

# **EXHIBIT 15**

Jack Steinhilber, Margaret 1/02/2018

Our guest since: 1/02/2018

Last: Hunter

Guest Level: 0

Stay History: Stays: 1, Nights: 2, Guest Value: [ ]

Last Stay Amount: 613, Rate: 149.00, Room #: 5345, Rate Code: ALNBEL

Identification: ID #, Country, Expires, ID Type, Place of Birth, Issued at, Issued

Remarks & Communication: More Notes, Traces, Alerts, Letters

Credit: XXXX4799, Expire: 11/18, Full Card #, VISA

Source: #, Dialed, Referral

Data Privacy: No Mail, No Email, Do Not Call, Banned, Non sharable

Confirm | Check In | X-Cancel

M/Hunter, Margaret Res#6A18Q3 Note: Expedia Confirmation Number:

### Reservation Notes

Hunter, Margaret | Reservation #6A18Q3 | 05/23/2016 04:34:38 PM

Last User: SY | Date: 02/03/16 | Time: 12:08 | Wednesday | **Closed Note**

Date: 02/04/16 | Time: 11:06 | User: FL | Not Printed

Expedia Confirmation Number: 626554120  
 Expedia Booking Source: A-Expedia  
 \*\*\*\*\* GUEST PAY HOTEL AT CHECKOUT \*\*\*\*\*  
 (3) Multi-room booking. Primary traveler: Hunter, Margaret. 1 of 2 rooms.  
 (5) Hotel Collect Booking Collect Payment From Guest  
 (2.1) Non-Smoking

Type: I | Interface

Buttons: Edit, Open, Messages, Traces, DND, NRG, Print, Batch, Add, Close, Notes, Filter, Scan, Escape

	#	Custom Rate	Nts	Per
Adult	2	0.00	1	
Child	0	0.00	1	
Other	0	0.00	1	

Meal Vouchers #: [ ]  
 Value: [ ]  
 Special Billing /: [ ]

Confirm | Check In | X-Cancel

M/Hunter, Margaret Res#6A18Q2 Note: Expedia Confirmation Number:

### Reservation Notes

Hunter, Margaret      Reservation #6A18Q2      05/23/2016 04:35:37 PM

Last User SY

Date 02/03/16 📅 Wednesday

Time 12:08

Date 02/04/16

Time 12:50

User TR

Not Printed

Closed Note

Expedia Confirmation Number: 626554122  
 Expedia Booking Source: A-Expedia  
 \*\*\*\*\* GUEST PAY HOTEL AT CHECKOUT \*\*\*\*\*  
 (1.23) 2 queen beds  
 (2.1) Non-Smoking  
 (5) Hotel Collect Booking Collect Payment From Guest  
 (3) Multi-room booking. Primary traveler: Hunter, Margaret.

Type | Interface

⬆ ⬇ ⬅ ⬇ ⬆ ⬇ ⬅ ⬇ ⬆ ⬇ ⬅ ⬇

Scan Escape Add Close Notes NRG Print

Edit Open Messages Traces DND Batch

#	Custom Rate	Nts	Per	
				Meal Vouchers #







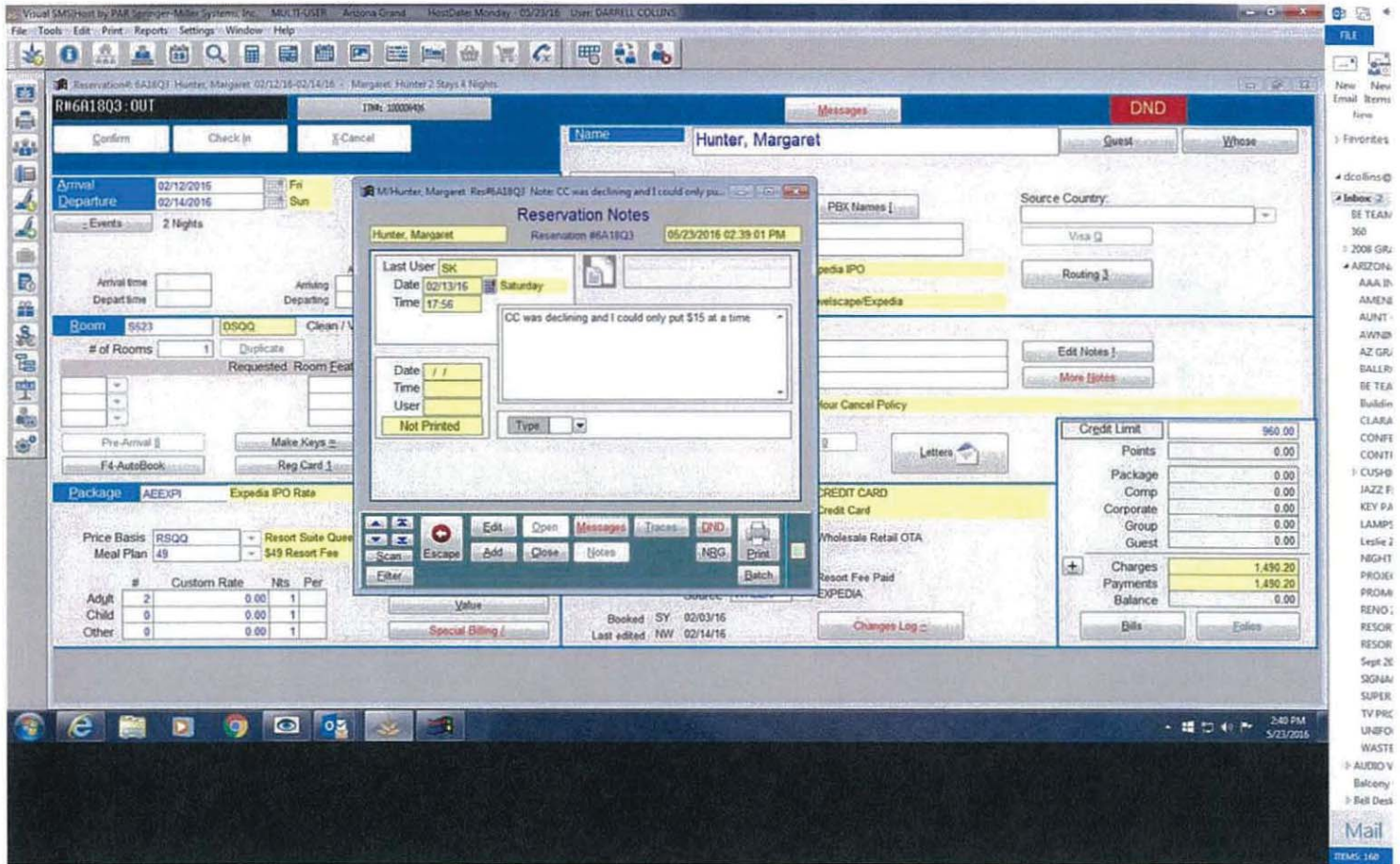
8000 S. Arizona Grand Parkway | Phoenix, AZ 85044  
[REDACTED] | F 602-431-6448 | W [arizonagrandresort.com](http://arizonagrandresort.com)

**Now Available - The NEW Sonoran Sky Ballroom PLUS Five Additional Breakout Rooms!**

This message may contain confidential and privileged information. If it has been sent to you in error, please advise the sender of the error and then delete this message.

# Pendergast, Krista

**From:** Collins, Darrell  
**Sent:** Monday, May 23, 2016 2:41 PM  
**To:** Pendergast, Krista  
**Subject:** S523



Darrell Collins | Director of Rooms  
Arizona Grand Resort & Spa | Classic Hotels & Resorts  
8000 S. Arizona Grand Parkway | Phoenix, AZ 85044  
[REDACTED] | F 602-431-6448 | W [arizonagrandresort.com](http://arizonagrandresort.com)

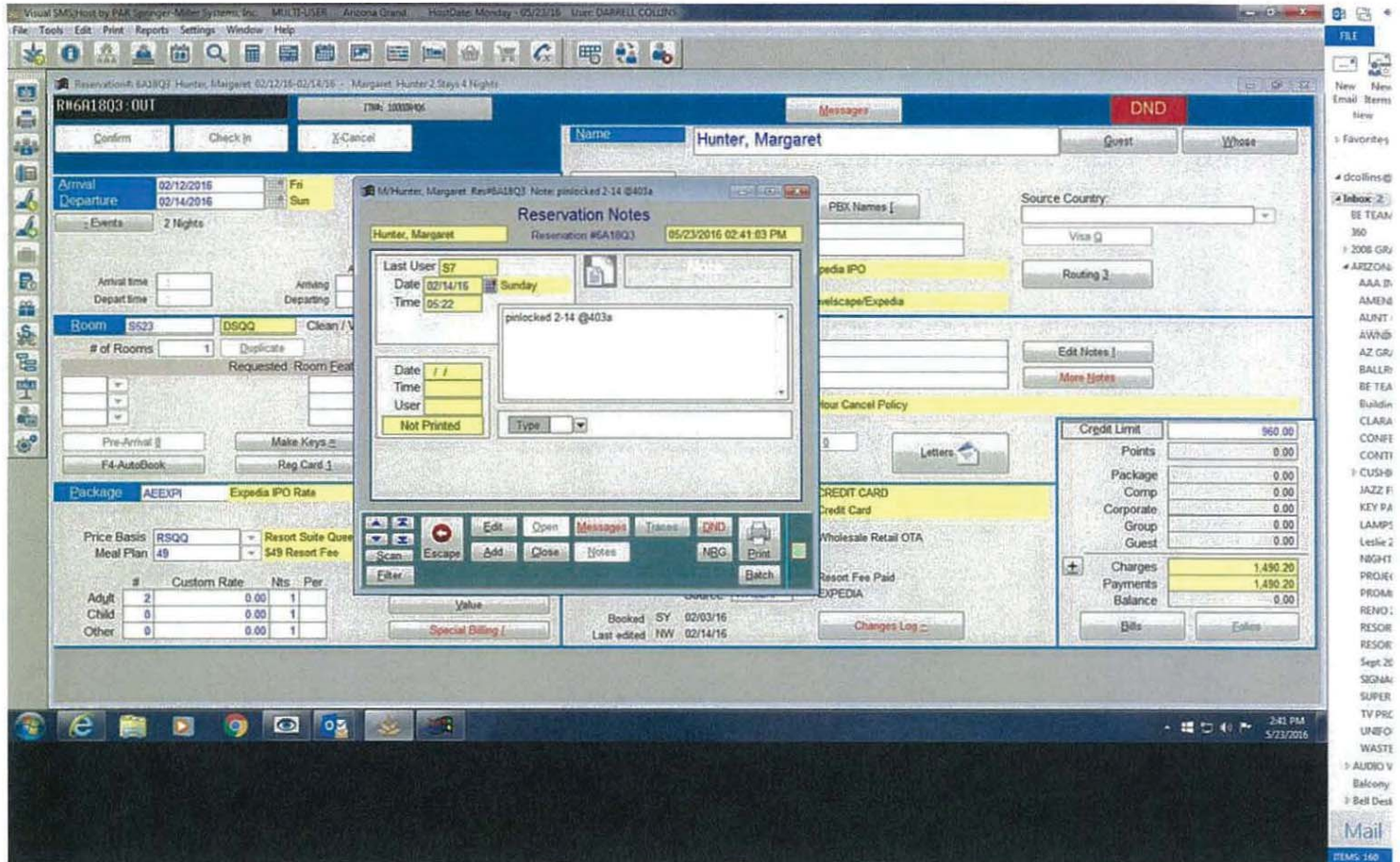
**Now Available - The NEW Sonoran Sky Ballroom PLUS Five Additional Breakout Rooms!**

This message may contain confidential and privileged information. If it has been sent to you in error, please advise the sender of the error and then delete this message.



