

To: Lesley Groff [REDACTED]
Cc: Rich Kahn [REDACTED]
From: Daphne Wallace
Sent: Thur 6/14/2018 11:32:19 AM
Subject: Re: NGS visit

Greetings L,

Perfect, unfortunately everything is going as we feared it would. No generators, no explanation and probably no refund.

On Thu, Jun 14, 2018, 7:29 AM Lesley Groff [REDACTED] wrote:

Morning! I was told Tammy will definitely be in the office today. Jared says he will go over the books with her and discuss the refund. FYI- Tammy only works on Wednesday's and Thursday's. .. and I can tell. The office is a wreck. This being said, Tammy was in the office last Friday when Boscoe's friend went in because she knew she would be out yesterday (wed) for a medical procedure (am unclear if it was for her or husband or kid or who). But she will be in today. Rich, I told Jared directly you would call to discuss. If you need me to make a call I certainly can. They don't know my number and would answer I think! Jared was in Waterbury delivering a generator when I arrived. He said he had a 3pm meeting as well. I spoke with Brian (who looked to be about 22-24 years old). He was very nice and clearly worked in the garage. It was interesting because when I pulled up and snapped a picture he came out of the warehouse side to have a look at me in my car. By the time I pulled into the actual driveway and put on my blazer he was at the front door and opened it up for me. Chivalry? Or hiding something? Not sure but I know my visit surprised him. He claimed to know nothing about the 2 generators for the island but was very understanding and called Jared right away on speed dial on his cell. I could hear everything. Jared was surprised with my visit also cause he said someone had just been there last Friday and spoke with Tammy. Once we realized Jared would not be back to the office for hours I spoke to him directly on the phone. I let him know it is time for us to get a refund because we need our generators. He never offered a date of when we would receive his generators he just conceded and said "ok" to getting our money back, but he must speak to Tammy about the books. Jared confirmed he is the owner and makes the decisions.

Sent from my iPhone