To: Allison Mcknight [redacted]
From: [redacted]
Sent: Fri 4/6/2018 5:30:28 PM
Subject: Re: Attn Paige

thank you so very much!!

On Apr 6, 2018, at 1:07 PM, Allison Mcknight
<[redacted]> wrote:

Hello [redacted]
I have credited the account today for 100.00 as a good will and you should see this credit soon on Mr. Epstei
I hope you have a great weekend !

Paige Mcknight
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 9:30am to 6:00pm EST

thank you Paige….
appreciate the credit for $100 USD…as well as all your help...

On Apr 5, 2018, at 5:46 PM, Allison Mcknight <[redacted]> wrote:

Thank you for letting me know she made it okay !
I would be happy to issue a good will credit of he difference, for the inconvenience. I will credit the ac
expected to be 50 USD. I am sorry we could not do more to resolve this issue.
Have a great evening....

Paige Mcknight
Centurion Relationship Manager
[redacted]
Hours: Monday through Friday 9:30am to 6:00pm EST

[redacted] took the earlier train. They charged her 111 pounds to change it. The most important thing is
with herself if she wants to change!

Sent from my iPhone

On Apr 5, 2018, at 1:26 PM, Allison Mcknight <[redacted]> wrote:

Agree- dreadful. She may have just taken the original train. I'll let you know. Thanks again