# Pendergast, Krista

**From:** Collins, Darrell  
**Sent:** Monday, May 23, 2016 2:42 PM  
**To:** Pendergast, Krista  
**Subject:** S523



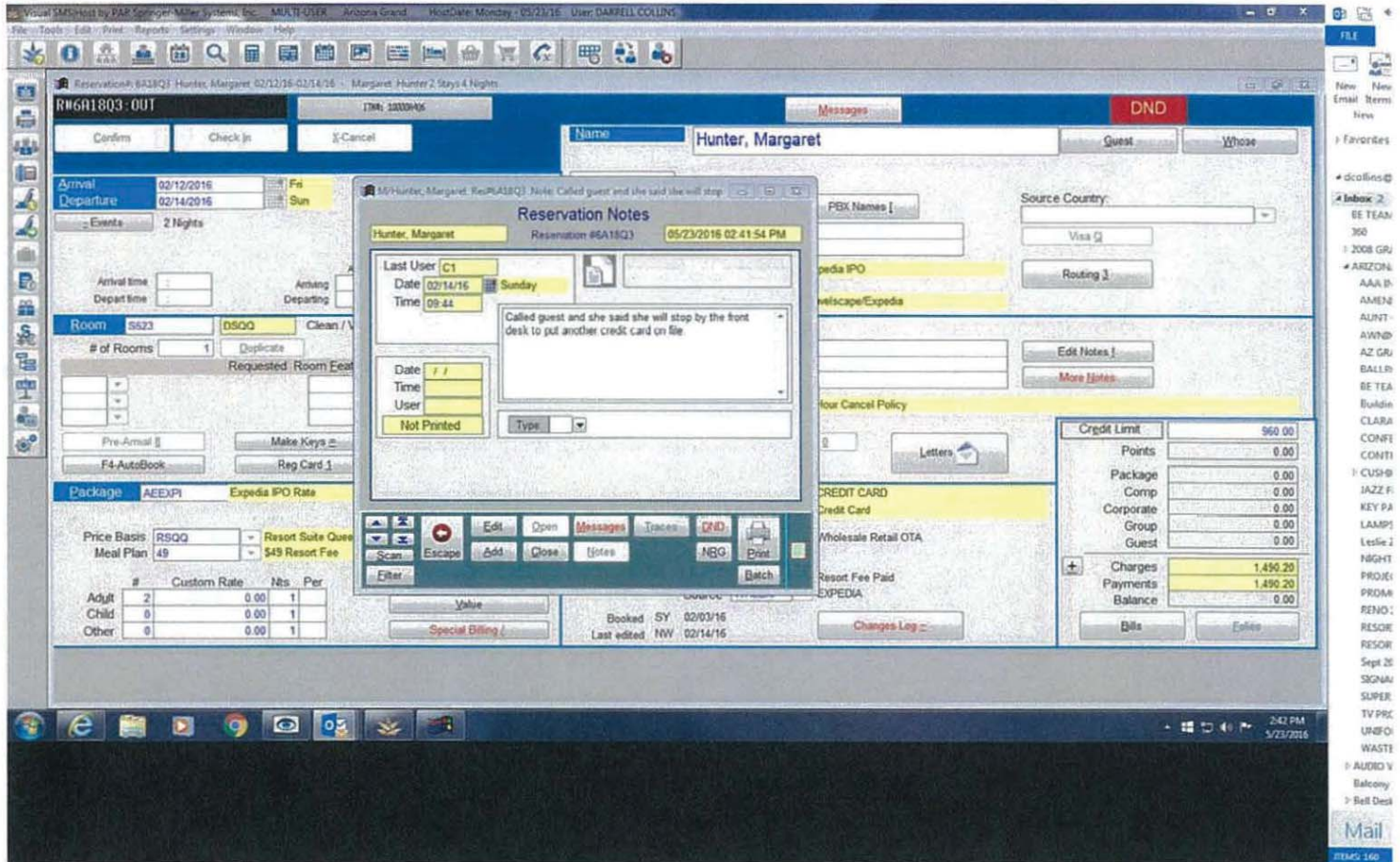
Darrell Collins | Director of Rooms  
Arizona Grand Resort & Spa | Classic Hotels & Resorts  
8000 S. Arizona Grand Parkway | Phoenix, AZ 85044  
[REDACTED] | F 602-431-6448 | W [arizonagrandresort.com](http://arizonagrandresort.com)

**Now Available - The NEW Sonoran Sky Ballroom PLUS Five Additional Breakout Rooms!**

This message may contain confidential and privileged information. If it has been sent to you in error, please advise the sender of the error and then delete this message.

# Pendergast, Krista

**From:** Collins, Darrell  
**Sent:** Monday, May 23, 2016 2:43 PM  
**To:** Pendergast, Krista  
**Subject:** S523



Darrell Collins | Director of Rooms  
Arizona Grand Resort & Spa | Classic Hotels & Resorts  
8000 S. Arizona Grand Parkway | Phoenix, AZ 85044  
[REDACTED] | F 602-431-6448 | W [arizonagrandresort.com](http://arizonagrandresort.com)

**Now Available - The NEW Sonoran Sky Ballroom PLUS Five Additional Breakout Rooms!**

This message may contain confidential and privileged information. If it has been sent to you in error, please advise the sender of the error and then delete this message.



# **EXHIBIT 16**



# THE GROVE HOTEL

DOWNTOWN BOISE

245 South Capitol Boulevard  
Boise, Idaho 83702  
(208) 333-8000 Fax (208) 333-8800

Reservation Number 340562

Send to **Margaret Hunter**  
.  
Alpine, CA 91901

Phone [REDACTED]  
PO #  
Guest Name **Margaret Hunter**

Arrival Date **7/2/2015**      Departure Date **7/5/2015**

Group **The Sohlberg - Hunter Wedding**      Room Information **0601 - Standard Double Queen**

Bill To **Hunter, Margaret**  
.  
Alpine, CA 91901

Phone [REDACTED]

Folio Number 320316

Trans Date	Description	Voucher	Amount	
<b>Charges</b>				
7/2/2015	The Bar	7943-7142	13.50	
7/2/2015	The Sohlberg - Hunter Wedding	gro-0601	119.00	
7/2/2015	Room Tax	gro-0601	15.47	
7/2/2015	Self Parking	-	12.00	
7/3/2015	The Sohlberg - Hunter Wedding	gro-0601	119.00	
7/3/2015	Room Tax	gro-0601	15.47	
7/3/2015	Self Parking	-	12.00	
7/4/2015	Room Service	3334-7168	33.26	
7/4/2015	Sundry	0601 snacks	11.79	
7/4/2015	Sales Tax Inclusive	0601 snacks	0.71	
7/4/2015	The Sohlberg - Hunter Wedding	gro-0601	119.00	
7/4/2015	Room Tax	gro-0601	15.47	
7/4/2015	Self Parking	-	12.00	
7/5/2015	Room Service	3350-7199	34.35	
<b>Total Charges</b>			<b>533.02</b>	
<b>Payments</b>				
7/5/2015	Visa	#####4065      156082601	0000261562	-533.02
<b>Total Payments</b>			<b>-533.02</b>	
			<b>Balance Due:</b>	<b>0.00</b>

Thank you for choosing The Grove Hotel! We hope you enjoyed your stay.

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or association fails to pay for any or the full amount of these charges. I also agree that all charges contained in this account are correct and any disputes or requests for copies of charges must be made within five days after my departure.

Guest Signature: \_\_\_\_\_

Share your review



16-7162\_0695



# **EXHIBIT 17**



**THE GROVE HOTEL**  
DOWNTOWN BOISE

245 South Capitol Boulevard  
Boise, Idaho 83702  
(208) 333-8000 Fax (208) 333-8800

Reservation Number 340563

Send to [Redacted]

Alpine, CA 91901

Phone [Redacted]

PO #  
Guest Name Daughter 1 Hunter

Arrival Date 7/2/2015  
Departure Date 7/5/2015

Group The Sohlberg - Hunter Wedding Room Information 0607 - Standard Double Queen

Bill To Hunter, Daughter 1

Alpine, CA 91901

Phone [Redacted]

Folio Number 320317

Trans Date	Description	Voucher	Amount
<b>Charges</b>			
7/2/2015	The Bar	7970-2194	30.44
7/2/2015	The Sohlberg - Hunter Wedding	gro-0607	119.00
7/2/2015	Room Tax	gro-0607	15.47
7/3/2015	Room Service	3312-7124	116.76
7/3/2015	The Sohlberg - Hunter Wedding	gro-0607	119.00
7/3/2015	Room Tax	gro-0607	15.47
7/4/2015	The Sohlberg - Hunter Wedding	gro-0607	119.00
7/4/2015	Room Tax	gro-0607	15.47
<b>Total Charges</b>			<b>550.61</b>
<b>Payments</b>			
7/5/2015	Visa	#####4065 700320607	0000261563
<b>Total Payments</b>			<b>-550.61</b>
<b>Balance Due:</b>			<b>0.00</b>

Thank you for choosing The Grove Hotel! We hope you enjoyed your stay.

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or association fails to pay for any or the full amount of these charges. I also agree that all charges contained in this account are correct and any disputes or requests for copies of charges must be made within five days after my departure.

Guest Signature: \_\_\_\_\_

Share your review



16-7162\_0697

GH\_0029

# **EXHIBIT 18**



Credit Card Receipt

---

Guest Information

---

Name: Margaret Hunter  
Addr. Alpine CA  
Room: 0601  
Rate: .00  
Arrival: 07/02/2015  
Departure: 07/05/2015

Transaction Amount: SALE 533.02  
Transaction Date: 07/05/2015  
Authorization Code: 156082 Transaction ID: 305186780320394  
Credit Card Number: \*\*\*\*\*4065 4/2018 Type: VI  
Card Holder Name: duncan d hunter  
Merchant No.: 0017340008028278748742

X \_\_\_\_\_  
CardHolder Signature (above)

Thank You

Credit Card Receipt

---

Guest Information

---

Name: Margaret Hunter  
Addr. Alpine CA  
Room: 0601  
Rate: .00  
Arrival: 07/02/2015  
Departure: 07/05/2015

Transaction Amount: SALE 533.02  
Transaction Date: 07/05/2015  
Authorization Code: [REDACTED] Transaction ID: 305186780320394  
Credit Card Number: \*\*\*\*\*4065 4/2018 Type: VI

Card Holder Name: duncan d hunter

Merchant No.: [REDACTED]

X \_\_\_\_\_  
CardHolder Signature (above)

Thank You

Credit Card Receipt

---

Guest Information

Name:   
Addr. Alpine CA  
Room: 0607  
Rate: .00  
Arrival: 07/02/2015  
Departure: 07/05/2015

Transaction Amount: SALE        550.61  
Transaction Date: 07/05/2015  
Authorization Code: 700326    Transaction ID: 585186780599901  
Credit Card Number: \*\*\*\*\*4065    4/2018        Type: VI  
Card Holder Name: duncan d hunter  
Merchant No.:

X \_\_\_\_\_  
CardHolder Signature (above)

Thank You

Credit Card Receipt

---

Guest Information

Name:   
Addr. Alpine CA  
Room: 0607  
Rate: .00  
Arrival: 07/02/2015  
Departure: 07/05/2015

Transaction Amount: SALE        550.61  
Transaction Date: 07/05/2015  
Authorization Code:  Transaction ID: 585186780599901  
Credit Card Number: \*\*\*\*\*4065    4/2018        Type: VI



Card Holder Name: duncan d hunter  
Merchant No.: 0017340008028278748742

X \_\_\_\_\_  
CardHolder Signature (above)

Thank You

# **EXHIBIT 19**



\*\*\*\*\*  
EMGA PNR.B7K6E4 CRO4FEB 1925Z PTK BY SU S6  
DAD134 UA

\*\*\*1.HUNTER/DUNCANDUANEMR  
FONE-ONE\*SEE COMMENTS FOR MILEAGEPLUS INFO  
/N000

ONE\*ATO-CTO-RES OK TO MODIFY IF TKTED SE  
E GG ONE HELP/N000

ONE\*00001111 DO NOT REMOVE/N000

GOV\*HUNTER \*GOVT AFFAIRS VIP\*\*/N000

GOV\*\*PLZ EXTED ALL COURTESIES/N000

WAS225-5672\*LIZ.ARG0/B202

TSA\*DOB 12-07-1976 KTN 65547613/N000

SAN339-7799\*DUNCAN DUANEMR HUNTER/H619

RCVD-EZR-4.13.12-CARLY

TKT -T/FQR/VI IAD/24403524306/0001//573.60

G FX-SSRFQTVUAHK/UAJCM91170.1-HUNTER/DUNCA  
NDUANEMR|01.01

SSRDOCSUAHKI////07DEC76/M//HUNTER/DUNCA  
N/DUANE-1HUNTER/

SSRDOCSUA//DUNCANDUANEMR

SSRDOCOUAHKI//K/65547613//US-1HUNTER/DU  
NCANDUANEMR

SSROTHSUASS1IADSAN0012Y27FEB-1HUNTER/DUN  
CANDUANEMR.CONGRESSMAN

SSRFQUGUAKKIADSAN12PN27FEB.UG-EUA

OSI YY E-UPGRADE YU20Y IAD/SAN DEBITED/0  
160856514735/DUNCANDUANEMR

SSRCTCEYYHKI/DUNC.D. [REDACTED]

UNTER/DUNCANDUANEMR

SSRCTMYHKKI/[REDACTED]1HUNTER/DUNCAND  
UANEMR

RMKS-\$VI448601XXXXXX3192/0217  
28FEB/REFUNDED PET CBN/01629268371651/CC  
/\$125.00/RF-SST

EZR TRAVEL PLAN CLONED FROM - B7CJV9

RBV04FEB\*APPR CC VI 050394 \$565.10 PTKS6

PB TKT ORDERID\*F9ECF7AA-921F-4AAF-A624-4  
EA275AB6F08

EMAIL RQSTD-CARLY.DEBEIKES-[REDACTED]

