jamie@american-concrete.com)>; 'Krystal Boulware' <[boulwarekb@gmail.com](mailto:boulwarekb@gmail.com)>  
Subject: Unemployment issues

Hi Kevin:

I hope this finds you well.

The problem I am having with filing unemployment is threefold.

First, although the website appears to support filing by employers I have yet to be able to get into the program to do so. My login and password are correct as I can get partway into the system but then I get a pending status. Secondly, I have called every phone number known to man, Most recently 866-831-1724 they gave me the number 803-737-2532 and said to leave a message. I have been calling since 1/11/18 for the first 2 days the voicemail box was full. I got a call back from a lady on 1/17/18 who said that employees need to file for themselves first. I pushed back and said why have they system available at all if that is the case. She admitted she was new and did not know how to do it but would have a supervisor call me back. No one ever did. Since then I have left a minimum of 2 messages a day at that number and today again the mailbox is full. Lastly, we looked at helping the employees file for themselves in the interest of time. The application process is a nightmare. My guys would have a real problem navigating it as I had trouble myself.

Jamie asked me to make sure you knew about these issues. I don't know if there is anything you can do but if there is someone I have not contacted that can help me I would greatly appreciate your help in contacting them

All the best,

Sincerely,

Kelly Crumley  
OfficeManager  
American Concrete & Precast, LLC  
PO Box 4026  
Anderson, SC 29622  
[864-225-2175](tel:864-225-2175)  
[Kelly@american-concrete.com](mailto:Kelly@american-concrete.com)