

To: [REDACTED]
Cc: merwin dela cruz [REDACTED]
From: Nat Gennace
Sent: Fri 9/26/2014 2:16:24 PM
Subject: RE: Jeffrey Epstein

Hello [REDACTED],

I will contact John today to get an update on the status of the machine. However, I do not think that Jeffrey's statement is fair or accurate. There is simply an issue with the TV-Tuner: the machine is otherwise installed properly, and was installed by a well trained and well regarded technician. Mike has A LOT of experience with installs of this nature. Further, I know Mike spent a considerable amount of additional time trying to rectify this issue on site.

I apologize that there was any issue, but it does not prevent the machine from being used for exercise.

I will try to expedite the service call, but we are waiting on a replacement part to get the tuner running.

Nat Gennace
Manager, Online Fitness Consultant
Leisure Fitness Equipment
193 Route 17 (Between Midland and Century, next to Dunkin Donuts)
Paramus, NJ 07652-- [REDACTED] (Mon, Tu, Thu, Fri, Sat)
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From: [REDACTED]
Sent: Friday, September 26, 2014 8:24 AM
To: Nat Gennace
Cc: merwin dela cruz
Subject: Jeffrey Epstein

Good morning Nat...Jeffrey is quite unhappy and says he is "unable to exercise because someone was sent who had never set up this type of machine before"...Can you please find out when we will have a person who has done these installs many times before to come out and finish what needs to be done? I understand parts needed to be ordered? When will they arrive? Please let Merwin and I know today...

Thanks for your help,
[REDACTED]