RECEIPT ATTN- DUNCANDUANEMR HUNTER  
POS-US

07 REMARKS ADDED BY PTK SU S6 04FEB 1925  
Z DAD134

CDM: PNR SENT TO ACCERTIFY CDM41  
01 REMARKS ADDED BY CDM GS 41 04FEB 1925  
Z DAB971

CDM: CDM APPROVED TO TICKET --A- CDM43  
01 REMARKS ADDED BY CDM GS 43 04FEB 1925  
Z DAB9A0



SFS FQID\*AF85D784-2EB8-422F-8908-A4C4643  
88474  
01 REMARKS ADDED BY TEM SU ET 04FEB 1926  
Z DA2B7E  
04FEB/1326/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 04FEB 1926  
Z D11D9E  
\*\*ELITE UPGRADE 12 IAD - SAN PTKS6  
01 REMARKS ADDED BY PTK SU S6 04FEB 1926  
Z DAD134  
24FEB/RECEIPT REQUESTED/TKTSVC  
01 REMARKS ADDED BY RTX SU RE 24FEB 1453  
Z DA2901  
24FEB/0852/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 24FEB 1453  
Z D11D7E  
MEMBER TRAVELING WITH 1 RABBIT IN CABIN  
01 REMARKS ADDED BY PTK SU JA 24FEB 1455  
Z DAD148  
24FEB/0858/EMAIL RECEIPT SENT 02/24  
01 REMARKS ADDED BY WEC SU ER 24FEB 1458  
Z D11D7D  
EMAIL RQSTD-LIZ.ARGO-  
01 REMARKS ADDED BY PTK SU 9S 27FEB 1615  
Z DAD192  
27FEB/1015/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 27FEB 1615  
Z D11D89  
27FEB/1020/EMAIL RECEIPT SENT 02/27  
01 REMARKS ADDED BY WEC SU ER 27FEB 1620  
Z D11D80  
A RESERVATION REISSUE FEE MAY APPLY  
/\*-HDV RULES FOR FARE BASIS YCAIAD  
YCAIAD/\*-MIN STAY NONE - MAX STAY NONE  
/\*-HDV 2-HR CKIN INTL/1-HR DOM//NONTRAN  
S  
/\*-HDV VALID 1 YEAR FROM DATE OF ISSUE  
/\*-HDV BY MAKING A RESERVATION OR ACCEP  
TING TRANSPORTATION ON  
/\*-HDV UNITED YOU AGREE TO ALL THE TERM  
S AND CONDITIONS  
/\*-HDV OF THE CONTRACT OF CARRIAGE VIEW  
ABLE AT WWW.UNITED.COM  
/\*-HDV OR UPON REQUEST AT ANY AIRPORT S  
ERVICED BY UNITED  
/\*-HDV ONCE PURCHASED CUST HAS 24 HOURS  
TO CHANGE FLT WITHOUT PNTY  
/\*-HDV ONCE PURCHASED CUST HAS 24 HOURS  
TO REQUEST A FULL REFUND  
11 REMARKS ADDED BY PTK SU JA 27FEB 1632  
Z DAD13F  
27FEB/RECEIPT REQUESTED/TKTSVC  
01 REMARKS ADDED BY RTX SU RE 27FEB 1633  
Z DA292A  
27FEB/1033/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 27FEB 1633  
Z D11D80  
27FEB\*ATTN OPSC . . . THIS IS YOUR AUTH  
FOR A ONE-TIME  
PIN CODE VERIFIED \* 1STOP

27FEB\*HADV POSITIVE PHOTO ID  
27FEB\*PREPAID READY DAY OF DEPARTURE ONL  
Y  
27FEB\*REQUIRED-IMS UPDATED  
27FEB\*THANKS CSM PTK JA  
ONE27FEB\*U\$ 573.60PP 573.60TTL  
ONE27FEB\*U\$ YU20Y 7.5K SAN CFL PTKJA  
ONE\*MR DUNCANDUANEMR HUNTER\*ACCT JCM911  
70\*1K\*PTKJA  
27FEB/PIN CODE /PTKJA  
ACCOUNT BALANCE 63240 \* PIN CODE VERIFIE  
D \* PTKJA  
TOTAL MILEAGE DEDUCTION - 7500 MILES \* P  
TKJA  
14 REMARKS ADDED BY PTK SU JA 27FEB 1635  
Z DAD13F  
E-UPGRADE YU20Y IAD/SAN DEBITED/01608565  
14735/DUNCANDUANEMR/1STOP  
01 REMARKS ADDED BY TEM SU ET 27FEB 1635  
Z DA2B8D  
27FEB/1035/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 27FEB 1635  
Z D11D8A  
OVB\*OTHER OVERBOOKING  
WAS DESK  
OVB\*OTHER OVERBOOKING  
WAS DESK  
OVB\*OTHER OVERBOOKING  
WAS DESK  
06 REMARKS ADDED BY PTK SU JA 27FEB 1638  
Z DAD13F  
OVB\*OTHER OVERBOOKING  
WAS DESK  
02 REMARKS ADDED BY PTK SU JA 27FEB 1639  
Z DAD13F  
EMAIL RQSTD-LIZ.ARGO-  
01 REMARKS ADDED BY PTK SU JA 27FEB 1640  
Z DAD13F  
27FEB/1040/EMAIL RECEIPT SENT 02/27  
01 REMARKS ADDED BY WEC SU ER 27FEB 1640  
Z D11D81  
1 UA1228R 28FEB IADEN HK 1 0820. 1025.  
2 UA 763R 28FEB DENSAN HK 1 1125. 1252.  
\*\*\*\*\* PNR HISTORY \*\*\*\*\*  
X7 TAB/1200N/04FEB/AI\*MR DUNCAN DUANE HUNT  
ER\*223 CANNON HOB\*WASHINGTON DC 20515  
XF WAS225-5672\*CARLY DEBEIKES/B202  
RCVD-  
TEM SU ET 04FEB 1926Z DA2B7E UA  
XS UA 12Y 27FEBIADSAN HK/XX 1 1821. 2105.  
A3 SSRFQGUAKK1IADSAN12PN27FEB.UG-EUA  
AS UA 12PN27FEBIADSAN NN/SS 1 1821. 2105.  
XQ  
RCVD-EZR-4.13.12-PTKS6  
PTK SU S6 04FEB 1926Z DAD134 UA  
A3 OSI YY PET-IN-CABIN RECORD LOCATOR \*G82  
CWS\*  
A3 SSRPETCCONN1IADSAN0012Y27FEB-1HUNTER/DU  
NCANDUANEMR.PET\*G82CWS -3  
A3 SSRPETCCO/// LBS  
RCVD-  
PTK SU JA 24FEB 1452Z DAD148 UA  
A5 24FEB/PET CH [REDACTED] /CC/\$125.00

/DUNCANDUANE-IAD/SAN/TKTSVC  
RCVD-  
RTX SU RE 24FEB 1452Z DA2902 UA  
X5 /24FEB/\*\*\*\*\*SPECIAL SERVICE TICKET FEES  
\*\*\*\*\*  
X5 /24FEB/PET IN CABIN FEE - \$125 PER RECO  
RD - IAD/SAN  
X5 PB FEE ORDERID\*047FL26F-8BF1-475A-B722-  
A668003F51A7  
X5 /24FEB/APPR-121852/\$125/XXXXXXXXXXXX958  
7/X0618/WCID  
X5 /24FEB/CARD HOLDER NAME - DUNCAN HUNTER  
X5 ORIGINALLY ADDED BY PTK SU JA 24FEB 145  
2Z DAD148  
RCVD-TKTSVC  
RTX SU RE 24FEB 1453Z DA2901 UA  
XF WAS225-5672\*CARLY DEBEIKES/EB202  
RCVD-EZR-5.1.14-LIZ  
PTK SU 9S 27FEB 1614Z DAD192 UA  
XS UA 12PN27FEBIADSAN HK/XX 1 1821. 2105.  
AS UA1228Y 28FEBIADEN NN/SS 1 0820. 1025.  
AS UA 763Y 28FEBDENSAN NN/SS 1 1125. 1252.  
RCVD-EZR-5.1.14-LIZ  
PTK SU JA 27FEB 1632Z DAD13F UA  
X7 T/FQR - INVOICE/448601XXXXX3192/243747  
87873/0001//565.10  
RCVD-  
RTX SU RE 27FEB 1633Z DA292A UA  
AS UA1228R 28FEBIADEN PB/PB 1 0820. 1025.  
AS UA 763R 28FEBDENSAN PB/PB 1 1125. 1252.  
RCVD-EZR-5.1.14-PTKJA  
PTK SU JA 27FEB 1635Z DAD13F UA  
A3 OSI YY E-UPGRADE YU20Y IAD/SAN DEBITED/  
0160856514735/DUNCANDUANEMR  
RCVD-1STOP  
TEM SU ET 27FEB 1635Z DA2B8D UA  
X5 27FEB\*WAIWER OF PIN CODE DUE TO TRAVELE  
R IS MEMBER  
A5 PIN CODE VERIFIED \* 1STOP  
X5 ORIGINALLY ADDED BY PTK SU JA 27FEB 163  
5Z DAD13F  
RCVD-1STOP  
TEM SU ET 27FEB 1635Z DA2B8D UA  
X5 \*\*\*\*\* RPC - DEBIT UPGRADE REWARD \*\*\*\*\*  
PTKJA  
X5 27FEB REISSUE ETICKET UPGRADE OW YU20Y  
IAD/SAN  
X5 ORIGINALLY ADDED BY PTK SU JA 27FEB 163  
5Z DAD13F  
RCVD-TKTSVC  
TEM SU ET 27FEB 1635Z DA2B8D UA  
XS UA1228Y 28FEBIADEN HK/XX 1 0820. 1025.  
XS UA 763Y 28FEBDENSAN HK/XX 1 1125. 1252.  
AS UA1228F 28FEBIADEN NN/SS 1 0820. 1025.  
AS UA 763F 28FEBDENSAN NN/SS 1 1125. 1252.  
XQ  
RCVD-EZR-5.1.14-LIZ  
PTK SU JA 27FEB 1636Z DAD13F UA  
XS UA 763R 28FEBDENSAN PB/XX 1 1125. 1252.  
XS UA1228R 28FEBIADEN PB/XX 1 0820. 1025.  
RCVD-EZR-5.1.14-LIZ  
PTK SU JA 27FEB 1637Z DAD13F UA  
XS UA1228F 28FEBIADEN HK/XX 1 0820. 1025.  
AS UA1228R 28FEBIADEN PB/SS 1 0820. 1025.



RCVD-EZR-5.1.14-LIZ  
 PTK SU JA 27FEB 1638Z DAD13F UA  
 XS UA 763F 28FEBDENAN HK/XX 1 1125. 1252.  
 AS UA 763R 28FEBDENAN OB/SS 1 1125. 1252.  
 RCVD-EZR-5.1.14-LIZ  
 PTK SU JA 27FEB 1639Z DAD13F UA  
 X5 ATTN NEXT AGENT - PASSENGER HAS BEEN AD  
 VISED OF THE KENNEL  
 X5 TYPE AND DIMENSIONS ALLOWED FOR IN CABI  
 N PETS  
 X5 07 REMARKS ADDED BY PTK SU JA 24FEB 145  
 Z2 DAD148  
 RCVD-EZR-5.1.14-LIZ  
 PTK SU JA 27FEB 1703Z DAD13F UA  
 A5 \*\*\*\*\*EDD REFUND REQUEST\*\*\*\*\*  
 A5 ISSUE DATE-24FEB15  
 A5 EDD-01629268371651  
 RCVD-  
 UGN SU VO 27FEB 1706Z DA88E6 UA  
 X3 OSI YY PET-IN-CABIN RECORD LOCATOR \*G82  
 CWS\*  
 X3 SSRPETCUANMIADSAN0012Y27FEB-1HUNTER/DU  
 NCANDUANEMR.PET\*G82CWS -3  
 X3 SSRPETCUA/// LBS  
 RCVD-EZR-5.1.14-LIZ  
 PTK SU JA 27FEB 1708Z DAD13F UA  
 A3 SSRCTCEYXHK1/DUNC.D.HUNTER//  
 HUNTER/DUNCANDUANEMR  
 A3 SSRCTCMYHKL/16193397799-1HUNTER/DUNCAN  
 DUANEMR  
 RCVD-QPTPD  
 QPT PD 70 28FEB 1212Z DA350A UA  
 X5 \*\*\*\*\*EDD REFUND REQUEST\*\*\*\*\*  
 X5 ISSUE DATE-24FEB15  
 X5 EDD-01629268371651  
 X5 24FEB/PET CBN/01629268371651/CC/\$125.00  
 /DUNCANDUANE-IAD/SAN/TRTSVC  
 A5 28FEB/REFUNDED PET CBN/01629268371651/C  
 C/\$125.00/RF-SST  
 X5 ORIGINALLY ADDED BY PTK SU S6 04FEB 192  
 SZ DAD134  
 RCVD-CLEAN  
 TEM SU ET 28FEB 1314Z D12B86 UA  
 ..... APIS INFORMATION .....  
 \*\*\*\*\*  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 DOB:761207 GENDER:M NAT: RESIDENT:  
 HIST 1 ---- PARSDATE:04FEB CITYCODE:PTK  
 HIST 2 ---- DUTYCODE:SU LINIATA:DAD  
 HIST 1 ---- PARSDATE:04FEB CITYCODE:PTK  
 HIST 2 ---- DUTYCODE:SU LINIATA:DAD  
 HIST 1 ---- PARSDATE:04FEB CITYCODE:PTK  
 HIST 2 ---- DUTYCODE:SU LINIATA:DAD  
 ..... PDC INFORMATION .....  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 27FEB 08.39.12 USSF 003Z KNO R 1228/28FEB  
 IAD DEN E LK  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 27FEB 08.38.24 USSF 003Z KNO R 1228/28FEB  
 IAD DEN E LK  
 FNAME:DUNCAN DUANE

