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**From:** Lesley Groff <[REDACTED]>  
**Sent:** Tuesday, December 29, 2015 1:13 PM  
**To:** Jeffrey Epstein  
**Cc:** Bella Klein  
**Subject:** Mark Lloyd re Mandarin

Dear Leslie,

I have just spoken with Mark Bradford, the GM, who is now fully appraised of the situation. I requested that he simply gives a credit against a future stay. They are simultaneously talking with American Express about this regarding insurances etc.

Incidentally, Mark Bradford knows that I am friendly with Sir Henry Keswick, Chairman of the holding company, which owns Mandarin Oriental Hotels, so despite their very strict cancellation policies at this time of year, I am confident that this will get sorted to Jeffrey's satisfaction.

With best wishes,

Mark

Sent from my iPhone=?xml version=.0" encoding=TF-8"?> <!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">

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