

**From:** Lesley Groff <[REDACTED]>  
**To:** Bella Klein <[REDACTED]>  
**Subject:** Fwd: Mr. Epstein 8/9/2018  
**Date:** Tue, 21 Aug 2018 18:18:38 +0000

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Can you take it from here?

Sent from my iPhone

Begin forwarded message:

**From:** CARosa Limo <[REDACTED]>  
**Date:** August 21, 2018 at 2:16:10 PM EDT  
**To:** Lesley Groff <[REDACTED]>  
**Cc:** Bella Klein <[REDACTED]>  
**Subject:** Re: Mr. Epstein 8/9/2018

Hi Lesley & Bella,

Thank you for continuing to use our service here @ CARosa. We will guarantee superior service as we have done in the past. Regarding negotiation of rates, I am willing to work with you finding something we are both comfortable with. Please advise what rates you think are high & we can discuss.

Thank You,  
Gabriel Roque  
CARosa, LLC  
[REDACTED]

On Aug 21, 2018, at 1:19 PM, Lesley Groff <[REDACTED]> wrote:

Hello Gabe and Teresa. We would like to continue our service with you but in light of Uber and other competition, we feel we should negotiate new rates with you. Bella, in accounting is CC'd here and has been looking over our last bills. They all seem very high. Might we be able to work something out?

Lesley

Sent from my iPhone

On Aug 10, 2018, at 11:16 AM, CARosa Limo <[REDACTED]> wrote:

Thank you, Lesley.

I'm glad he responded.

Thank You,  
Gabriel Roque  
CARosa, LLC

[REDACTED]

On Aug 9, 2018, at 10:32 PM, Lesley Groff <[REDACTED]> wrote:

Understood! and true...  
Jeffrey sent the below reply!! ;)

no worry thx

On Aug 9, 2018, at 6:55 PM, CARosa Limo <[REDACTED]> wrote:

Hi Lesley,

Thank you for your reply & for forwarding to Mr. Epstein. Just for the record, a couple weeks ago @ TEB, my driver was there @ 1:25pm for a scheduled 1:30pm pick up.

The Aircraft arrived early, that's why Mr. Epstein waited shortly.

Appreciate your time.

Thank You,  
Gabriel Roque  
CARosa, LLC  
[REDACTED]

On Aug 9, 2018, at 6:39 PM, Lesley Groff <[REDACTED]> wrote:

Hi Gabe. Appreciate the email and will forward to Jeffrey. I will be honest however, this was not a good mistake to make. We all make them I know! Unfortunately it has been twice now with Mr Epstein. ... but I will forward on your sincere apologies and the offer of a complimentary ride. Take Care, Lesley

Sent from my iPhone

On Aug 9, 2018, at 5:14 PM, CARosa Limo <[REDACTED]> wrote:

Please forward to Mr. Epstein if possible, as I do not have his E-Mail on File.

Mr. Epstein,

I want to start off by apologizing to you for any inconvenience I may have caused today by my dispatching mistake. I also want to apologize to your team; Larry, Dave, Lesley, Bella, which I always work closely with to provide them & yourself a great service.

Let me introduce myself, my name is Gabriel Roque & I'm one of the owners of CARosa Limo. I used to be a driver for my old boss Vinny, which I'm sure you knew, may he rest in peace. I have

personally driven Larry, Dave, airplane seats, your guests, etc, throughout the years. Larry & Dave built a relationship with Vinny & Keith which was passed down to us & it's really an honor to work with them. They are good people.

In addition, CARosa Limo strives on building long term relationships. We provide superior customer service to our customers and run it like a family business, because we know no other way how. Based on the relationships I have with Larry & Dave and the length of their employment with you. Plus, the years you have be using our company, I see you have that same loyalty as us here @ CARosa.

In conclusion, I made a mistake today. I can promise you it won't happen and I hope our relationship with Jeffrey Epstein & his great staff doesn't come to an end because of this. It would be a shame in my eyes. It's a lot of years we have been working together to provide you a great service. I have offered Lesley a complimentary ride on your next trip out of good faith. Again, I deeply apologize for today. If there's anything I can do please let me know.

Thank You,  
Gabriel Roque  
CARosa, LLC  