LNAME:HUNTER  
 27FEB 08.36.48 USSF 003Z KNO R 1228/28FEB  
 IAD DEN E LK  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 27FEB 08.32.26 USSF 003Z KNO R 1228/28FEB  
 IAD DEN E LK  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 24FEB 18.33.28 USSF 003Z KNO R 0012/27FEB  
 IAD SAN E LK  
 .... QUEUE HISTORY ....  
 SYSQ/ETK/10  
 -ADR VERIF 04FEB1925Z  
 E  
 -ETK GS 41 04FEB1925Z DAB971 CDM/10  
 QEP/NWP/02  
 -\*\*\* SU S6 04FEB1925Z DAD134 PTK/\*\*  
 QEP/ETK/12  
 -\*\*\* GS 43 04FEB1925Z DAB9A0 CDM/\*\*  
 ER  
 -ETK SU ET 04FEB1926Z DA2B7E TM/12  
 QR  
 -ETK SU ET 04FEB1926Z DA2B7E TM/12  
 QEP/ETK/31  
 -\*\*\* SU ET 04FEB1926Z DA2B7E TM/\*\*  
 QR  
 -ETK SU ET 04FEB1926Z DA2BA7 TM/31  
 SYSQ/ETK/45  
 -E -TKTG 04FEB1926Z  
 SYSQ/GOV/01  
 -OUTGO TTY 04FEB1926Z  
 QR  
 -NWP SU PD 04FEB1940Z DA76E3 IAC/02  
 QEP/ETK/60  
 -\*\*\* SU JA 24FEB1452Z DAD148 PTK/\*\*  
 QEP/RTX/80  
 -ETK SU ET 24FEB1452Z DA2B9A TM/60  
 QR  
 -RTX SU RE 24FEB1453Z DA66F8 RTX/80  
 QEP/NWP/33  
 -\*\*\* SU JA 24FEB1455Z DAD148 PTK/\*\*  
 QR  
 -NWP SU Q2 24FEB1725Z D708B2 IAC/33  
 QEP/ETK/31  
 -\*\*\* SU 9S 27FEB1615Z DAD192 PTK/\*\*  
 QR  
 -ETK SU ET 27FEB1615Z DA2B9B TM/31  
 SYSQ/ETK/45\*ALRDI ON Q  
 -E -TKTG 27FEB1632Z  
 QEP/OPT/10  
 -\*\*\* SU JA 27FEB1635Z DAD13F PTK/\*\*  
 QEP/OPT/6  
 -OPT GS 41 27FEB1635Z DAB967 CDM/10  
 QR  
 -OPT SU ET 27FEB1635Z DA2B8D TM/06  
 STORED FARE DATA FOLLOWS  
 XQ  
 FARE QUOTE- AUTOPRICED \$-\$-PGOV  
 PTK SU S6 04FEB1924Z DAD134 UA  
 1 - PSGR 1 GOV  
 USD512.55 US38.45 XT14.10 TTL565.10  
 27FEB15WAS UA SAN Q18.60 493.95YCAIAD USD  
 512.55END ZPIAD XT4.00

ZP5.60AY XF4.50IAD4.5  
 V S 1 NOT VALID AFTER 30SEP  
 PSGR1  
 ENDORSE3- /-REFUNDABLE-/  
 LAST TKT DTE 27FEB15  
 TOTAL FARE - USD565.10  
 RCVD-EZR-4.13.12-PTKS6  
 PTK SU S6 04FEB1926Z DAD134 UA  
 XQ  
 FARE QUOTE- AUTOPRICED \$-\$-PGOV|S1/2  
 PTK SU JA 27FEB1625Z DAD13F UA  
 1 - PSGR 1 GOV  
 USD512.55 US38.45 XT22.60 TTL573.60  
 28FEB15WAS UA X/DEN UA SAN Q WASSAN18.60  
 493.95YCAIAD USD512.55  
 END ZPIADEN XT8.00ZP5.60AY XF9.00IAD4.5D  
 EN4.5  
 V S 1/2 NOT VALID AFTER 30SEP  
 PSGR1  
 ENDORSE3- /-REFUNDABLE-/  
 LAST TKT DTE 28FEB15  
 TOTAL FARE - USD1138.70  
 RCVD-EZR-5.1.14-LIZ  
 PTK SU JA 27FEB1636Z DAD13F UA  
 END FARE QUOTE HISTORY DATA  
 .....  
 .... ETKT CREATED 28FEB 2150Z DEN BY PD SS  
 UA  
 HUNTER/DUNCANDUANEMR 01624374787873  
 #1 OF 1 4FEB15 EXCHANGED  
 \*IAD 12PN27FEB1821. YCAIAD  
 NVA30SEP ADJUSTED  
 SAN  
 FARE-USD TAX TAX TTL-USD  
 512.55 38.45 14.10 565.10  
 FC /FC 27FEB15WAS UA SAN Q18.60 493.95YCA  
 IAD USD512.55END ZPIAD XT4.00ZP5.60AY X  
 F4.50IAD4.5  
 FP CCVIXXXXXXXXXXXXX3192/0217/N050394  
 E3 /-REFUNDABLE-/  
 .... ETKT HISTORY .....  
 HUNTER/DUNCANDUANEMR 01624374787873  
 \$USD 565.10  
 FP CCVIXXXXXXXXXXXXX3192/0217/N050394  
 AI\*MR DUNCAN DUANE HUNTER\*223 CANNON HOB\*W  
 ASHINGTON DC 20515\*  
 TEM SU ET 04FEB 1926Z DA2B7E UA  
 T:\$XXXXXXXXXXXX3192/0217/N050394|Q1|ET  
 CPN 1 XS  
 UA 12 Y 27FEB IADSAN  
 AS UA 12 PN 27FEB IADSAN  
 PTK SU S6 04FEB 1926Z DAD134 UA  
 T:ET\*.S1  
 CPN 1 EXCHANGED  
 ADD COLL AC\$XXXXXXXXXXXX9587/0618  
 /N122612  
 RTX SU RE 27FEB 1633Z DA292A UA  
 T:\$UE01624374787873/FVI/OBUSD512.55/OKUS38  
 .45/XT14.10/AC\$XXXXXXXXXXXX9587/0618/N1  
 22612|8XFIAD|N1.1|ET  
 CPN 1 ADJ PUR DTE FR 27FEB15 TO 06MAR15  
 RTX SU RE 27FEB 1633Z DA292A UA  
 CPN 1 ADJ PUR DTE FR 28FEB15 TO 07MAR15

DEN PD SS 28FEB 2150Z UA DEN PD SS 28FEB 2150Z UA  
 ..... CPN 12 ADJ PUR DTE FR 28FEB15 TO 07MAR15  
 .... ETKT CREATED 28FEB 2150Z DEN BY PD SS DEN PD SS 28FEB 2150Z UA  
 UA \*\*\*\*\*

HUNTER/DUNCANDUANEMR  
 #1 OF 1 27FEB15  
 \*IAD 1228R 28FEB0820. YCAIAD  
 NVA30SEP USED  
 X\*DEN 763R 28FEB1125. YCAIAD  
 NVA30SEP USED

SAN  
 FARE-USD TAX TAX TTL-USD  
 512.55 38.45 22.60 573.60  
 FC /FC 28FEB15WAS UA X/DEN UA SAN Q WASSA  
 N18.60 493.95YCAIAD USD512.55 END ZPIAD  
 DEN XT8.00ZP5.60AY XF9.00IAD4.5DEN4.5  
 FP VI IAD A/C CA00000000000000009587/0618/N122  
 612 \$.00/-00/XT8.50/\$8.50  
 E3 /-REFUNDABLE-/  
 X1 01624374787873

.... ETKT HISTORY .....  
 HUNTER/DUNCANDUANEMR 01624403524306  
 \$USD 573.60  
 FP VI IAD A/C CA00000000000000009587/0618/N122  
 612 \$.00/-00/XT8.50/\$8.50  
 X1 /EX 01624374787873

RTX SU RE 27FEB 1633Z DA292A UA  
 T:\$UE01624374787873/FVI/OBUSD512.55/OXUS38  
 .45/XT14.10/AC\$00000000000000009587/0618/N1  
 22612|8XFIAD|N1.1|ET

