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**From:** Douglas Akaisha  
**Sent:** Monday, June 13, 2011 10:19 AM  
**To:** Grant Joseph H; Medina Moises C; &TEGE:EO 1750 Penn Ees  
**Cc:** Cook Janine; Marks Nancy J; Livingston Catherine E; Ingram Sarah H; Flax Nikole C; Holland Tiwana M; Lemons Terry L; Siereveld Brett L; Teser Cheryl A  
**Subject:** LOIS LERNER HARD DRIVE CRASH

**Lois' hard drive has crashed on her computer and will be without email. If you need to contact Lois please call her at 202-283-8848. For immediate attention, contact Akaisha Douglas at 202-283-9488.**

**Akaisha Douglas  
IRS, Exempt Organizations  
202-283-9488**

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**From:** Lerner Lois G  
**Sent:** Saturday, August 06, 2011 7:49 PM  
**To:** Wilburn Lillie V  
**Cc:** Letourneau Diane L; Froehlich Carl T  
**Subject:** Re: Careful What You Ask For - UPDATE

Thanks for trying. I really do appreciate the effort. Sometimes stuff just happens.  
Lois G. Lerner-----  
Sent from my BlackBerry Wireless Handheld

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**From:** Wilburn Lillie V  
**Sent:** Friday, August 05, 2011 07:38 PM  
**To:** Lerner Lois G  
**Cc:** Letourneau Diane L; Froehlich Carl T  
**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 unrecover able.

I am very sorry. Everyone involved tried their best.

Lillie Wilburn  
Field Director, HQ CSSC  
202-302-4160

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Sent using BlackBerry

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**From:** Lerner Lois G  
**Sent:** Friday, August 05, 2011 07:06 PM  
**To:** Wilburn Lillie V  
**Cc:** Letourneau Diane L; Froehlich Carl T  
**Subject:** RE: Careful What You Ask For - UPDATE

**Thanks! just saw this--any further word/**

*Lois G. Lerner*  
Director of Exempt Organizations

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**From:** Wilburn Lillie V  
**Sent:** Monday, August 01, 2011 7:57 PM  
**To:** Lerner Lois G

**Cc:** Letourneau Diane L; Froehlich Carl T  
**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.

## **Lillie V. Wilburn**

Field Director, Headquarters CSSC  
Customer Service Support  
Information Technology Division  
OS:CTO:EU:C:HQ  
Desk: 202-622-0732  
Mobile: 202-302-4160  
Fax: 202-622-8873  
[lillie.wilburn@irs.gov](mailto:lillie.wilburn@irs.gov)

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**From:** Lerner Lois G  
**Sent:** Wednesday, July 20, 2011 4: 40 PM  
**To:** Wilburn Lillie V  
**Cc:** Letourneau Diane L; Froehlich Carl T  
**Subject:** RE: Careful What You Ask For

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

*Lois G. Lerner*

Director of Exempt Organizations

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**From:** Wilburn Lillie V  
**Sent:** Wednesday, July 20, 2011 12:10 PM  
**To:** Lerner Lois G  
**Cc:** Letourneau Diane L; Froehlich Carl T  
**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.

## **Lillie V. Wilburn**

Field Director, Headquarters CSSC  
Customer Service Support  
Information Technology Division

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Mobile: 202-302-4160  
Fax: 202-622-8873  
[lillie.wilburn@irs.gov](mailto:lillie.wilburn@irs.gov)

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**From:** Lerner Lois G  
**Sent:** Wednesday, July 20, 2011 10:46 AM  
**To:** Froehlich Carl T  
**Cc:** Letourneau Diane L; Wilburn Lillie V  
**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

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**From:** Froehlich Carl T  
**Sent:** Tuesday, July 19, 2011 6:43 PM  
**To:** Lerner Lois G  
**Cc:** Letourneau Diane L; Wilburn Lillie V  
**Subject:** Re: Careful What You Ask For

Lois,

Lillie Wilburn will call Diane in the morning. If she can't fix it nobody can.

Carl

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**From:** Lerner Lois G  
**Sent:** Tuesday, July 19, 2011 05:21 PM  
**To:** Froehlich Carl T  
**Cc:** Letourneau Diane L  
**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