

To: Sultan[REDACTED]
Cc: Sultan[REDACTED]
From: [REDACTED]
Sent: Tue 6/6/2017 10:45:31 PM
Subject: Fwd: Action Required - Your 23andMe Order #740-627542-142810

Hello Sultan...please see below response from Taylor in customer care at 23 and Me...apparently there was insufficient funds in the Pay Pal account used to purchase the 30 kits...please let me know how you wish to proceed...if you wish to place a new order we should alert Taylor right away of the confirmation # so she can then

Begin forwarded message:

From: customercare@23andme.com
Subject: Action Required - Your 23andMe Order #740-627542-142810
Date: June 6, 2017 at 6:26:12 PM EDT
Cc: [REDACTED]
Reply-To: customercare@23andme.com

Please type your reply above this line

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

You are receiving this email because you were copied on the original email sent to 23andMe's Customer Care team. You will receive email notifications on all updates to the request.

Reply to this email to add a comment to the request.

Taylor, Jun 6, 3:26 PM PDT:

Hello [REDACTED]

Thank you for following up on this order. The order was approved for shipment by the appropriate teams, however PayPal prevented us from completing this order as there were insufficient funds in the purchasing account. The message our system received was as follows:

PayPal gateway has rejected request. Transaction rejected, please contact the buyer
(#10606: Buyer cannot pay)

We have been attempting to complete this order for a little over a week in the hopes that the payment response would update. Unfortunately, we received a new message earlier today stating that PayPal will not complete the order. As a result, we have

cancelled order #740-627542-142810. If you or the original purchaser would like to place a new order, please reply directly to this message immediately after placing the order so I can approve it at our warehouse. Depending on the routing and/or availability of funds in the original PayPal account, you may wish to instead purchase using a credit card.

I sincerely apologize for the inconvenience this has caused. Please let me know if there's anything I can answer for you at this time.

Best regards,

Taylor
The 23andMe Team

[REDACTED] Jun 5, 7:34 AM PDT:

Hello Taylor. I would like to help Sultan Bin Sulayem facilitate his order #740-627542-142810 of 30 (thirty) "23 and Me" kits he placed an order for on May 21, 2017. You specifically emailed Sultan on May 23, 2017, to find out the use of the 30 kits (you say due to the size of the order you need to find out the intended use for the kits). He would like to give the kits to his co-workers so they too may enjoy investigating their ancestry. (Sultan participated with his own DNA and found it fascinating...he wants the people he works with to participate as well) The kits are to be delivered to:

Jeffrey Epstein
9 East 71st Street
NY, NY 10021

The kits are to be delivered to Jeffrey's address for ease. We have ordered many kits ourselves as gifts...indeed, Sultan received his personal kit from Jeffrey as a gift.

The kits were paid for by Jim Miller who is Sultan's Personal Assistant. Jim has a supplementary credit card that is linked to Sultan's account so he can make purchases in Sultan's name.

Please advise what, if any, other information you would like so we may have the kits shipped as soon as possible. If we need to make an entire new order, please let me know so we may do so.

Thank you.

[REDACTED]

> 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>>
>>
>>

Sultan Bin sulayem, May 23, 9:18 AM PDT:

I have purchased one kit 3 months ago and it was interesting to see my results
I put a large purchase of Ancestry test kits in behalf of many co-workers in my company who wanted to do the same test
Once I receive the kits each individual will register and send his kit to your lab to be analyzed

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.