

From: "[REDACTED]" on behalf of "Martin O'Brien, Apple Business UES" <[REDACTED]>
To: Lesley Groff <[REDACTED]>
Cc: Rich Kahn <[REDACTED]>
Subject: Re: Attn Martin: Re HBRK Apple Watch Order
Date: Tue, 04 Dec 2018 15:27:09 +0000

I've responded to the group email and then also sent an internal message to their team lead to ask that they reach out asap. I'll let you know once I hear back.

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
[REDACTED]
www.apple.com/retail/uppereastside

On Dec 4, 2018, at 10:10 AM, Lesley Groff <[REDACTED]> wrote:

Fabulous! thanks

...how do we get the Paris team to respond? I still have heard nothing.

On Dec 4, 2018, at 10:09 AM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

Your order was submitted to our booking department last night.

It will likely take 24-48 hours to process.

Once I have an update on the order I will reach out to you. Talk soon!

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
[REDACTED]
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On Dec 3, 2018, at 4:26 PM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

Yes - let me step back into the office and I'll call you in one minute.

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

www.apple.com/retail/uppereastside

On Dec 3, 2018, at 4:23 PM, [REDACTED] <[REDACTED]> wrote:

Thank you for the below...I am leaving soon actually. Could I call you quickly with the credit card number? I don't think we need to do anything else?

Have not heard anything from Opera Europe people. I did email them today also stating we are ready to place the order.

On Dec 3, 2018, at 4:20 PM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

Hope you're having a good start to your week!

I'll give you a call around 4:45pm. Just finishing up a meeting, but wanted to forward this over to you.

My team made the updates you noted:

- Correct #30 Erika's watch to 40mm
- Add #33 [REDACTED] 40mm Space Gray Stainless Steel w/ Forrest Green Modern Buckle

Yes - "Milanese Loop" is the Silver Milanese Loop. For some reason they don't notate the color, but I just confirmed in our system and it is the silver option.

Talk soon!

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

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<Quote 2 for HBRK_112118_SSO_CC_US + [REDACTED].pdf>
<Apple Multiship Template HBRK Updated 12.03.18.xlsx>

On Dec 3, 2018, at 1:45 PM, [REDACTED] <[REDACTED]> wrote:

So sorry Martin... [REDACTED] is changing her mind on the watch! **Please change to the below:**

33. [REDACTED]

Address: [REDACTED]

Size: 40mm

Case Color: Space Gray

Case Material: Stainless Steel

Band: Forrest Green Modern Buckle Small

On Dec 3, 2018, at 11:02 AM, Lesley Groff <[REDACTED]> wrote:

Good morning Martin. I have gone over the US order again and found one error. Please change:

#30 Erika Kellerhals watch should be 40mm (not 44mm) Her band order is correct at 40mm

Then, I have a question:

#13 and #27 want Silver Milanese Loop Band, yet the order only states 'Milanese Loop'. I want to make sure 'Milanese Loop' is in the color Silver?

I have double checked all the US addresses and they are correct.

Once the items above are corrected (confirmed), we are ready to place the order. **RICH-just need your approval to place the US Order.**

I will go over the Europe Order now.

Thanks, Lesley

On Nov 30, 2018, at 3:03 PM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

Thanks for your patience as we get everything pulled together.

You will find (1) Shipping Spreadsheet (**Apple Multiship Template HBRK Updated 11.30.18**) w/ two tabs (**US & Europe**).

You will also find (2) Product Quotes:

- **United States:** Quote 1 for HBRK_112118_SSO_CC_US + [REDACTED] + United States Updated 11.30.18
- **Europe:** Quote 1 for HBRK_112118_SSO_CC_Europe + [REDACTED] + Europe Updated 11.30.18

Note: Line item #'s were updated with this order so they do not correspond to the numbers previously noted.

Regarding how the order will be shipped:

- We will submit one large order and then our support team will use the spreadsheet attached to create individual order numbers based on the "group by recipient" number listed on the spreadsheet.
- This will ensure that watches ship with corresponding bands even if they are going to the same shipping address.