CPN 1 XS  
 UA 1228 Y 28FEB IADDEN  
 AS UA 1228 Y 28FEB IADDEN

TRM SU ET 27FEB 1635Z DA2B8D UA  
 T:ET\*.S4

CPN 2 XS  
 UA 763 Y 28FEB DENSAN  
 AS UA 763 Y 28FEB DENSAN

TRM SU ET 27FEB 1635Z DA2B8D UA  
 T:ET\*.S5

CPN 1 XS  
 UA 1228 Y 28FEB IADDEN  
 AS UA 1228 R 28FEB IADDEN

PTK SU JA 27FEB 1640Z DAD13F UA  
 T:\$EIR/S1/S2|1228IADDEN28FEB/763DENSAN28FE  
 B|ET

CPN 2 XS  
 UA 763 Y 28FEB DENSAN  
 AS UA 763 R 28FEB DENSAN

PTK SU JA 27FEB 1640Z DAD13F UA  
 T:\$EIR/S1/S2|1228IADDEN28FEB/763DENSAN28FE  
 B|ET

CPN 1 CHECKED-IN  
 WEB PD 91 28FEB 1212Z DA083D UA

CPN 2 CHECKED-IN  
 WEB PD 91 28FEB 1212Z DA083D UA

CPN 1 LIFTED  
 28FEB 1250Z UA

CPN 1 UA USED  
 IAD PD SS 28FEB 1400Z UA

CPN 2 LIFTED  
 28FEB 1811Z UA

CPN 2 UA USED



# **EXHIBIT 20**

PAGE146,109 UNITED AIRLINES	FLIGHT NUMBER 0570	NAME HUNT/LOW	P D I FOR	14JUL14	RUN DATE 16JUL14
*****	*****	04 REMARKS ADDED BY WEB SU CO 23JUN 1832			23JUN/1352/EMAIL RECEIPT SENT 06/23
EMHA PNR.AD8CKV CR23JUN 1832Z WEB BY SU CO		Z DA6539			01 REMARKS ADDED BY WEC SU ER 23JUN 1852
DA6539 UA		REY23JUN*APPR CC MC 058601/VP02/\$743.00			Z D11D95
***1.HUNTER/MARGARETEMRS		WEBCC			EMAIL RQSTD MHUNTER4000- [REDACTED]
EGNE-WEB9914196/EB619		01 REMARKS ADDED BY WEB SU CO 23JUN 1833			01 REMARKS ADDED BY WEB SU CO 08JUL 1531
SAN3397799/H619		Z DASB10			Z DA14F8
WEB*45520300 DO NOT REMOVE-AGENCY CLAIM		MERCH PRODUCT PURCHASED SEG SANIAHUA1180			08JUL/1031/EMAIL-REQUEST ACKNOWLEDGED*ET
NOT ALLOWED/N000		9JUL1123-1HUNTER/MARGARETEMRS			KT
RCVD-COCOM-US/JCM91170-GUID/F12F325758BD4C		USD69.00			01 REMARKS ADDED BY WEC SU ER 08JUL 1532
A9B117F5ECE03B6B15		E-DOC USD 69.00 COLLECTED - EPU 01629272			Z D11D77
TKT -T/FQR - INVOICE/534083XXXXX7896/2412		124546 23JUN14 OB-WEB			08JUL/1037/EMAIL RECEIPT SENT 07/08
5427945/0001/743.00		MERCH PRODUCT PURCHASED SEG IAHECAUA1541			01 REMARKS ADDED BY WEC SU ER 08JUL 1537
G FX-SSRFQTVUAKH/UAEBJ27312-HUNTER/MARGARE		9JUL1747-1HUNTER/MARGARETEMRS			Z D11D84
TEMRS101.01		USD69.00			ATTN NEXT AGENT - PASSENGER HAS BEEN ADV
SSRDCSUAKH1////06APR75/F//HUNTER/MARGA		E-DOC USD 69.00 COLLECTED - EPU 01629272			ISED OF THE KENNEL
RET/E-1HUNTER/MA		124502 23JUN14 OB-WEB			TYPE AND DIMENSIONS ALLOWED FOR IN CABIN
SSRDOCSUA//RGARETEMRS		MERCH PRODUCT PURCHASED SEG DCAIAHUA0570			PETS
OSI YY PET-IN-CABIN RECORD LOCATOR *CDVK		14JUL1745-1HUNTER/MARGARETEMR			HADV ONLY 4 IN CABIN PET PER UNITED AIRL
6J*		S USD69.00			INES INC.
SSRPTCUANNISANIAH1180Y09JUL-1HUNTER/MAR		E-DOC USD 69.00 COLLECTED - EPU 01629272			Z DAD18B
GARETEMRS.PET*CDVK6J -4		124524 23JUN14 OB-WEB			09JUL/RECEIPT REQUESTED/TRKTSVC
SSRPTCUA//LBS		MERCH PRODUCT PURCHASED SEG IAHSANUA1687			01 REMARKS ADDED BY RTX SU RE 09JUL 1529
SSRPTCUANNIAHDCA1541Y09JUL-1HUNTER/MAR		14JUL2130-1HUNTER/MARGARETEMR			Z DA2901
GARETEMRS.PET*CDVK6J -4		S USD69.00			09JUL/1029/EMAIL-REQUEST ACKNOWLEDGED*ET
SSRPTCUA//LBS		E-DOC USD 69.00 COLLECTED - EPU 01629272			KT
SSRPTCUANNIDCAIAH0570Y14JUL-1HUNTER/MAR		124513 23JUN14 OB-WEB			Z D11D4F
GARETEMRS.PET*CDVK6J -4		12 REMARKS ADDED BY CRC SU IP 23JUN 1833			09JUL/1034/EMAIL RECEIPT SENT 07/09
SSRPTCUA//LBS		Z DBE552			01 REMARKS ADDED BY WEC SU ER 09JUL 1534
SSRPTCUANNIAHSANI687Y14JUL-1HUNTER/MAR		PCUOFFER/23JUN/1/SAN/IAH/1180/09JUL/P/15			Z D11D54
GARETEMRS.PET*CDVK6J -4		9.00/USD			PA PURCHASED SEG CSB SANIAHUA1180V9JUL11
SSRPTCUA//LBS		PCUOFFER/23JUN/2/IAH/DCA/1541/09JUL/Z/15			23-1HUNTER/MARGARETEMRS USD39.
SSRPTCEYVHK1/MHUNTER4000/[REDACTED]-1HUN		9.00/USD			00
TER/MARGARETEMRS		PCUOFFER/23JUN/4/IAH/SAN/1687/14JUL/P/15			E-DOC USD 39.00 COLLECTED - PBJ 01629285
SSRBRDUANNISANIAH1180V09JUL-1HUNTER/MAR		9.00/USD			238615 09JUL14
GARETEMRS.2\$PREMIER/ACCE		04 REMARKS ADDED BY WEB SU CO 23JUN 1833			PA PURCHASED SEG CSB IAHDCAUA1541V9JUL17
SSRBRDUJ//SS		Z DA3BB2			47-1HUNTER/MARGARETEMRS USD39.
SSRBRDUANNIAHDCA1541V09JUL-1HUNTER/MAR		CIM: PNR SENT TO 41ST PARAMETER CDM41			00
GARETEMRS.2\$PREMIER/ACCE		CIM: PNR ADDED BY CIM GS 41 23JUN 1833			E-DOC USD 39.00 COLLECTED - PBJ 01629285
SSRBRDUJ//SS		Z DA846D			238604 09JUL14
RMKS-\$MCS34083XXXXX7896/1017		CIM: CDM APPROVED TO TICKET -PROCESS OVR			Z DBE5E4
09JUL/PET CBN/01629285112501/CC/\$125.00/		IDE- CDM41			1 UA1180V 09JUL SANIAH HK 1 1123. 1644.
MARGARETE-DCA/SAN/TKTSVC		01 REMARKS ADDED BY CDM GS 41 23JUN 1847			2 UA1541V 09JUL IAHDCA HK 1 1747. 2159.
09JUL/PET CBN/01629285112486/CC/\$125.00/		Z DA8477			3 UA 570S 14JUL DCAIAH HK 1 1745. 2007.
MARGARETE-SAN/DCA/TKTSVC		23JUN/1347/EMAIL-REQUEST ACKNOWLEDGED*ET			4 UA1687S 14JUL IAHSAN HK 1 2130. 2242.
WEB*CO CDM RESERVATIONS - US		KT			***** PNR HISTORY *****
AVAILABILITY SOURCE - ITA		01 REMARKS ADDED BY WEC SU ER 23JUN 1847			X8 500P/25JUN
WEB CLIENT IP 68.101.245.121 - REQUESTRE		Z D11D8A			
CEIPTS					
EMAIL RQSTD MHUNTER4000-AI-[REDACTED]					



A5 XXXXX7896/1017  
RCCOM-US/JCM91170-GUID/F12F325758BD4C  
A9B117F5ECE03B6B15  
WEB SU CO 23JUN 1833Z DAB510 UA  
A5 WEB CLIENT IP 68.101.245.121 - APPLYFOR  
MSOPAYMENT  
X5 WEB CLIENT IP 68.101.245.121 - REQUESTR  
ECEIPTS  
X5 ORIGINALY ADDED BY WEB SU CO 23JUN 183  
2Z DA6539  
RCCOM-US/JCM91170-GUID/F12F325758BD4C  
A9B117F5ECE03B6B15  
WEB SU CO 23JUN 1833Z DAB510 UA  
X7 TAE/1200N/23JUN/AI\*DUNCAN HUNTER\*PO BOX  
ALEXANDRIA VA 22313-6141  
XF WEB9914196/B619  
RCVD-  
WEC SU ET 23JUN 1847Z D12B8B UA  
A5 WEB CLIENT IP 68.101.245.121 - REQUESTR  
ECEIPTS  
X5 WEB CLIENT IP 68.101.245.121 - APPLYFOR  
MSOPAYMENT  
X5 ORIGINALY ADDED BY WEB SU CO 23JUN 183  
2Z DA6539  
RCCOM-US/JCM91170-GUID/73F88F5319DD43  
F896696E6E749AA68B  
WEB SU CO 08JUL 1531Z DA14F8 UA  
A3 OSI YY PET-IN-CABIN RECORD LOCATOR \*CDV  
K6J+  
A3 SRPETCCONN1AHDCAL180Y09JUL-1HUNTER/MA  
RGARETEMRS.PET\*CDVK6J -4  
A3 SRPETCCO//LBS  
A3 SRPETCCONN1AHDCAL1541V09JUL-1HUNTER/MA  
RGARETEMRS.PET\*CDVK6J -4  
A3 SRPETCCO//LBS  
A3 SRPETCCONN1DCAIAH0570Y14JUL-1HUNTER/MA  
RGARETEMRS.PET\*CDVK6J -4  
A3 SRPETCCO//LBS  
A3 SRPETCCONN1AHSANI1687Y14JUL-1HUNTER/MA  
RGARETEMRS.PET\*CDVK6J -4  
A3 SRPETCCO//LBS  
RCVD-  
PTK SU M5 09JUL 1529Z DAD18B UA  
A5 09JUL/PET CBM/01629285112501/CC/\$125.00  
/MARGARETE-DCA/SAN/TKTSVC  
A5 09JUL/PET CBM/01629285112486/CC/\$125.00  
/MARGARETE-SAN/DCA/TKTSVC  
RCVD-  
RTX SU RE 09JUL 1529Z DA2900 UA  
X5 /09JUL/\*\*\*\*\*SPECIAL SERVICE TICKET FEES  
\*\*\*\*\*

X5 /09JUL/PET IN CABIN FEE - \$125 PER RECO  
RD - SAN/DCA  
X5 /09JUL/PET IN CABIN FEE - \$125 PER RECO  
RD - DCA/SAN  
X5 PB FEE ORDERID\*19A26725-029B-459A-ADDC-  
7CD0EE98DE1B  
X5 /09JUL/APPR-062601/\$250/XXXXXXXXXXXX664  
1/X0217/WCID  
X5 /09JUL/CARD HOLDER NAME - CHRISTOPHER M  
ARSTEN  
X5 ORIGINALY ADDED BY PTK SU M5 09JUL 152  
9Z DAD18B  
RCVD-TKTSVC  
RTX SU RE 09JUL 1529Z DA2901 UA  
A3 SSRTECEYTHK1/HUNTER4000//  
NTEK/MARGARETEMRS  
RCVD-QPTD  
QPT PD 70 09JUL 1730Z DA3680 UA  
A3 SSRZBERDUAN1AHDCAL180V09JUL-1HUNTER/MA  
RGARETEMRS.2\$PREMIER/ACCE  
A3 SSRZBERDUA//SS\$  
A3 SSRZBERDUAN1AHDCAL1541V09JUL-1HUNTER/MA  
RGARETEMRS.2\$PREMIER/ACCE  
A3 SSRZBERDUA//SS\$  
RCVD-  
CRC SU IP 09JUL 1733Z DBE5E5 UA  
\*\*\*\*\*APIS INFORMATION \*\*\*\*\*  
\*\*\*\*\*  
FNAME:MARGARET E  
LNAME:HUNTER  
DOB:750406 GENDER:F NAT: RESIDENT:  
HIST 1 --- PARSDATE:23JUN CITYCODE:WEB  
HIST 2 --- DUTYCODE:SU LINIATA:DA6  
HIST 1 --- PARSDATE:23JUN CITYCODE:WEB  
HIST 2 --- DUTYCODE:SU LINIATA:DA6  
\*\*\*\*\* PDC INFORMATION \*\*\*\*\*  
FNAME:MARGARET E  
LNAME:HUNTER  
11JUL 18.44.47 USSF 000Z CLR 0570/14JUL  
DCA IAH E L  
FNAME:MARGARET E  
LNAME:HUNTER  
11JUL 18.44.47 USSF 000Z CLR 0570/14JUL  
DCA IAH E L  
FNAME:MARGARET E  
LNAME:HUNTER  
06JUL 18.16.40 USSF 000Z CLR 1180/09JUL  
SAN IAH E L  
\*\*\*\*\* QUEUE HISTORY \*\*\*\*\*  
SYSQ/ETK/10  
-ADR VERIF 23JUN1833Z

E  
-ETK GS 41 23JUN1833Z DA846D CDM/10  
QEP/ETK/26  
-\*\*\* GS 41 23JUN1847Z DA8477 CDM/\*\*  
QR  
-ETK SU ET 23JUN1847Z D12B8B WEC/26  
QEP/ETK/31  
-\*\*\* SU ET 23JUN1847Z D12B8B WEC/\*\*  
QR  
-ETK SU ET 23JUN1847Z DA2B9B TBM/31  
QEP/ETK/31  
-\*\*\* SU CO 08JUL1531Z DA14F8 WEB/\*\*  
QR  
-ETK SU ET 08JUL1532Z DA2BA7 TBM/31  
QEP/ETK/60  
-\*\*\* SU M5 09JUL1529Z DAD18B PTK/\*\*  
QEP/RTX/80  
-ETK SU ET 09JUL1529Z DA2B9A TBM/60  
QR  
-RTX SU RE 09JUL1529Z DA66F6 RTX/80  
STORED FARE DATA FOLLOWS  
TOTAL FARE - USD743.00  
FARE QUOTE- AUTOPRICED - 1  
WEB SU CO 23JUN1832Z DA6539 UA  
USD FARE TAX - USD  
USD TTTL  
1 - 653.02 743.00 XT89.98  
SAN UA X/HOU UA WAS 360.00VDA14AFN UA X/HO  
U UA SAN Q WASSAN18.60  
274.42SDA21AFN USD 653.02 END ZP SAN IAH  
DCA IAH XT 48.98US 16.  
00ZP 10.00AY 15.00XF SAN4.5 IAH3 DCA4.5 IA  
H3  
V S 1/2 NOT VALID BEFORE/AFTER 09JUL  
V S 3/4 NOT VALID BEFORE/AFTER 14JUL  
PSGR1  
ENDORSE1- NONREF/OVALUAFTDPT/CHGFEE  
END FARE QUOTE RECORD DATA  
\*\*\*\*\*  
\*\*\*\*\* ETKT CREATED 15JUL 0340Z IAH BY PD SS  
UA  
HUNTER/MARGARETEMRS 01624125427945  
#1 OF 1 23JUN14  
SAN UA1180V 09CUL1123AOK VDA14AFN  
NVB09JUL NVA09JUL USED  
X IAH UA1541V 09JUL 547POK VDA14AFN  
NVB09JUL NVA09JUL USED  
O DCA UA 570S 14JUL 545POK SDA21AFN  
NVB14JUL NVA14JUL USED  
X IAH UA1687S 14JUL 930POK SDA21AFN

