



VIA EMAIL
ALPENGLow1@COX.NET

September 4, 2014

Mr. Paul Foley
32762 Larkgrove Circle
Trabuco Canyon, CA 92679

Dear Mr. Foley:

I am writing about an August 28, 2014 shipment from Phantom Tri River Charters in Takeetna, Alaska on airbill number 805570796786.

Our records show that this package was tendered to FedEx with an estimated delivery date of August 29 by 10:30 a.m. Unfortunately, this shipment was delayed while moving through our system, and delivery was not completed on that day as expected. It is my understanding that this shipment contained fresh fish, and because of this delay the content were no longer any good when they arrived at our Irvine station on September 2. Therefore, the contents were destroyed.

On behalf of FedEx, please accept my sincere regret for any inconvenience that may have been caused by this situation. As this situation occurred while the package was in our care, we trust that the delivery circumstances will not reflect negatively on your shipper. If you have any additional questions or concerns regarding this shipment, please contact our Customer Service department at 1-800-463-3339 and they will assist you further.

We appreciate your patronage and trust that your next experience with FedEx will prove more favorable.

Regards,

A handwritten signature in blue ink that reads "Barbara Barnes". The signature is written in a cursive, flowing style.

Barbara Barnes
Customer Correspondent
bcb/587973