

**To:** jeevacation@gmail.com[jeevacation@gmail.com]  
**From:** [REDACTED]  
**Sent:** Tue 9/28/2010 3:40:45 PM  
**Subject:** UK arrival

Jeffrey,  
sounds legit:  
this is Universal's response to the problem during arrival in Luton:

Dear Captain Visoski,

I trust this e-mail finds you well.

I apologize for the inconvenience regarding your customs issue at Luton. I have researched this information and we did receive your request with the additional pax. The representative whom received your request, forward the handling request to our handler, however to the wrong e-mail address. We have updated our database with the correct information for customs.

Going forward your trip is updated the with the correct pax count.

I apologize to you once again for the inconvenience.

Please feel free to contact me if you have any further questions or concern.

Thank you for your time and your business.

Carlos Castro, Sr.

Senior Client Relations Specialist - Delta Team

Universal Weather and Aviation, Inc.

[REDACTED] - Office

[REDACTED] - Fax

Success From The Word Go!