16-7162\_0710

NVB14JUL NVA14JUL USED

SAN			
FARE-USD	TAX	TAX	TTL-USD
653.02	89.98		743.00
FC /FC SAN UA X/HOU UA WAS 360.00VDAI4AFN			
UA X/HOU UA SAN Q WASSAN18.60 274.42SD			
A2IAFN USD 653.02 END ZP SAN IAH DCA IA			
H XT48.98US16.00ZFP10.00AY15.00XF SAN4.5			
IAH3DCA4.5IAH3			

FP CCCAXXXXXXXXXXX7896/1017/N058801  
 E1 NONREF/OVALUAFTDET/CHGFEE  
 ..... ETKT HISTORY .....  
 HUNTER/MARGARETEMRS 01624125427945  
 \$USD 743.00

FP CCCAXXXXXXXXXXX7896/1017/N058801  
 AI\*DUNCAN HUNTER\*PO BOX [REDACTED]\*ALEXANDRIA V  
 A 22313-6141\*

WEC SU ET 23JUN 1847Z D12B8B UA  
 T:XXXXXXXXXXXX7896/1017/N058801|VP02|ET

CEN 1 CHECKED-IN  
 WEB PD 96 09JUL 1733Z DA04FC UA  
 CPN 2 CHECKED-IN  
 WEB PD 96 09JUL 1733Z DA04FC UA  
 CPN 1 LIFTED  
 09JUL 1804Z UA  
 CPN 1 UA USED  
 SAN PD SS 09JUL 1900Z UA  
 CPN 2 LIFTED  
 09JUL 2302Z UA  
 CPN 2 UA USED

IAH PD SS 09JUL 2355Z UA  
 CPN 3 CHECKED-IN  
 WEB PD 96 14JUL 0120Z DA072F UA  
 CPN 4 CHECKED-IN  
 WEB PD 96 14JUL 0120Z DA072F UA  
 CPN 3 LIFTED  
 14JUL 2212Z UA

CPN 3 UA USED  
 DCA PD SS 15JUL 0111Z UA  
 CPN 4 LIFTED  
 15JUL 0200Z UA  
 CPN 4 UA USED  
 IAH PD SS 15JUL 0340Z UA

\*\*\*\*\*



# **EXHIBIT 21**

\*\*\*\*\*  
EMHA PNR.HT3SKK CR09NOV 2216Z WEB BY SU CO  
DA2D94 UA  
\*\*1.HUNTER/MARGARETEMRS  
FONE-WEB9914196/EB619  
SAN3397799/H619  
SAN9914196/H619  
SAN9914196/H619  
SAN9914196/H619  
WEB\*45520300 DO NOT REMOVE-AGENCY CLAIM  
NOT ALLOWED/N000  
RCVD-COCOM-US/JCM91170-GUID/F31A82C062774F  
84B8C0D565728842AD  
TKI -T/FOR/CA SANORDDCAORD/24347101941/000  
1//385.20  
G FX-SSRFQTVUAHK/UAEJTB27312.1-HUNTER/MARGA  
RETEMRS|01.01  
SSRDOCSUAHK1////06APR75/F//HUNTER/MARGA  
RET/E-HUNTER/MA  
SSRDOCSUA//RGARETEMRS  
OSI UA PREM 1K MEMBER - PL2 EXTEND ALL C  
COURTESIES  
OSI UA CUSTOMER TRAVLING WITH IN CABIN P  
ET \*HT3SMM  
SSRCTCMYHK1/ -HUNTER/MARGARE  
TEMRS  
EMKS-SMC534083XXXXX9587/0618  
13JAN/REV CHG/01629234422163/CC/\$200.000  
SD/MARGARET/RTE/TKTSVC  
27NOV/REV CHG/01629201007350/CC/\$200.000  
SD/MARGARET/RTE/TKTSVC  
09NOV/PET CBN/01629287209546/CC/\$125.00/  
MARGARETE-SAN/DCA/TKTSVC  
09NOV/PET CBN/01629287209550/CC/\$125.00/  
MARGARETE-DCA/SAN/TKTSVC  
WEB\*CO COM RESERVATIONS - US  
AVAILABILITY SOURCE - 1/A  
WEB CLIENT IP - PERFORMEXCHANGE  
EMAIL RQSTD MHUNTER4000-  
IN CABIN PET DETAILS NEGBBURT/BRABBIT  
IN CABIN PET DETAILS W3/D10/30/2013/TRAB  
HLL  
WEB HADV \$250 PET IN CBN SVC CHG WEBCO  
07 REMARKS ADDED BY WEB SU CO 09NOV 2216  
Z DA2D94  
RBY09NOV\*APPR CC MC 095408/VP02/\$546.20  
WEBCO  
PB TKT ORDERID\*CE39100C-A33D-4CEC-8063-2  
E62093ED557

08 REMARKS ADDED BY WEB SU CO 09NOV 2217  
Z DA2C8C  
CIM: PNR SENT TO ACCERTIFY CDM41  
01 REMARKS ADDED BY CDM GS 41 09NOV 2217  
Z DAB966  
CIM: CIM APPROVED TO TICKET --A- CDM43  
01 REMARKS ADDED BY CDM GS 43 09NOV 2218  
Z DAB9A0  
09NOV/RECEIPT REQUESTED/TKTSVC  
01 REMARKS ADDED BY RTX SU RE 09NOV 2218  
Z DA2905  
09NOV/1618/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 09NOV 2218  
Z D11D75  
27NOV/RECEIPT REQUESTED/TKTSVC  
01 REMARKS ADDED BY RTX SU RE 27NOV 1702  
Z DA2900  
27NOV/1102/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 27NOV 1702  
Z D11D4E  
CANCEL REQUESTED BY - JCM91170  
01 REMARKS ADDED BY WEB SU CO 12JAN 1718  
Z DA3B7A  
13JAN/RECEIPT REQUESTED/TKTSVC  
01 REMARKS ADDED BY RTX SU RE 13JAN 1801  
Z DA2907  
13JAN/1201/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 13JAN 1801  
Z D11D86  
13JAN/1250/EMAIL-REQUEST ACKNOWLEDGED\*ET  
KT  
01 REMARKS ADDED BY WEC SU ER 13JAN 1850  
Z D11D89  
13JAN/1255/EMAIL RECEIPT SENT 01/13  
01 REMARKS ADDED BY WEC SU ER 13JAN 1855  
Z D11D86  
1 UA1122A 05FEB SANDEN HK 1 1524. 1839.  
2 UA 669A 05FEB DENMSP HK 1 1941. 2238.  
3 UA 321A 08FEB MSPDN HK 1 1640. 1756.  
4 UA1062A 08FEB DENSAN HK 1 1900. 2027.  
\*\*\*\*\* PNR HISTORY \*\*\*\*\*  
A3 OSI UA CUSTOMER TRAVLING WITH IN CABIN  
PET \*HT3SMM  
A3 SSRETCUASS18ANIAH1073S04DEC-1HUNTER/MA  
RGARETEMRS.HAS KENNEL  
A3 SSRETCUASS11AHDCA0349S04DEC-1HUNTER/MA

RGARETEMRS.HAS KENNEL  
A3 SSRETCUASS1DCAIAH0207S08DEC-1HUNTER/MA  
RGARETEMRS.HAS KENNEL  
A3 SSRETCUASS1IAHSAN1689S08DEC-1HUNTER/MA  
RGARETEMRS.HAS KENNEL  
RCOCOM-US/JCM91170-GUID/F31A82C062774F  
84B8C0D565728842AD  
WEB SU CO 09NOV 2216Z DA1476 UA  
X8 500P/11NOV  
A5 SMC534083XXXXX9587/0618  
RCOCOM-US/JCM91170-GUID/F31A82C062774F  
84B8C0D565728842AD  
WEB SU CO 09NOV 2217Z DA2C8C UA  
A5 WEB CLIENT IP 98.176.110.170 - APPLYFOR  
MSOFFPAYMENT  
X5 WEB CLIENT IP 98.176.110.170 - REQUESTR  
ECEIPTS  
X5 ORIGINALLY ADDED BY WEB SU CO 09NOV 221  
6Z DA2D94  
RCOCOM-US/JCM91170-GUID/F31A82C062774F  
84B8C0D565728842AD  
WEB SU CO 09NOV 2217Z DA2C8C UA  
X7 TAE/1200/09NOV/AI-DUNCAN HUNTER\*PO BOX  
-ALEXANDRIA VA 22313-6141  
XF WEB9914196/B619  
RCVD-  
WEC SU ET 09NOV 2218Z DA2FC1 UA  
A5 09NOV/PET CBN/01629287209546/CC/\$125.00  
/MARGARETE-SAN/DCA/TKTSVC  
A5 09NOV/PET CBN/01629287209550/CC/\$125.00  
/MARGARETE-DCA/SAN/TKTSVC  
RCVD-  
RTX SU RE 09NOV 2218Z DA2901 UA  
X5 /09NOV/\*\*\*\*\*SPECIAL SERVICE TICKET FEES  
\*\*\*\*\*  
X5 /09NOV/PET IN CABIN FEE - \$125 PER RECO  
RD - SAN/DCA  
X5 /09NOV/PET IN CABIN FEE - \$125 PER RECO  
RD - DCA/SAN  
X5 /09NOV/APPR-095409/VP02/\$250.00/XXXXXXX  
X9587/X0618  
X5 /09NOV/CARD HOLDERS NAME - DUNCAN HUNTE  
R  
X5 PB FEE ORDERID\*89392A39-0353-4279-BCBA-  
64BCE0430D0  
X5 ORIGINALLY ADDED BY WEB SU CO 09NOV 221  
7Z DA2C8C  
RCVD-TKTSVC  
RTX SU RE 09NOV 2218Z DA2905 UA



XS UA1689S 08DECIAHSAN HK/XX 1 1745. 1914.  
 XS UA 207S 08DECDCALAH HK/XX 1 1359. 1633.  
 XS UA 349S 04DECIAHCA HK/XX 1 1546. 1943.  
 XS UA1073S 04DECSANIAH HK/XX 1 0936. 1440.  
 A5 WEB CLIENT IP 98.176.110.170 - PERFORME  
 XCHANGE  
 X5 WEB CLIENT IP 98.176.110.170 - APPLYFOR  
 MSOPPAYMENT  
 X5 ORIGINALLY ADDED BY WEB SU CO 09NOV 221  
 6Z DA2D94  
 AS UA1440L 13JANSANORD NM/SS 1 0847. 1454.  
 AS UA3474K 13JANORDDCA NM/SS 1 1600. 1851.  
 AS UA6533L 17JANDCACORD NM/SS 1 1545. 1655.  
 AS UA1444L 17JANORDGSAN NM/SS 1 1800. 2028.  
 XQ E  
 RCCOCOM-US/JCM91170-GUID/829FA74627514C  
 C08FA7F06C5144E74B  
 WEB SU CO 27NOV 1702Z DA6580 UA  
 X7 T/FQR - INVOICE/534083XXXXXX9587/242827  
 39645/0001/546.20  
 RCVD-  
 RTX SU RE 27NOV 1702Z DA2900 UA  
 A5 27NOV/REV CHG/01629201007350/CC/\$200.00  
 USD/MARGARET/RTE/TKTSVC  
 RCVD-  
 RTX SU RE 27NOV 1702Z DA2900 UA  
 XS UA1440L 13JANSANORD HK/XX 1 0847. 1454.  
 XS UA3474K 13JANORDDCA HK/XX 1 1600. 1851.  
 XS UA6533L 17JANDCACORD HK/XX 1 1545. 1655.  
 XS UA1444L 17JANORDGSAN HK/XX 1 1800. 2028.  
 XQ 3  
 RCCOCOM-US/JCM91170-GUID/BC069D4CFA054C  
 CEAD95A65972A66DE6  
 WEB SU CO 12JAN 1718Z DA3E7A UA  
 A5 WEB CLIENT IP - PERFORMEXCHANGE  
 X5 WEB CLIENT IP 98.176.110.170 - PERFORME  
 XCHANGE  
 X5 ORIGINALLY ADDED BY WEB SU CO 09NOV 221  
 6Z DA2D94  
 AS UA1122L 05FEBSDANEN NM/SS 1 1524. 1839.  
 AS UA 669L 05FEBDENMSP NM/SS 1 1941. 2238.  
 AS UA 321L 08FEBMSPDEN NM/SS 1 1640. 1756.  
 AS UA1062L 08FEBSDANEN NM/SS 1 1900. 2027.  
 RCCOCOM-US/GUEST-GUID/BC069D4CFA054CCEA  
 D95A65972A66DE6  
 WEB SU CO 13JAN 1801Z DA33C6 UA  
 A5 13JAN/REV CHG/01629234422163/CC/\$200.00  
 USD/MARGARET/RTE/TKTSVC  
 RCVD-  
 RTX SU RE 13JAN 1801Z DA2907 UA  
 X7 T/FQR/CA SANORDDCACORD/24347101941/0001/

