

**From:** Karyna Shuliak <[REDACTED]>  
**To:** Customer Service <customer.service@agnesb.net>  
**Subject:** Re: agnès b. Order# 90575 - Confirmation  
**Date:** Mon, 21 Jul 2014 17:49:24 +0000

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Great, thank you!

Sent from my iPhone

On Jul 21, 2014, at 1:42 PM, Customer Service <[customer.service@agnesb.net](mailto:customer.service@agnesb.net)> wrote:

<image001.png>

Dear Karyna,

Thank you for sending a copy of your ID.  
Your order will be processed today and shipped via FedEx overnight

Please let us know if you have any questions.

We appreciate your business and invite you to visit our online store again.

agnès b. Customer Service  
401 Broadway Suite 1606  
New York, NY 10013  
212.548.9700

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**From:** Karyna Shuliak [[mailto:\[REDACTED\]](mailto:[REDACTED])]  
**Sent:** Monday, July 21, 2014 1:21 PM  
**To:** Customer Service  
**Subject:** Re: agnès b. Order# 90575 - Confirmation

Please let me know when the order is processed and please note I paid for overnight shipping. Thank you!  
Karyna.

<image002.jpg>

Sent from my iPhone

On Jul 21, 2014, at 9:39 AM, Customer Service <[customer.service@agnesb.net](mailto:customer.service@agnesb.net)> wrote:

<image001.png>

Dear Karyna,

Thank you for your recent order #90575 at agnès b. online store!

Since this is your first time ordering and your billing and shipping address are not same, **we need to have a photo copy of any bills or identification that have your name and billing address.**

This is to prevent fraudulent activity. Providing proof of your billing address will confirm that you are the card holder.

As soon as we have confirmed your billing address, we will process your order.

You could send it via email ([customer.service@agnesb.net](mailto:customer.service@agnesb.net)) or via fax to [212-548-9750](tel:212-548-9750).

Please let us know if you have further questions.

Thank you,

Kind Regards,  
agnès b. Customer Service  
401 Broadway Suite 1606  
New York, NY 10013  
212.548.9700