

**To:** Telecharge.com Customer Service[REDACTED]  
**From:** [REDACTED]  
**Sent:** Wed 8/22/2018 3:41:53 PM  
**Subject:** Re: Attn: Authorizations (Thread:7440524)

Hello Chaz...were you able to rectify my issue with your website? I would love to start ordering tickets from you again. Thanks, [REDACTED]

On Aug 17, 2018, at 11:37 AM, [Telecharge.com](#) Customer Service [REDACTED] wrote:

Dear Telecharge Patron:

Thank you for your email. A manager is reviewing it, and we will get back to you as soon as we have more information.

Regards,  
Chaz, Ext. [REDACTED]

Telecharge Customer Service Department



[tickets@telecharge.com](mailto:tickets@telecharge.com)

**From** [REDACTED]  
**Sent:** Friday, August 17, 2018 10:17 AM  
**To:** [Telecharge.com Customer Service](#)  
**Subject:** Attn: Authorizations (Thread:7440524)

Hello Telecharge Authorization.

I purchase lots of tickets for my boss as gifts and for some reason our account with you has been blocked...something to do with my email address and too many passwords perhaps? (yes, I have forgotten a time or 5!) I try to purchase tickets on your site...all appears to be fine...then in the end, I receive a message stating there is something wrong with our account and to call your customer service number. A lot of times I am in a hurry purchasing tickets for a show that starts in 4 hours and I don't have time to waste. Honestly, last night I was purchasing tickets for Anastasiya from you, received the message, so I went to Stub Hub instead...I really prefer to order from your website and would like to get this issue fixed.

My name is [REDACTED] and I'm a personal assistant to Jeffrey Epstein (the card on file with you) My email address I have used is:

[REDACTED]

and I believe I have even tried using my personal email address at times when an issue has occurred, but still using Mr. Epstein's card:

[REDACTED]

My office phone number: [REDACTED]

Could you please look in to this error problem and help rectify? I'd love to place more orders on your website.

Thank you,

[REDACTED]