

From: Lisa Catalanotto <LisaCatalanotto@scsenate.gov>
To: 'Chrystal Laughlin' LaughlC@sctax.org
CC: Pitts, Ted TedPitts@gov.sc.gov
Veldran, Katherine KatherineVeldran@gov.sc.gov
Date: 3/18/2013 11:17:37 AM
Subject: RE: family secure for kids coming up on 18yrs of age

Thank you very much for your follow-up and prompt attention to Ms. Rodgers' concerns, Chrystal!

Lisa H. Catalanotto, Esq.
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Senate of South Carolina
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Columbia, SC 29201
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From: Chrystal Laughlin [mailto:LaughlC@sctax.org]
Sent: Monday, March 18, 2013 11:15 AM
To: Lisa Catalanotto
Cc: TedPitts@gov.sc.gov; katherineveldran@gov.sc.gov
Subject: RE: family secure for kids coming up on 18yrs of age

Ms. Catalanotto,

I spoke with Ms. Rodgers this morning and e-mailed her contact information to Experian for assistance. An Experian specialist should contact her within the next 24-48 hours.

Please contact me at 803.898.5426 if I can be of further assistance.

Thank you,
Chrystal Laughlin

From: Keri Williams [mailto:cruzangurl75@hotmail.com]
Sent: Friday, March 15, 2013 3:33 PM
To: Chrystal Laughlin
Subject: RE: family secure for kids coming up on 18yrs of age

Yes, thank you so much, my work# 803-799-7007, or cell: 803-546-6019
Keri Rodgers

From: LaughlC@sctax.org
To: cruzangurl75@hotmail.com
CC: katherineveldran@gov.sc.gov; LisaCatalanotto@scsenate.gov; TedPitts@gov.sc.gov
Date: Wed, 13 Mar 2013 09:15:46 -0400
Subject: RE: family secure for kids coming up on 18yrs of age

Ms. Rodgers,

My name is Chrystal Laughlin. I am currently helping constituents with questions and concerns regarding the Department of Revenue security breach. I received your e-mail to Representative Katrina Shealy. I would like to help you through the situation you are having with Experian regarding the Family Secure Plan.

Do you have a telephone number where I can reach you to discuss? I look forward to assisting you.

Sincerely,
Chrystal Laughlin
803.898.5426

From: Katrina Shealy
Sent: Sunday, March 10, 2013 4:36 PM
To: Valarie Tresvant
Subject: FW: family secure for kids coming up on 18yrs of age

This person needs some help on the ID Theft protection information – Let's find out who can help them with this information

From: Keri Williams [<mailto:cruzangurl75@hotmail.com>]
Sent: Friday, March 08, 2013 10:06 AM
To: Katrina Shealy
Subject: family secure for kids coming up on 18yrs of age

HEY KATRINA;

I HAD EMAILED YOU ON FB IN REF TO MY OLDEST CHILD POSS FALLING THRU THE CRACKS (ALONG W/ MANY OTHER KIDS BTWN THE AGES OF 17 & 17YRS 9MOS) ON THE 1YR FAMILY PROTECTION PLAN FOR OUR SS#'S BEING PROTECTED DUE TO HIS BIRTHDAY. THE LONG & SHORT OF IT IS, FAMILY SECURE HAS A CUT OFF (PER THE STATE OF SC) OF AGE 17YRS 9MOS UNDER FAMILY PROTECTION, (I REGISTERED MY OLDEST CHILD BEFORE THIS TIME PERIOD UNDER MY FAMILY COVERAGE), BUT FAMILY SECURE DOES NOT HAVE ANY INSTRUCTION (FROM THE STATE OF SC) WHAT IS TO HAPPEN TO THE CHILD'S COVERAGE AFTER THIS CUT OFF OF 17YRS 9MOS, ie. DO THEY TRANSITION TO REGISTER ON THEIR OWN AS AN ADULT & CONT THE REMAINING 12MO PROTECTION? BUT AT THIS TIME CAN'T DO SO DUE TO THE EXPIRATION OF THE SERVICE OF MARCH 31ST! I HOPE THIS MAKES SENSE? AS OF RIGHT NOW, IT IS MY UNDERSTANDING FROM TAYLOR THE SUPERVISOR @ FAMILY SECURE, THAT I NEED TO CALL BACK ONE WEEK BEFORE THE MARCH 31ST DEADLINE TO SEE IF SC HAS MADE A DECISION, BC AS OF RIGHT NOW, JACOB WILL NOT HAVE THE 1YR PROTECTION ON HIS SS#. ANY INFORMATION ON THIS WILL BE GREATLY APPRECIATED!

RESPECTFULLY
KERI RODGERS