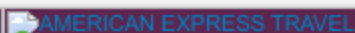


From: American Express Consumer Travel <[REDACTED]>

To: Jeffrey Epstein <[REDACTED]>

Subject: Reminder - American Express Requests Your Feedback

Date: Wed, 14 May 2014 06:45:34 +0000



Dear Jeffrey Epstein:

As a valued American Express customer, your feedback is extremely important to us.

Our records indicate that you recently contacted American Express Centurion Travel Services on May 10, 2014 regarding a travel request to New York.

We would like to know how you felt about the service you received and would appreciate it if you would complete our survey to tell us what you think. We will use your responses together with existing data to improve our services.

If you have already completed the survey, thank you and please accept our apology for the second email.

The survey takes just a few minutes to complete.

 Take Survey

Thank you for helping us improve our service to you.

American Express Travel



We have retained Medallia, Inc., a leading online customer feedback solution, to collect your responses, which will only be used to enhance our understanding of your needs so that we can better serve you.

Should you have any problems accessing the survey, please copy and paste the following URL into your browser: <http://survey.medallia.com/?cpcz2bhww34hxb5>. If you continue to have issues accessing or completing the survey, please [e-mail Medallia](#), our partner in this process.

American Express wants to underscore that we firmly support our privacy statement: <http://www.americanexpress.com/privacy>

Medallia, Inc. privacy policy: <http://www.medallia.com/privacy>

If you prefer not to receive similar requests in the future, please go to: <http://survey.medallia.com/?cpcz2bhww34hxb5&reject=yes>

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