

**From:** "Brock, Cassidy (OVS)" - [REDACTED]

**To:** "Jackson, Angela (NY) (FBI)" - [REDACTED]

**Subject:** RE:

**Date:** Tue, 21 Apr 2020 16:34:32 +0000

**Importance:** Normal

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Oops, sorry. The [REDACTED]. The claimant did reach out to Toni yesterday about claim number. [REDACTED] had previously attempted to reach out to you. We are missing county of crime, date reported, and date of crime. This can be sent to [REDACTED] or you can call the 800 number. We have a worker in the file room every day except Friday now. Usually about 10-3p  
Thanks!

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]

**Sent:** Tuesday, April 21, 2020 12:23 PM

**To:** Brock, Cassidy (OVS) [REDACTED]

**Subject:**

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Thank you so much Cassidy!! So just checking does the medical team need anything from me ? Oh I just realized is this the [REDACTED]

Angela

-  
On Apr 21, 2020 8:22 AM, "Brock, Cassidy (OVS)" - [REDACTED] wrote:  
Good morning Angela,

The above claim is closed- awarded, so our medical team has been working on her bills. If it is a different victim, let me know. I can look up that claim and let the Investigator know.  
Thanks!!

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]

**Sent:** Monday, April 20, 2020 3:34 PM

**To:** Brock, Cassidy (OVS) [REDACTED] Fletcher, Steven (OVS) - [REDACTED]

**Subject:** Re: 305D-NY-3017276; OVS claim [REDACTED]

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Hi Cassidy - I hope all of you are doing well during this! I know that OVS is also working from home as we are. One of the Epstein victims emailed me that OVS told her they left me a message needing information. Her claim number is [REDACTED] I am not sure who to tell but if you wouldn't mind letting your colleagues know that I am at home and can be reached at this email or my cell [REDACTED] if they have questions for me.

I really appreciate all of your help!

Stay safe!

Angela

Angela Jackson, MS  
Victim Specialist  
FBI New York Office

[REDACTED]

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**From:** Brock, Cassidy (OVS) [REDACTED]  
**Sent:** Thursday, March 19, 2020 9:42:39 AM  
**To:** Jackson, Angela (NY) (FBI) [REDACTED]; Fletcher, Steven (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

Hi Angela,  
We are all out of the office and the supervisors have the ability to work from home. I put her name into our system and I do not find anything. Do you have her birthday or SSN?  
Thanks!

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Wednesday, March 18, 2020 5:45 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Cc:** Brock, Cassidy (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

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Hi Steven - I hope you are staying safe and well! I just received a call from [REDACTED] asking when she would hear from OVS. I sent her paperwork in several weeks ago. I wanted to see if anything is missing like the other one I reached out regarding last week.

Thank you for your help!  
Stay well!  
Angela

-

On Mar 13, 2020 3:48 PM, "Fletcher, Steven (OVS)" [REDACTED] wrote:  
Good Afternoon,

I am not assigned to the Bertsch claim [REDACTED]. Right now in our system the claim is rejected for date of crime not listed. If you could please call Cathy Atanasio with Processing at [REDACTED] to firm up that missing information, and from there I believe the claim will be assigned to an investigator.

**Steven Fletcher**  
Crime Victim Specialist I

**New York State Office of Victim Services**  
Alfred E. Smith State Office Building  
80 South Swan Street, 2<sup>nd</sup> Floor  
Albany, NY 12210-8002

[REDACTED]

EFTA01650881

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Friday, March 13, 2020 3:42 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

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Thanks again for your help !  
Angela

-  
On Feb 24, 2020 3:59 PM, "Fletcher, Steven (OVS)" [REDACTED] wrote:  
Disregard. RECEIVED! Awesome! Thank you again for your assistance

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**From:** Fletcher, Steven (OVS)  
**Sent:** Monday, February 24, 2020 2:00 PM  
**To:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

Good Afternoon,

I just wanted to follow up from the other day. I still haven't received any copy of the [REDACTED]. Maybe sending via mail is the best option? Again here are our fax numbers:

Investigation Unit [REDACTED]  
Processing Unit: [REDACTED]

If mailing:  
NYS Office of Victim Services  
80 South Swan Street 2<sup>nd</sup> Floor  
Albany, NY 12210

Thanks again and hopefully the issue settles.

**Steven Fletcher**  
Crime Victim Specialist I

New York State Office of Victim Services  
Alfred E. Smith State Office Building  
80 South Swan Street, 2<sup>nd</sup> Floor

Albany, NY 12210-8002

[www.ovs.ny.gov](http://www.ovs.ny.gov)

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Thursday, February 20, 2020 4:02 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

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On Feb 20, 2020 4:00 PM, "Fletcher, Steven (OVS)" [REDACTED] wrote:  
Understood. Yeah, I don't know either because when I checked with processing there were other case documents in fax that came through for me.

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Thursday, February 20, 2020 3:58 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

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thers.

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On Feb 20, 2020 3:56 PM, "Fletcher, Steven (OVS)" [REDACTED] wrote:  
I regret to inform a negative. If you are able to attach file to this email that would be the last resort, or sending document through mail.

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**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Thursday, February 20, 2020 3:43 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

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Just tried again

EFTA01650883

**From:** Fletcher, Steven (OVS) [mailto: [REDACTED]]  
**Sent:** Thursday, February 20, 2020 3:27 PM  
**To:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Cc:** Brock, Cassidy (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

Negative. Not sure what is up. If you want you can try our processing unit fax: [REDACTED]

**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Thursday, February 20, 2020 3:17 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Cc:** Brock, Cassidy (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

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Hi Stephen – I just refaxed the one for Juliet. Let me know if you still don't receive it.

Thanks-  
Angeal

**From:** Fletcher, Steven (OVS) [REDACTED]  
**Sent:** Thursday, February 20, 2020 2:52 PM  
**To:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Cc:** Brock, Cassidy (OVS) [REDACTED]  
**Subject:** RE: 305D-NY-3017276; OVS claim [REDACTED]

Received thank you, I will pass the new claim apps on to our processing unity, and have them reviewed by my supervisor upon her return to office.

**From:** Jackson, Angela (NY) (FBI) [REDACTED]  
**Sent:** Thursday, February 20, 2020 2:15 PM  
**To:** Fletcher, Steven (OVS) [REDACTED]  
**Cc:** Brock, Cassidy (OVS) [REDACTED]  
**Subject:** 305D-NY-3017276; OVS claim [REDACTED]

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As discussed the two child pornography are submitting for minor victims. Please let me know if I did anything incorrectly or you need more information.

Thanks again for your help!  
Angela

-

On Jan 31, 2020 5:16 PM, "Jackson, Angela (NY) (FBI)" [REDACTED] wrote:

Hi Steven - I apologize for just responding but have been out of the office sick. Can we talk Monday when I am back at my desk?

Thanks -

Angela

-

On Jan 30, 2020 4:12 PM, "Fletcher, Steven (OVS)" [REDACTED] wrote:  
Good Afternoon,

I am reaching out to discuss a claim OVS is investigating for victims compensation. Notably, the course in which OVS may receive a copy of the CJ report relating to the dates of crime. I have CC'ed my supervisor Cassidy Brock on this email. Thank you for your time and consideration on this matter.

**Steven Fletcher**

Crime Victim Specialist I

**New York State Office of Victim Services**

Alfred E. Smith State Office Building

80 South Swan Street, 2<sup>nd</sup> Floor

Albany, NY 12210-8002

[REDACTED]

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