

 **AppleCare**
AppleCare Protection Plan Certificate

Date Issued: 07/01/2012

Part No. S3137LL/A

1109424743
JEFFREY EPSTEIN
9 E 71ST ST
NEW YORK, NY 10021-4102



Agreement No.	Product Description	Hardware Serial No.	Coverage Period End Date
7862462762	APP FOR MACBOOK PRO	C02HXFFRDKQ5	06/29/2015

Thank you for purchasing the AppleCare Protection Plan.

This certificate confirms AppleCare Protection Plan coverage for your Apple product(s). Please keep this certificate, the original sales receipts for your Apple product(s), and the included AppleCare Protection Plan *Terms and Conditions*. Proof of purchase may be required if there is any question regarding your Apple product's eligibility for coverage by the AppleCare Protection Plan.

Please take a moment to review the above list of product(s) entitled to coverage under the AppleCare Protection Plan. If corrections are necessary or if you have questions, please contact Apple for assistance. You can find local and international contact information at http://www.apple.com/support/contact/phone_contacts.html.

The support component of the AppleCare Protection Plan begins after each product's complimentary support period ends and extends to the Coverage Period End Date indicated above. The Apple One Year Limited Warranty includes service coverage, and the AppleCare Protection Plan extends service coverage to the Coverage Period End Date. Please see the included AppleCare Protection Plan *Terms and Conditions* for complete details.

If you experience difficulties with your covered Apple product(s), refer to the *Getting Started Guide* for troubleshooting tips. If you are not able to resolve the issue, please contact Apple. Apple technical support contact information and hours of operation are listed in the *Getting Started Guide*, which can be downloaded from www.apple.com/support/applecare/ww.

In the U.S., the company obligated under the AppleCare Protection Plan is **AppleCare Service Company, Inc.**, an Arizona corporation, doing business in Texas as Apple CSC Inc.

For Florida consumers:

Sales Representative: Apple Inc.
1 Infinite Loop, Cupertino, CA 95014
Employee Number: 72308

USA: AppleCare Service Company, Inc.
c/o CT Corporation System
2394 E. Camelback Road, Phoenix, AZ 85016

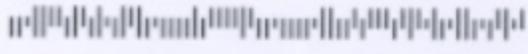
Canada: Apple Canada, Inc.
7495 Birchmount Road, Markham, Ontario, L3R 5G2

American Express
Fraud Operations
P.O. Box 981541
El Paso, TX 79998



www.americanexpress.com

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August 23, 2012



[Redacted]
9 E 71st Street
New York, NY 10021-4102

Account Ending In: 11039

Dear [Redacted]:

We have investigated your recent claim for \$7.54.

We received your request to investigate the amount of \$7.54 as a fraud dispute. We regret that we will not be able to handle this as a fraud dispute. AT&T prefers to handle their own fraud in an attempt to stop the fraudulent activity as soon as possible. Please contact them directly at 1-800-657-2466.

We found that we inadvertently applied credits in the amounts of \$7.54 and \$7.54 to your account. To correct this error, we have issued debit adjustments. The adjustments will appear on an upcoming statement.

We regret that we inadvertently applied a debit of \$7.54 to your account. To correct this, we have issued credit adjustment that will appear on an upcoming statement.

Thank you for the opportunity to assist you with this matter. If you have any further questions, please contact one of our Service Representatives at the telephone number listed on your statement.

Sincerely,

P. Hopkins
Fraud Services
Dispute Reference Number: MM23955



The issuer of this card is American Express Centurion Bank.

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