

Christopher Coleman

From: Lackey, Trisha <Trisha.Lackey@allstate.com>
Sent: Monday, September 14, 2015 9:25 AM
To: Christopher Coleman
Subject: FW: Callie Trenton
Attachments: Callie Trentin Letter.docx

Good Morning Mr. Coleman,

My name is Trish Lackey, Callie Trenton's mom.

Below is an email I sent to all of Callie's teachers last school year, I also gave her counselor and teachers all a copy of the letter. I no longer have a copy of the letter but if I need one I can see if I can reach out to her old doctor and get it.

I would really love for you to allow Callie to play soccer, I know that it will help her feel well again and get her motivation back. Taking her out of a sport she has played since she was 5 was really hard on her as well as the move and as you will see below all of her struggles.

This has been a tough year on all of us, and we would really love for her to regain all of her motivation, this will help her focus on her studies and maintain her good grades.

Just an FYI Callie is going to counseling for the problems she has been suffering from and is on the road to recovery. Drugs and alcohol are not an issue and never have been. It is all emotional.

I have attached a letter Callie wrote.

Thank you for considering and I hope you have a wonderful day

From: Lackey, Trisha <Trisha.Lackey@allstate.com>
Sent: Monday, March 16, 2015 10:12 AM
To: Michael Clarke; Todd Rispler; Patrick Malone; William Miller; Fanny Ortega-Hurndon; Barry Miles; Laura Steenson
Subject: Callie Trenton

Good morning,

My name is Trish Lackey, I am Callie's mom.

I am writing for some assistance if at all possible. This may be long winded and I apologize.

I am fully aware of Callie's performance in school, I have been trying to work on it with her and the school counselor but she needs more than that. This has been a very challenging year for Callie a lot has happened to her in a short period of time. She is currently in counseling trying to get assistance. This email is very personal and confidential.

We moved from Alaska and our home where she grew up from birth and had the same friends and schools since pre-school.

She got surgery on her knee; once that healed we slowly put her back in soccer. She then sustained a concussion/whiplash from being hit in the head at high speeds by a soccer ball. The ER doctor said she could go

back to school the next day and go back to sports in 2 weeks. So in 2 weeks we went back to soccer practice it was too soon so she took a break for a month. She started feeling better and practicing after that played in a game headed the ball 2xs and it was over, her concussion was back and sever. We saw a neurologist and had some testing done. Her memory test failed and he said it was just going to be time. This had been very challenging because Callie went from being an honor roll student to a failing student. Concentration would cause migraines, she couldn't remember what we just studied or practiced.

Her friend in Alaska killed himself around beginning of October that was extremely hard on her. And a boy that she was friends with for 5 years whom she dated for a 1 year got mad at her because she said she did not want to date him long distance and to leave it along told her to kill herself like their friend did.

She got involved in a relationship at school with a boy that we did not know about as she is not allowed to date so it was kept from us. The boy was bad news, mentally abused her called her names, then was nice to her and went back and forth with that. Told her who her friend could be and would delete numbers out of her phone and so much more. I kept asking Callie what was going on but she was not honest about it with me her friends came to me and told me.

Then a friend she was close with came to the house when my husband and I were at work. The friend kept pressuring her into having sex she kept saying no but he did not give up, she finally gave in. Callie feels she was raped because she was scared. I came into her room to find her crying hysterically a week ago she was having dreams and that is when she filled me in on everything.

So Callie has been going through this all on her own and too afraid to talk to us about it and she is ashamed. She has had two counseling appointments so far, she is already doing better now this is all out there for us to work on as a family and get her strong again. She says she is ready to focus. With all that said is there any way you all can help me and stay in touch with me to get Callie's grades up? Is there days she can stay after school or come in during lunch to make stuff up? If this is possible please stay in touch with me and let me know the days and times. We have put Callie on restriction to some extent, she no longer has her cell phone as there was a lot of stuff on there no parent should ever have to see and no child should ever be doing.

Again I am very sorry for the length, I really just want you to know Callie is a great child, she is having struggles and I am sorry if she has given you any disrespect as this is not our normal Callie. I am hoping with her communicating with her father and I and going to counseling she will start improving drastically.

Trisha Lackey

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It has been a pleasure helping you with your Allstate claim. Let me know if I can be of any further assistance.

Please be on the lookout for your e-mail survey from allstate@issans. The subject line will read "Tell us about your recent claims experience." We truly value you as a customer and really appreciate your opinion.

