

To: Amex Travel & Lifestyle Services, Extraordinary Care Team

From: Bella Klein

Date: June 14, 2013

RE: Record Locator # IZIKAM Train Ticket Incident, Client Name: Jeffrey Epstein, Card Ending in #3001

To Whom It May Concern,

On Sunday June 9, 2013, Jeffrey Epstein tried to purchase 2 round trip train tickets from Paris to Basel and back for June 12, 2013. When Jeffrey's assistant gave permission to purchase these tickets on June 9th she was told she would have the confirming email for the tickets the following morning, June 10th. When no confirming email arrived the next morning, Jeffrey's assistant called Amex Centurion and gave the Record Locator #IZIKAM to the Amex representative to research. The representative started to look into our request but could not come up with a reason as to why the confirming email did not show up...instead, our assistant was told she should go to the train station to purchase paper tickets...the Amex representative dug a little deeper and found out the specific tickets Jeffrey wanted were now sold out. These tickets were available when our assistant originally placed the order on Sunday June 9th.

I called to investigate this issue on June 13th and spoke with Jermaine at ext. [REDACTED] who was helpful in explaining how train tickets are issued. We do understand now that train tickets differ from Airline tickets:

- Amex has no direct link to international rail tickets*
- Amex strongly encourages clients to call 7 days in advance of the date of travel for rail tickets*
- It takes 24-48 hours to confirm a rail ticket*
- Amex Rail Dept is closed on Sat and Sun*

BUT, all of the above should have been properly explained on June 9th by the Amex representative! Instead we were led to believe our tickets would come to us the next morning...then when the tickets did not arrive, it was too late as the specific date/time of the round trip Jeffrey wanted to purchase were completely sold out. We should have been properly advised so we could then make our decision on purchasing our own paper tickets or calling the rail provider directly.

Not being able to travel on the specific day/time Jeffrey needed to travel created a tremendous problem for him and he was extremely unhappy with the Amex Centurion service.

Thank you,

*Bella Klein
Account Manager*