/385.20  
 RCVD-  
 RTX SU RE 13JAN 1801Z DA2907 UA  
 XS UA1122L 05FEBSDANEN HK/XX 1 1524. 1839.  
 XS UA 669L 05FEBDENMSP HK/XX 1 1941. 2238.  
 XS UA 321L 08FEBMSPDEN HK/XX 1 1640. 1756.  
 XS UA1062L 08FEBSDANEN HK/XX 1 1900. 2027.  
 AS UA1122A 05FEBSDANEN NM/SS 1 1524. 1839.  
 AS UA 669A 05FEBDENMSP NM/SS 1 1941. 2238.  
 AS UA 321A 08FEBMSPDEN NM/SS 1 1640. 1756.  
 AS UA1062A 08FEBSDANEN NM/SS 1 1900. 2027.  
 XQ 4  
 RCVD-EZR-4.13.12-SV  
 PTRK SU NB 13JAN 1841Z DAD13D UA  
 A3 SSRCTCMYHKL16199914196-1HUNTER/MARGAR  
 ETEMRS  
 RCVD-QPTPD  
 QPT PD 70 05FEB 0112Z DA3657 UA  
 \*\*\*\*\* APIS INFORMATION \*\*\*\*\*  
 \*\*\*\*\*  
 FNAME:MARGARET E  
 LNAME:HUNTER  
 DOB:750406 GENDER:F NAT: RESIDENT:  
 HIST 1 ---- PARSDATE:09NOV CITYCODE:WEB  
 HIST 2 ---- DUTYCODE:SU LINIATA:DA2  
 HIST 1 ---- PARSDATE:09NOV CITYCODE:WEB  
 HIST 2 ---- DUTYCODE:SU LINIATA:DA2  
 HIST 1 ---- PARSDATE:09NOV CITYCODE:WEB  
 HIST 2 ---- DUTYCODE:SU LINIATA:DA2  
 HIST 1 ---- PARSDATE:09NOV CITYCODE:WEB  
 HIST 2 ---- DUTYCODE:SU LINIATA:DA2  
 HIST 1 ---- PARSDATE:09NOV CITYCODE:WEB  
 HIST 2 ---- DUTYCODE:SU LINIATA:DA2  
 HIST 1 ---- PARSDATE:09NOV CITYCODE:WEB  
 HIST 2 ---- DUTYCODE:SU LINIATA:DA2  
 \*\*\*\*\* FDC INFORMATION \*\*\*\*\*  
 FNAME:MARGARET E  
 LNAME:HUNTER  
 05FEB 18.38.48 USSF 000Z CLR R 0669/05FEB  
 DEN MSP I L  
 FNAME:MARGARET E  
 LNAME:HUNTER  
 05FEB 18.38.48 USSF 000Z CLR R 0321/08FEB  
 MSP DEN E L  
 FNAME:MARGARET E  
 LNAME:HUNTER  
 02FEB 17.56.44 USSF 000Z CLR R 1122/05FEB  
 SAN DEN E L  
 FNAME:MARGARET E  
 LNAME:HUNTER  
 10JAN 18.07.59 USSF 000Z CLR R 1440/13JAN  
 SAN ORD E L  
 \*\*\*\*\* QUEUE HISTORY \*\*\*\*\*

SYSQ/ETK/10  
 -ADR VERIF 09NOV2217Z  
 E  
 -ETK GS 41 09NOV2217Z DAB966 CDM/10  
 QEP/ETK/26  
 -\*\*\* GS 43 09NOV2218Z DAB9A0 CDM/\*\*  
 QR  
 -ETK SU ET 09NOV2218Z DA2FC1 WEC/26  
 QEP/RTX/80  
 -\*\*\* SU ET 09NOV2218Z DA2FC1 WEC/\*\*  
 QR  
 -RTX SU RE 09NOV2218Z DA66F8 RTX/80  
 SYSQ/ETK/45  
 -E - TKTG 27NOV1702Z  
 SYSQ/ETK/45\*ALRDY ON Q  
 -E - TKTG 12JAN1718Z  
 QR  
 -ETK SU IP 12JAN1720Z DA4780 CRC/45  
 SYSQ/ETK/45  
 -E - TKTG 13JAN1801Z  
 SYSQ/ETK/45\*ALRDY ON Q  
 QEP/JPB/56  
 -ETK SU IP 13JAN1845Z DA6E49 CRC/45  
 QR  
 -JFB SU AS 13JAN1850Z DA2BBB HDQ/56  
 STORED FARE DATA FOLLOWS  
 XQ  
 FARE QUOTE- AUTOPRICED - I  
 WEB SU CO 09NOV2216Z DA2D94 UA  
 SAN UA X/HOU UA WAS 234.42SEA21AXS UA X/H  
 OU UA SAN 234.42SEA21A  
 USD468.84 XT77.36 TTL546.20  
 S USD 468.84 END ZP SAN IAH DCA IAH XT 35  
 .16US 16.00ZP 11.20AY  
 5.00XF SAN4.5 IAH3 DCA4.5 IAH3  
 V S 1/2 NOT VALID BEFORE/AFTER 04DEC  
 V S 3/4 NOT VALID BEFORE/AFTER 08DEC  
 SAN UA X/HOU UA WAS 234.42SEA21AXS UA X/H  
 OU UA SAN 234.42SEA21A  
 USD468.84 XT77.36 TTL546.20  
 S USD 468.84 END ZP SAN IAH DCA IAH XT 35  
 .16US 16.00ZP 11.20AY  
 5.00XF SAN4.5 IAH3 DCA4.5 IAH3  
 V S 1/2 NOT VALID BEFORE/AFTER 04DEC  
 V S 3/4 NOT VALID BEFORE/AFTER 08DEC  
 SAN UA X/HOU UA WAS 234.42SEA21AXS UA X/H  
 OU UA SAN 234.42SEA21A  
 USD468.84 XT77.36 TTL546.20  
 S USD 468.84 END ZP SAN IAH DCA IAH XT 35  
 .16US 16.00ZP 11.20AY



5.00XF SAN4.5 IAH3 DCA4.5 IAH3  
V S 1/2 NOT VALID BEFORE/AFTER 04DEC  
V S 3/4 NOT VALID BEFORE/AFTER 08DEC  
SAN UA X/HOU UA WAS 234.42SEA21AXS UA X/H  
OU UA SAN 234.42SEA21A  
USD468.84 XT77.36 TTL546.20  
S USD 468.84 END ZP SAN IAH DCA IAH XT 35  
.16US 16.00ZP 11.20AY  
5.00XF SAN4.5 IAH3 DCA4.5 IAH3  
V S 1/2 NOT VALID BEFORE/AFTER 04DEC  
V S 3/4 NOT VALID BEFORE/AFTER 08DEC  
PSGR1  
ENDORSE1- NONREF/OVALUAFTDPT/CHGFEE  
TOTAL FARE - USD546.20  
RCVD-COCOM-US/JCM91170-GUID/829FA74627514  
CC08FA7F06C5144E74B  
WEB SU CO 27NOV1702Z DA6580 UA  
XQ  
FARE QUOTE- AUTOPRICED - A NI.1/2.1/3.1/4  
.1  
WEC SU BK 27NOV1702Z DCA25C UA  
13JAN15SAN UA X/CHI156.28LAG14AKS UA WAS9  
2.10KRP14DKS UA X/CHI9  
USD500.47 XT82.73 TTL583.20  
.81LRG14DKS UA SAN156.28LAG14AKS USD500.4  
7END ZP SANORDDCACRD X  
37.53US16.00ZP11.20AY18.00XF SAN4.5ORD4.5  
5DCA4.5ORD4.5  
V S 1/2 NOT VALID BEFORE/AFTER 13JAN  
V S 3/4 NOT VALID BEFORE/AFTER 17JAN  
PSGR1  
ENDORSE3- NONREF/OVALUAFTDPT/CHGFEE  
TOTAL FARE  
RCVD-COCOM-US/JCM91170-GUID/BC069D4CFA054  
CCEAD95A65972A66DE6  
WEB SU CO 12JAN1718Z DA3B7A UA  
XQ  
FARE QUOTE- AUTOPRICED - A NI.1/2.1/3.1/4  
.1  
WEC SU BK 13JAN1801Z DAC398 UA  
05FEB15SAN UA X/DEN UA MSP158.14LFA21ARN  
UA X/DEN UA SAN158.14L  
USD316.28 XT68.92 TTL385.20  
AZ1ARN USD316.28END ZP SANDENMSPDEN XT 23  
.72US16.00ZP11.20AY18.  
OXF SAN4.5DEN4.5MSP4.5DEN4.5  
V S 1/2 NOT VALID BEFORE/AFTER 05FEB  
V S 3/4 NOT VALID BEFORE/AFTER 08FEB  
PSGR1  
ENDORSE3- NONREF/OVALUAFTDPT/CHGFEE  
TOTAL FARE

RCVD-EZR-4.13.12-SV  
PTK SU NB 13JAN181Z DAD13D UA  
END FARE QUOTE HISTORY DATA  
.....  
.... ETKT CREATED 13JAN 1801Z RTX BY SU RE  
DA2907 UA  
HUNTER/MARGARETEMRS 01624300855461  
#1 OF 1 27NOV14 EXCHANGED  
SAN UA1440L 13JAN 847AOK LAG14AKS  
NVB13JAN NVA13JAN  
O ORD UA3474K 13JAN 40CPOK KRP14DKS  
NVB13JAN NVA13JAN  
O DCA UA6533L 17JAN 345POK LRG14DKS  
NVB17JAN NVA17JAN  
O ORD UA1444L 17JAN 60CPOK LAG14AKS  
NVB17JAN NVA17JAN  
SAN  
FARE-USD TAX TAX TTL-USD  
500.47 82.73 583.20  
FC /FC 13JAN15SAN UA X/CHI156.28LAG14AKS  
UA WAS92.10KRP14DKS UA X/CHI95.81LRG14D  
KS UA SAN156.28LAG14AKS USD500.47END ZP  
SANORDDCACRD XT37.53US16.00ZP11.20AY18  
.00XF SAN4.5ORD4.5DCA4.5ORD4.5  
FP CA SANIAHDCAIAH A/C CAXXXXXXXX9587/  
0618/NI00132 \$31.63/XT5.37/\$37.00  
E3 NONREF/OVALUAFTDPT/CHGFEE  
X1 01624282739645  
..... ETKT HISTORY .....  
HUNTER/MARGARETEMRS 01624300855461  
SUSD 583.20  
FP CA SANIAHDCAIAH A/C CAXXXXXXXX9587/  
0618/NI00132 \$31.63/XT5.37/\$37.00  
X1 /EX 01624282739645  
RTX SU RE 27NOV 1702Z DA2900 UA  
T:\$UE01624282739645/FCA/OBUSD468.84/OXXT77  
.36/AC5XXXXXXX9587/0618/NI00132|8X  
FSANIAHDCAIAH|NI.1|ET  
CEN 1234 EXCHANGED  
01624347101941 0001  
REFUNDED RFSTC15TCVAX18PJ7K5PUI\*/  
USD198.00  
RTX SU RE 13JAN 1801Z DA2907 UA  
T:\$UE01624300855461/FCA/OBUSD500.47/OXXT82  
.73/RFSTC15TCVAX18PJ7K5PUI\*/USD198.00|8  
XFSANORDCAORD|NI.1|ET  
CEN 1234 ADJ FUR DTE FR 17JAN15 TO 08FEB15  
RTX SU RE 13JAN 1801Z DA2907 UA  
.....  
.... ETKT CREATED 09FEB 0235Z DEN BY PD SS