The below items were added to the order:

- (2) Watches to be shipped to Jeffrey Epstein at 9 East 71st Street NY NY 10021
- (1) iPhone Xs Max to be shipped to Merwin De La Cruz c/o Jeffrey Epstein at 9 East 71st Street NY NY 10021
- (1) Watch to be shipped to Dr. Woody Merrell at [REDACTED]

The below was updated:

- All USVI orders are being shipped to Jeffrey Epstein at 9 East 71st Street NY NY 10021
- [REDACTED] will be receiving a Hermes Watch (Stainless Steel) instead of Stainless Steel Space Black Watch & Hermes Band
- Valdson Cotrin was corrected to receive Watch: 44MM Space Gray Aluminum Black Sport Loop

- [REDACTED] was updated to be shipped to [REDACTED] c/o Jeffrey Epstein at 9 East 71st Street NY NY 10021
- Emma Rod Larsen was updated to be shipped to Emma Rod Larsen c/o Jeffrey Epstein at 9 East 71st Street NY NY 10021
- AppleCare+ was added for [REDACTED] [REDACTED] and James Ce

Regarding Europe:

- If you're planning to place an order in Paris, you can provide your French contact with the below information:
 - [Apple Opéra](#)
 - E: [REDACTED]
 - T: +[REDACTED]
 - They should call/email the team and reference Quote # [REDACTED]. The Apple Opera team will need to rebuild the quote for France, as our global systems are "view only" but they can take the direct order from the quote. If they have any questions, they can contact us for reference, however it should be fairly straightforward.

Please let me know if you have any questions.

I figured I'd let you review this before I called you, since it's a lot of information. I'll be in the office until 5:30pm and can talk you through all of this - feel free to call me at [REDACTED] whenever you're free.

Talk soon!

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
[REDACTED]
www.apple.com/retail/uppereastside

<Apple Multiship Template HBRK Updated 11.30.18.xlsx>

<Quote 1 for HBRK_112118_SSO_CC_US [REDACTED] United States Updated 11.30.18.pdf>

<Quote 1 for HBRK_112118_SSO_CC_Europe [REDACTED] Europe Updated 11.30.18.pdf>

On Nov 30, 2018, at 10:45 AM, [REDACTED] [REDACTED] <[REDACTED]> wrote:

Ugh...sorry to hear you have not been feeling well. I am here to go over all! I know this is a lot of info! Look forward to hearing back from you. Lesley

On Nov 30, 2018, at 10:39 AM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

I was out of the office yesterday with a fever. Sorry - I've been battling a cold the last week.

I'll review the below email chain and get back to you by 1pm. Talk soon.

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
[REDACTED]
www.apple.com/retail/uppereastside

On Nov 30, 2018, at 10:24 AM, [REDACTED] [REDACTED] <[REDACTED]> wrote:

Morning! I meant to mention ALL the addresses were correct (yae!)...we just need all the USVI orders to come to Jeffrey's home as well as #27 and #29 to come to Jeffrey's home (these were under the Europe orders so PLEASE make sure they are ordered now with our large order for the US) Also, please confirm the orders coming to Jeffrey's house will be clearly labeled with names and order numbers, right?

I have Another Watch Order for the US:

Dr. Woody Merrell

Address: Dr. Merrell, [REDACTED]

Size: 44mm

Case Color: Space Gray

Case Material: Aluminum

Band: Space Black Milanese Loop

Please can you confirm back to me? Thanks, Lesley

On Nov 28, 2018, at 7:23 PM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

The support team just got back to me with the spreadsheets for shipment and they've advised that they no longer ship to the US Virgin Islands. So that means those orders will also have to be shipped to you and then forwarded to the respective recipients.

I've attached (2) Spreadsheets with corresponding quotes for your review:

- **United States:** Apple Multiship Template HBRK 112818 United States
- **Europe & US Virgin Islands:** Apple Multiship Template HBRK 112818 Europe & US Virgin Islands
 - *Europe & US Virgin Islands will need to ship to the HBRK main office and then be distributed to the recipients.*

Quotes:

- **United States:** Quote 1 for HBRK_112118_SSO_CC_US + [REDACTED] B
- **Europe:** Quote 1 for HBRK_112118_SSO_CC_Europe + [REDACTED]
- **US Virgin Islands:** Quote 1 for HBRK_112118_SSO_CC_USVirgin + [REDACTED]

Please review the information to ensure shipping addresses and product details are correct.

Let me know if you have any questions and we can schedule a time to chat.

Talk soon!

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
[REDACTED]
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<Apple Multiship Template HBRK 112818 United States.xlsx>
<Quote 1 for HBRK_112118_SSO_CC_US + [REDACTED] B.pdf>
<Apple Multiship Template HBRK 112818 Europe & US Virgin Islands.xlsx>
<Quote 1 for HBRK_112118_SSO_CC_Europe + [REDACTED].pdf>
<Quote 1 for HBRK_112118_SSO_CC_USVirgin + [REDACTED].pdf>

On Nov 28, 2018, at 3:00 PM, [REDACTED] <[REDACTED]> wrote:

Hi Martin. There are no names associated with the watch orders...I am hoping when your support team gets the spreadsheet put together I will have the names along with the watch specs for each person? I can then review and confirm. Thanks, [REDACTED]

On Nov 27, 2018, at 7:57 PM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

Attached is the quote for the orders shipping to the US. I haven't received the updated spreadsheet from my support team yet for you to review to ensure shipping addresses are correct. Once I have that, I'll forward it over for you to verify the information.

