

From: Card, Rachel
To: Veldran, KatherineKatherineVeldran@gov.sc.gov
Date: 10/24/2013 5:35:30 PM
Subject: Fw: questions regarding enrollment issues
Attachments: SCID Protection_Fact Sheet_Day 1_102413v2.pdf

Fyi. See below.

From: Alina Avery [mailto:aavery@csid.com]
Sent: Thursday, October 24, 2013 05:30 PM
To: Card, Rachel
Subject: RE: questions regarding enrollment issues

Hi Rachel,

You are very welcome. We have a process in place to escalate these users to make sure we help them in a timely manner. I'll send you an update once I know how we've helped the user.

Also, attached is a fact sheet for Day 1 enrollments as of 2:30pm EDT today. This includes a good overview of the errors users may be seeing. Please let me know if you have any questions or need anything else.

Thanks,
Alina

Alina Avery | Marketing Coordinator | **CSID**
O: 512.646.2464 | M: 956.369.5803
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From: Card, Rachel [mailto:RachelCard@gov.sc.gov]
Sent: Thursday, October 24, 2013 4:18 PM
To: Alina Avery
Subject: Re: questions regarding enrollment issues

Hi Alina,

Thanks for responding so quickly and having Joe call me. As discussed, please reach out to Ms. Jane Voshell at 803.643.9159. She was told she is locked out for 72 hours. Please let me know when you talk to her so I can follow-up with her Senator.

Thanks,
Rachel

From: Alina Avery [mailto:aavery@csid.com]
Sent: Thursday, October 24, 2013 04:50 PM
To: Card, Rachel
Subject: RE: questions regarding enrollment issues

Hi Rachel,

Sounds good. We'll call you shortly.

Thanks,

Alina

Alina Avery | Marketing Coordinator | **CSID**

O: 512.646.2464 | M: 956.369.5803

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From: Card, Rachel [<mailto:RachelCard@gov.sc.gov>]

Sent: Thursday, October 24, 2013 3:36 PM

To: Alina Avery

Subject: questions regarding enrollment issues

Alina,

I am ready to discuss some enrollment issues when you and Joe have time. Feel free to call my mobile when you have time.

Thanks,

Rachel

Rachel Card

Office of Governor Nikki R. Haley

o. 803.734.0086 | m. 803.587.0286