

From: Catherine McNicoll
To: Lily Cogdill <LilyCogdill@scstatehouse.gov>
Date: 2/21/2017 9:28:36 AM
Subject: FW: Constituent

Good Morning Lily,

I had a voicemail from Julian Barton at the Dept. of Insurance. They have spoken to Mr. Brown and gotten to the root of the problem which is that the insurance company is trying to settle for less than Mr. Brown owes on the loan for the car. They have given him some instruction on negotiating with the insurance company and given Mr. Brown their phone number in case the insurance company is still uncooperative.

At this point we have done everything we can do, and I would normally just call Mr. Brown to follow up and then close the file.

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

From: Julian Barton [mailto:jbarton@doi.sc.gov]
Sent: Monday, February 06, 2017 12:41 PM
To: Catherine McNicoll
Subject: Re: Constituent

Catherine,
We will take a look at it, but the DOI can't legal settle disputes in valuation. I will let you know what we find, and see if we can expedite settlement.
Thanks,
Julian

Sent from my iPhone

On Feb 6, 2017, at 12:30 PM, Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov> wrote:

Good Afternoon Julian,

Below is some information regarding a constituent that is having an issue with her insurance company. Her husband Lawrence Brown was the one who brought the issue to the attention of the Lieutenant Governor, so he may be the best contact. Can you please help Mr. and Mrs. Brown understand what is happening?

They can be reached at 864-314-2410.

Best Regards,
Catherine McNicoll
CatherineMcNicoll@SCStatehouse.gov
803-734-5292 (phone)
856-381-8013 (cell)

From: Danny Varat
Sent: Monday, February 06, 2017 10:40 AM
To: Catherine McNicoll <CatherineMcNicoll@scstatehouse.gov>
Subject: Constituent

Cynthia Brown was involved in a one-car accident on January 4th. The car is totaled, but the agent apparently wants to settle for less than the book value. It's ACCC insurance in Alpharetta, GA. The agent is Benedicia Canton at 888-823-0888, x. 5189. The claim number is S0018885-4. Let me know what you find out.