

**From:** [REDACTED]  
**Sent:** Mon 6/5/2017 12:56:29 PM  
**Subject:** Fwd: (983918) Action Required - Your 23andMe Order #740-627542-142810

Begin forwarded message:

**From:** Sultan Bin Sulayem [REDACTED]  
**Subject:** Fwd: (983918) Action Required - Your 23andMe Order #740-627542-142810  
**Date:** June 3, 2017 at 1:20:16 AM EDT  
**To:** [REDACTED]

Dear [REDACTED],  
I assumed you have not received my package yet I ordered 30 test kits I received this e mail a while ago I answered it as on the following e mail can you chase them in please  
Yours  
Sultan

Sent from my iPhone

Begin forwarded message:

**From:** [customercare@23andme.com](mailto:customercare@23andme.com)  
**Date:** May 23, 2017 at 5:07:37 PM GMT+2  
**To:** ssulayem <[REDACTED]>  
**Subject:** Re: (983918) Action Required - Your 23andMe Order #740-627542-142810  
**Reply-To:** [customercare@23andme.com](mailto:customercare@23andme.com)

# Please type your reply above this line #

Ticket #983918: Action Required - Your 23andMe Order #740-627542-142810

Hello ssulayem,

Your request ([#983918](#)) has been updated. You can view the update below.

**Taylor, May 23, 8:07 AM PDT:**  
Hello Jeffery,

I am reaching out to you with regards to your recent 23andMe order [#740-627542-142810](#).

Our shipment warehouse specially reviews large orders for compliance with the 23andMe Terms of Service. So that I may prioritize the release of your order through this review process, please reply to this message with the intended use of the kits in

your recent purchase.

Once I receive these details, I will forward your response to the appropriate individuals and follow up with you when I have more information.

Please reply to this message with the requested information at your earliest convenience. If we are unable to release your order within 5 business days from the purchase date, your purchase may be automatically canceled.

Best regards,

Taylor  
The 23andMe Team

**Taylor, May 23, 8:06 AM PDT:**

This ticket was created on your behalf by 23andMe Customer Care.

You can update your support request by replying to this email with additional comments or by following this link: <https://customercare.23andme.com/hc/requests/983918>