Also, re: Europe. The teams in the UK and France are now telling me they no longer accept US credit cards over the phone. This is apparently a new policy they have put in place. Sorry to misinform you. This is a policy change I was not aware of.

This means that either someone with a credit card from each region would have to pay for the items or I will need to ship these items to you and then you will need to forward them to each individual. Also - we do not have a store in Russia, so that would need to be shipped to you either way.

Please let me know if this will work for you and I'll get those added to your order and have them shipped to your office.

I'll check in mid-day tomorrow. Talk soon.

Best Wishes,

Martin O'Brien
Business Expert
Apple Upper East Side

[REDACTED]
[REDACTED]
www.apple.com/retail/uppereastside

<Quote 1 for [REDACTED].pdf>

On Nov 27, 2018, at 1:38 PM, [REDACTED] <[REDACTED]> wrote:

Another Watch order! (It is ok to mix the Hermes band with the regular Apple Series 4 watch, correct?)

[REDACTED]

Address: c/o Jeffrey Epstein, 9 East 71st Street, NY, NY 10021

Size: 40mm

Case Color: Silver

Case Material: Stainless Steel

Band: Hermes Bordeaux/Rose Extreme/Rose Azalee Swift Leather Single Tour

On Nov 27, 2018, at 12:28 PM, Martin O'Brien, Apple Business UES <[REDACTED]> wrote:

Hi Lesley -

Hope you enjoyed your Thanksgiving as well!

Sorry for the delay - I ended up coming down with a cold and was out of office yesterday.

I will update you before end of day on the status of this order and will hopefully have an update re: Europe tomorrow.

I'm going to pull together your additional requests right now.

Best Wishes,

Martin O'Brien

Business Expert
Apple Upper East Side

www.apple.com/retail/uppereastside

On Nov 26, 2018, at 8:49 PM, [REDACTED] <[REDACTED]> wrote:

Hi Martin. Hope you had a super Thanksgiving. Below are more watch orders. Please do let me know how we can handle the orders for Europe. Please do confirm you received my email with the answers you requested. Thanks, Lesley

Bernard Kruger

Address: [REDACTED]

Size: 44mm

Case Color: Space Grey

Case Material: Stainless Steel

Band: Black Mesh

Jeanne Brennan

Address: [REDACTED]

Size: 40mm

Case Color: Silver

Case Material: Aluminum

Band: Stone Sport Band

Jay Massar

Address: [REDACTED]

Size: 44mm

Case Color: Space Gray

Case Material: Aluminum

Band: Black Sport Band

Alan Dlugash

Address: [REDACTED]

Size: 40mm

Case Color: Space Gray

Case Material: Aluminum

Band: Blur Horizon Sport Band

Kathy Ruemmler

Address: [REDACTED]

Size: 40mm Hermes Paris Face

Case Color: Silver

Case Material: Stainless Steel

Band: Hermes Bleu Indigo Swift Leather Double Tour

Joscha Bach

Address: [REDACTED]

Size: 40mm

Case Color: Space Gray

Case Material: Stainless Steel

Band: Black Milanese Loop

EUROPE

[REDACTED] [REDACTED]

Address: [REDACTED]

Size: 40mm

Case Color: Gold

Case Material: Stainless Steel

Band: Gold Milanese Loop

[REDACTED] + [REDACTED]

Address: C/O Jeffrey Epstein, [REDACTED]

Size: 44mm

Case Color: Space Gray

Case Material: Stainless Steel

Band: Hermès Fauve Barenia leather single tour deployment Buckle

Valdson Cotrin

Address: C/O Jeffrey Epstein, [REDACTED]

Size: 44mm

Case Color: Space Gray

Case Material: Aluminum

Band: Black Sport Loop

[REDACTED] [REDACTED]

Address: [REDACTED]

Size: 40mm

Apple Watch Hermes Stainless Steel Case with Bordeaux/Rose Extreme/Rose Azalee Swift Leather Double Tour Band

[REDACTED]

Address: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Size: 40mm Hermes

Case Color: Silver

Case Material: Stainless Steel

Band: Indigo/Craie/Orange Swift Leather Double Tour

Edward Rod Larsen

Address: [REDACTED]

Size: 40mm

Case Color: Space Grey

Case Material: Aluminum

Band: Midnight Blue Sport Band

Emma Rod Larsen

NEED Address:

Size: 40mm

Case Color: Space Grey

Case Material: Aluminum

Band: Midnight Blue Sport Band