

From: Bella Klein <[REDACTED]>
To: [REDACTED]
Subject: Re: Mr. Epstein 8/9/2018
Date: Wed, 22 Aug 2018 14:42:29 +0000

I called Allstate Limo. For SUV they have \$150 min charge plus 20% gratuity plus \$50 for 1 hour waiting time... Looks more expensive than Carosa and we don't know the quality..

Thank you,
Bella

[REDACTED]
Tel: 212-971-1307

On Aug 21, 2018, at 6:56 PM, [REDACTED] > wrote:

I know Jeffrey wants to impress these architects I need to book a car service for. I paid for Biz seats for them round trip! (one from Paris and the other from Abu Dahbi...I looked at Carmel car service which I have taken to the airport and some of their cars were not nice...they are a lot cheaper though..it is a quality issue we have and I do think Gabe makes some good points...driver is more professional also...

[REDACTED]
Begin forwarded message:

From: CARosa Limo <[REDACTED]>
Subject: Re: Mr. Epstein 8/9/2018
Date: August 21, 2018 at 4:54:26 PM EDT
To: Bella Klein <[REDACTED]>
Cc: [REDACTED]

Right now your all in is @ \$224 JFK to NYC with no wait time charges @ JFK.

The best rate I can provide from JFK to NYC will be \$198 all in with 45 minutes wait time comped for international flights from the scheduled time you provide. \$165 + 20% gratuity.

We have visited this JFK ride before in the past. It is the most difficult ride in our industry based on traffic, tolls, wait time @ JFK and turn around time for our vehicles but [REDACTED] willing to give you this deal because of the other services we provide for you in different airports.

Thank You,
Gabriel Roque
CARosa, LLC
201-747-7434

On Aug 21, 2018, at 4:31 PM, Bella Klein <[REDACTED]> wrote:

I agree with TEB to NYC, I was referring to JFK-NYC

Thank you,

Bella

On Aug 21, 2018, at 4:28 PM, CARosa Limo <[REDACTED]> wrote:

Hi Bella,

I just checked and that ride ranges from \$110 to 135 on Uber one way. Obviously, we don't compete with Uber, their level of service, drivers, and vehicles can't compare to our service or even the limousine standard. Most of them don't even get out of the car and help with bags. Their drivers are wearing jeans, shorts, t shirts, which is also not a limousine standard. Furthermore, their vehicle's aren't up to date, all of our vehicles are 2017 or 2018. We also have 1.5 million commercial auto insurance per vehicle which is required in the state of New Jersey. Which a lot of these Uber drivers don't carry based on the "Uber base" loophole in NYC. Lastly, you have to put into consideration the type of passengers you are providing service for. Mr. Epstein is a high profile client & his guests are associated with them. Our company has experienced drivers with that level of clientele & the security you get putting your passengers in our company vehicles is something you won't find in an Uber or with any other new company that you don't have a relationship with. Another thing I want you to put into consideration with JFK rides, any other company charges wait time after 30 mins. We do not charge wait time @ JFK for your passengers, which a lot of them have through go to customs and take a good amount of time. Let me revisit the JFK price and I will call you to discuss. Are you ok with the TEB to NYC prices and the TEB to EWR for crew?

Thank You,
Gabriel Roque
CARosa, LLC
201-747-7434

On Aug 21, 2018, at 2:22 PM, Bella Klein <[REDACTED]> wrote:

Hi Gabriel,

Thank you for your prompt response. When we get quote from Uber it comes to around \$60. To make it as a round trip it would be \$120. Lets add tips and admin expenses about 30%. Total would \$156. Your thoughts.

Thank you,
Bella

[REDACTED]
Tel: 212-971-1307

On Aug 21, 2018, at 2:16 PM, CARosa Limo <[REDACTED]> wrote:

Hi [REDACTED] & 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
201-747-7434

On Aug 21, 2018, at 1:19 PM, [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 [REDACTED] here and has been looking over our last bills. They all seem very high. Might we be able to work something out?

[REDACTED]

Sent from my iPhone

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

Thank you, [REDACTED].

[REDACTED] glad he responded.

Thank You,
Gabriel Roque
CARosa, LLC
201-747-7434

On Aug 9, 2018, at 10:32 PM, [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 [REDACTED].

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
201-747-7434

On Aug 9, 2018, at 6:39 PM, [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, [REDACTED]

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, [REDACTED], Bella, which I always work closely with to provide them & yourself a great service.

Let me introduce myself, my name is Gabriel Roque & [REDACTED] one of the owners of CARosa Limo. I used to be a driver for my old boss Vinny, which [REDACTED] 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 [REDACTED] 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
201-747-7434