

To: Lesley Groff[REDACTED]
Cc: [REDACTED]
From: Bella Klein
Sent: Mon 1/28/2019 4:54:07 PM
Subject: Re: [REDACTED] iPhone X

Hi [REDACTED],
When was your phone purchased, please let me know. Also, send me the serial number.
Thank you,
Bella
[REDACTED]

> On Jan 28, 2019, at 11:35 AM, Lesley Groff [REDACTED] wrote:
>
> HI Bella...[REDACTED] is having issues with her iPhone X...the Face ID is not working...she went to the Apple Store and they told her it can't be fixed and she would need to replace her phone for \$600...[REDACTED] is cc'd here...can you work with her on the best solution? Perhaps she is on a contract and due to get a new phone soon?
>
> Thanks, Lesley