

**From:** Richard Kahn <[REDACTED]>

**To:** "jeffrey E." <jeevacation@gmail.com>

**Subject:** Fwd: Paris Auto

**Date:** Wed, 22 Mar 2017 20:48:45 +0000

**Attachments:** Epstein\_-France\_Auto\_Renewal\_Letter.docx; Original\_Mercedes\_ID\_Card.PDF

**Inline-Images:** image001.gif

---

Richard Kahn  
HBRK Associates Inc.  
575 Lexington Avenue 4th Floor  
New York, NY 10022

tel [REDACTED]

fax [REDACTED]

cel [REDACTED]

Begin forwarded message:

**From:** Tracy Penwell <[REDACTED]>

**Subject:** Paris Auto

**Date:** March 22, 2017 at 4:46:57 PM EDT

**To:** Richard Kahn <[REDACTED]>



Good afternoon Rich,

Herbert, Dan and I want to express our sincere apology for any inconvenience due to the late processing of Jeffrey's Paris Auto renewal. As you know, we strive to provide outstanding customer service and agree AIG's processing delay was unacceptable.

It's also worth knowing, we reached out to Senior Executives at AIG to make them aware of the poor handling. They have ensured us that this will not happen again and asked that I share the attached letter of apology. If you would also forward a copy to Mr. Epstein, I would truly appreciate it.

As promised to Bella on Friday, I've attached the original Paris ID Card. Once I review the policy, I will forward.

I want to apologize again personally and thank you for your understanding.

Kindest Regards,

*TRACY PENWELL*

Personal Lines Account Specialist

p  
f.



# INSURANCE

## OFFICE OF CENTRAL OHIO

Personal & Commercial Property & Casualty  
Professional Liability • Long-Term Care Plans  
Employee Benefits • Individual Life & Health

This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. Any other use of this information is strictly prohibited. If you have received this e-mail in error, please notify our office and delete the file immediately. Thank you.