

RELEASE IN PART  
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**From:** Mills, Cheryl D <MillsCD@state.gov>  
**Sent:** Thursday, March 15, 2012 11:20 AM  
**To:** H  
**Subject:** FW: quick note on nbc story

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**From:** Klevorick, Caitlin B  
**Sent:** Thursday, March 15, 2012 10:54 AM  
**To:** Mills, Cheryl D  
**Subject:** quick note on nbc story

By the time the piece ran pretty much everything was already posted in stories on the website. This was clearly an agenda-laden job that Brian Williams and Kate Snow didn't seem to be comfortable with. It was bad. There's no question, but Toria's tone and poise were incredibly clutch. On the most recent case they mentioned, from December/Montana, the facts we have contradict those NBC has but did not know until too late and would have had to provide emails to prove our side which I'm sure would have to go through rigorous legal vetting. One thing to note, none of the kids mentioned the State Department or USG. Only Jessica Vaughan who is at the Center for Immigration Studies and has long been a critic (and was a former junior FSO) mentioned State with incredible disdain and explicit culpability. They used a bunch of broll of S without saying anything to me, despite my grilling, but the broll is public footage and it never blames S if anything it shows her "fix it now" mentality and that this can't be tolerated. They also continually said that the vast majority have great experiences. Both Brian and Kate said that in the live follow-up on the piece. Surprisingly the person who was the worst during the day was Andrea Mitchell who teased the piece on her show. And again, this was only about the private sector exchanges not the ones that are USG-funded.

Bottom line:

So, was it bad? Yes

Could it have been worse? Yes

And the show literally went from Toria saying zero tolerance and the talk back in the studio to a story about the gifts office and the grill Obama gave Cameron...

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