
From: [REDACTED]
Sent: Friday, August 05, 2011 6:38 PM
To: Lerner Lois G
Cc: [REDACTED]
Subject: Re: Careful What You Ask For - UPDATE

Hello Ms Lerner, I was just about to send you an update.

Unfortunately the news is not good. The sectors on the hard drive were bad which made your data unrecoverable.

I am very sorry. Everyone involved tried their best.

[REDACTED]
Field Director, HQ CSSC
[REDACTED]

Sent using BlackBerry

From: Lerner Lois G
Sent: Friday, August 05, 2011 07:06 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Careful What You Ask For - UPDATE

Thanks! just saw this--any further word/

Lois G. Lerner
Director of Exempt Organizations

From: [REDACTED]
Sent: Monday, August 01, 2011 7:57 PM
To: Lerner Lois G
Cc: [REDACTED]
Subject: RE: Careful What You Ask For - UPDATE

Ms Lerner,

As a last resort, we sent your hard drive to CI's forensic lab to attempt data recovery. The CI tech working on the recovery is unexpectedly out until Aug 3rd and promised to update me when he returns.

I will send you a status on Friday morning.

[REDACTED]

Field Director, Headquarters CSSC
Customer Service Support
Information Technology Division
OS:CTO:EU:C:HQ

[REDACTED]

From: Lerner Lois G
Sent: Wednesday, July 20, 2011 4:40 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Careful What You Ask For

Thanks for the update--I'll keep my fingers crossed

Lois G. Lerner

Director of Exempt Organizations

From: [REDACTED]
Sent: Wednesday, July 20, 2011 12:10 PM
To: Lerner Lois G
Cc: [REDACTED]
Subject: RE: Careful What You Ask For

Ms. Lerner,

I checked with the technician and he still has your drive. He wanted to exhaust all avenues to recover the data before sending it to the "hard drive cemetery." Unfortunately, after receiving assistance from several highly skilled technicians including HP experts, he still cannot recover the data.

I do have one other possibility that I am looking into and I hope to update you on the progress soon.

[REDACTED]

Field Director, Headquarters CSSC
Customer Service Support
Information Technology Division
OS:CTO:EU:C:HQ

[REDACTED]

From: Lerner Lois G
Sent: Wednesday, July 20, 2011 10:46 AM
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: Careful What You Ask For

We can only try--but it may be too late--don't they send them off to the hard drive cemetery? In any event, thanks to all.

Lois G. Lerner
Director of Exempt Organizations

From: [REDACTED]
Sent: Tuesday, July 19, 2011 6:43 PM
To: Lerner Lois G
Cc: [REDACTED]
Subject: Re: Careful What You Ask For

Lois,

[REDACTED] will call [REDACTED] in the morning. If she can't fix it nobody can.

[REDACTED]

From: Lerner Lois G
Sent: Tuesday, July 19, 2011 05:21 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Careful What You Ask For

It was nice to meet you this morning--although I would have preferred it was under different circumstances. I'm taking advantage of your offer to try and recapture my lost personal files. My computer skills are pretty basic, so nothing fancy--but there were some documents in the files that are irreplaceable. Whatever you can do to help, is greatly appreciated. I've cced my exec assistant. It's always a good idea to include her emails to me because she gets to my emails far faster than I do. Thanks!

Lois G. Lerner
Director of Exempt Organizations