HUNTER/MARGARETEMRS 01624347101941  
#1 OF 1 13JAN15  
\*SAN 1122A 05FEB1524. LFA21ARN  
NVB05FEB NVA05FEB USED  
X DEN 669A 05FEB1941. LFA21ARN  
NVB05FEB NVA05FEB USED  
O\*MSP 321A 08FEB1640. LFA21ARN  
NVB08FEB NVA08FEB USED  
X DEN 1062A 08FEB1900. LFA21ARN  
NVB08FEB NVA08FEB USED  
SAN  
FARE-USD TAX TAX TTL-USD  
316.28 68.92 385.20  
FC /FC 05FEB15SAN UA X/DEN UA MSP158.14L  
A21ARN UA X/DEN UA SAN158.14LFA21ARN US  
D316.28END ZP SANDENMSPDEN XT23.72US16.  
00ZP11.20AY18.00XF SAN4.5DEN4.5MSP4.5DE  
N4.5  
FP CA SANORDDCACRD  
E3 NONREF/OVALUAFTDPT/CHGFEE  
X1 01624300855461  
..... ETKT HISTORY .....  
HUNTER/MARGARETEMRS 01624347101941  
SUSD 385.20  
FP CA SANORDDCACRD  
RTX SU RE 13JAN 1801Z DA2907 UA  
T:\$UE01624300855461/FCA/OBUSD500.47/OXXT82  
.73/RFSTC15TCVAX18PJ7K5PUI\*/USD198.00|8  
XFSANORDCAORD|NI.1|ET  
CEN 1 XS  
UA 1122 L 05FEB SANDEN  
AS UA 1122 A 05FEB SANDEN  
PTK SU NB 13JAN 1848Z DAD13D UA  
T:\$EIR/S1/S2|1122SANDEN05FEB/669DENMSP05FE  
B|ET  
CEN 2 XS  
UA 669 L 05FEB DENMSP  
AS UA 669 A 05FEB DENMSP  
PTK SU NB 13JAN 1848Z DAD13D UA  
T:\$EIR/S1/S2|1122SANDEN05FEB/669DENMSP05FE  
B|ET  
CEN 3 XS  
UA 321 L 08FEB MSPDEN  
AS UA 321 A 08FEB MSPDEN  
PTK SU NB 13JAN 1848Z DAD13D UA  
T:\$EIR/S3/S4|321MSPDEN08FEB/1062DENMSP08FE  
B|ET  
CEN 4 XS

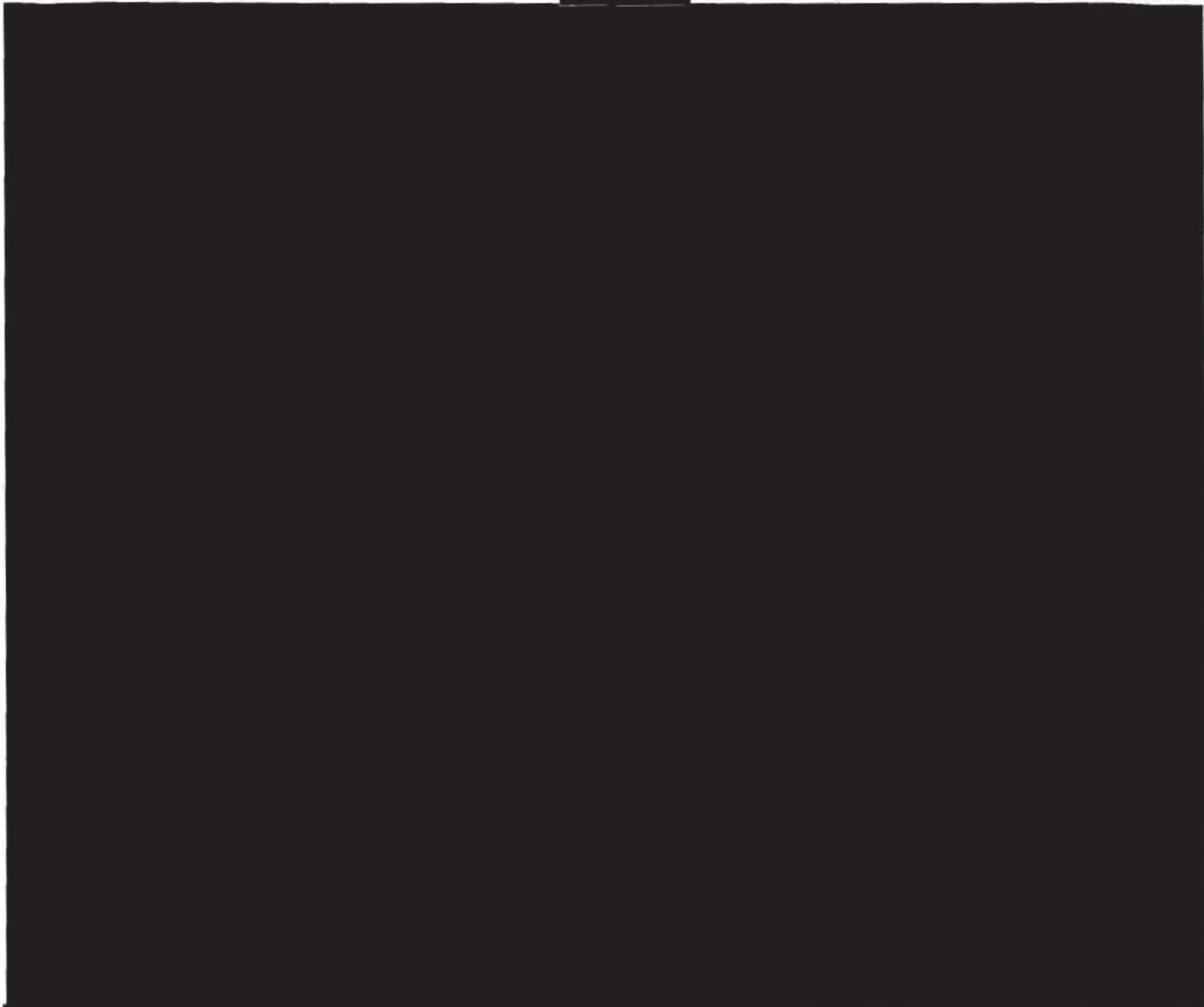
UA 1062 L 08FEB DENSAN  
AS UA 1062 A 08FEB DENSAN  
PTK SU NB 13JAN 1848Z DAD13D UA  
T:SEIR/S3/S41321MSPDEN08FEB/1062DENSAN08FE

B1ET

CPN 1 CHECKED-IN  
WEB PD 96 05FEB 0114Z DA07FD UA  
CPN 2 CHECKED-IN  
WEB PD 96 05FEB 0114Z DA07FD UA  
CPN 1 LIFTED  
05FEB 2256Z UA  
CPN 1 UA USED  
SAN PD SS 06FEB 0000Z UA  
CPN 2 LIFTED  
06FEB 0235Z UA  
CPN 2 UA USED  
DEN PD SS 06FEB 0350Z UA  
CPN 3 CHECKED-IN  
WEB PD 98 07FEB 2246Z DAC1C9 UA  
CPN 4 CHECKED-IN  
WEB PD 98 07FEB 2246Z DAC1C9 UA  
CPN 3 LIFTED  
08FEB 2205Z UA  
CPN 3 UA USED  
MSP PD SS 08FEB 2306Z UA  
CPN 4 LIFTED  
09FEB 0138Z UA  
CPN 4 UA USED  
DEN PD SS 09FEB 0235Z UA  
\*\*\*\*\*

# **EXHIBIT 22**





\*\*\*\*\*  
EMGA PNR.K02SCJ CR13JAN 2001Z PTK BY SU NB  
DAD13D UA  
\*\*\*1.HUNTER/DUNCANDUANEMR  
FONE-GOV\*HUNTER \*GOVT AFFAIRS VIP\*\*/N000  
GOV\*\*PLZ EXTED ALL COURTESIES/N000  
WAS225-5672\*CARLY DEBEIKES/EB202  
TSA\*DOB 12-07-1976 KTN [REDACTED]  
IAD339-7799\*DUNCAN DUANEMR HUNTER/H619  
RCVD-EZR AGENT

TKT -T/FQR - INVOICE/534083XXXXX9587/2434  
 7298534/0001//732.20  
 G FX-OSI UA ELECTIVE OFFICIAL  
 OSI UA UCON  
 SSRFQTVUAHK/UAJCM91170.1-HUNTER/DUNCANDU  
 ANEMR/01.01  
 OSI YY PREMIER 1K MEMBER-PLZ EXTEND ALL  
 COURTESIES  
 SSRDOCSUAHK1////07DEC76/M//HUNTER/DUNCA  
 N DUANE-1HUNTER/  
 SSRDOCSUA//DUNCANDUANEMR  
 SSRDOCOUAKH1//K//US-1HUNTER/DU  
 NCANDUANEMR  
 OSI YY CRU REDEEMED/MSPSAN/HUNTER/DUNCAN  
 DUANEHR  
 SSROTHSUASS1IADMSP3799M05FEB-1HUNTER/DUN  
 CANDUANEMR .CONGRESSMAN  
 SSROTHSUASS1MSPDEN0321R08FEB-1HUNTER/DUN  
 CANDUANEMR .CONGRESSMAN  
 SSROTHSUASS1DENSAN1062R08FEB-1HUNTER/DUN  
 CANDUANEMR .CONGRESSMAN  
 SSRCTCEYHKL/DUNC.D.HUNTER// -1H  
 UNTER/DUNCANDUANEMR  
 SSRCTCMYHKL// -1HUNTER/DUNCAND  
 UANEMR  
 RKMS-\$MC534083XXXXX9587/0618  
 \*EMAIL - CARLY.DEBEIKES-  
 EMAIL-DUNC.D.HUNTER-AT-DUNCAN  
 DUANEHR HUNTER  
 HADV POSSIBLE NON-REF BSF MAY APPLY - PT  
 KNB  
 ATTN REVENUE BOOKING FEE WAIVED DUE TO\*O  
 THER\* PTK NB  
 \*OTHER REASON\*  
 HADV UA3799\* MESA AIRLINES DBA UNITED EX  
 PRESS  
 06 REMARKS ADDED BY PTK SU NB 13JAN 2001  
 Z DAD13D  
 RBY13JAN\*APPR CC MC 111708 \$732.20 PTKNB  
 FB TKT ORDERID\*26809A61-CE97-432B-9507-F  
 5ECD1B96DE4  
 EMAIL RQSTD-CARLY.DEBEIKES-AT-MAIL.HOUSE  
 .GOV  
 RECEIPT ATTN- DUNCANDUANEMR HUNTER  
 POS-US  
 05 REMARKS ADDED BY PTK SU NB 13JAN 2001  
 Z DAD13D  
 CDM: PNR SENT TO ACCERTIFY CDM41  
 01 REMARKS ADDED BY CDM GS 41 13JAN 2001  
 Z DAB961  
 13JAN/1404/EMAIL-REQUEST ACKNOWLEDGED\*ET  
 KT  
 01 REMARKS ADDED BY WEC SU ER 13JAN 2004  
 Z D11D86  
 EZR\*CRU-JCM91170/0160917627020/EXP013116  
 EZR\*MSPSAN/HUNTER/DUNCANDUANEMR  
 02 REMARKS ADDED BY PTK SU NB 13JAN 2008  
 Z DAD13D  
 SCH\*SCHEDULE CHANGE OVERBOOKING  
 01 REMARKS ADDED BY PTK SU NB 13JAN 2008  
 Z DAD13D  
 13JAN/1410/EMAIL-REQUEST ACKNOWLEDGED\*ET  
 KT

01 REMARKS ADDED BY WEC SU ER 13JAN 2010  
 Z D11D8D  
 13JAN/1415/EMAIL RECEIPT SENT 01/13  
 01 REMARKS ADDED BY WEC SU ER 13JAN 2015  
 Z D11D86  
 1 UA3799M 05FEB IADMSP HK 1 1715. 1859.  
 2 UA 321R 08FEB MSPDEN HK 1 1640. 1756.  
 3 UA1062R 08FEB DENSAN HK 1 1900. 2027.  
 \*\*\*\*\* PNR HISTORY \*\*\*\*\*  
 X8 TL30  
 A5 \$MC534083XXXXX9587/0618  
 RCVD-EZR-4.13.12-SV  
 PTK SU NB 13JAN 2001Z DAD13D UA  
 X7 TAE/1200N/13JAN/AI\*MR DUNCAN DUANE HUNT  
 ER\*223 CANNON HOB\*WASHINGTON DC 20515  
 XF WAS225-5672\*CARLY DEBEIKES/B202  
 RCVD-  
 TBM SU ET 13JAN 2004Z DA2FBB UA  
 XS UA1062L 08FEBDENSAN HK/XX 1 1900. 2027.  
 A3 OSI YY CRU REDEEMED/MSPSAN/HUNTER/DUNCA  
 NDUANEHR  
 AS UA1062R 08FEBDENSAN NN/SS 1 1900. 2027.  
 AS UA 321R 08FEBMSPDEN PB/PB 1 1640. 1756.  
 XQ 4  
 RCVD-EZR-4.13.12-PTKNB  
 PTK SU NB 13JAN 2008Z DAD13D UA  
 XS UA 321R 08FEBMSPDEN PB/XX 1 1640. 1756.  
 XS UA 321L 08FEBMSPDEN HK/XX 1 1640. 1756.  
 AS UA 321R 08FEBMSPDEN OB/SS 1 1640. 1756.  
 RCVD-EZR-4.13.12-SV  
 PTK SU NB 13JAN 2008Z DAD13D UA  
 A3 SSROTHSUASS1IADMSP3799M05FEB-1HUNTER/DU  
 NCANDUANEMR .CONGRESSMAN  
 A3 SSROTHSUASS1MSPDEN0321R08FEB-1HUNTER/DU  
 NCANDUANEMR .CONGRESSMAN  
 A3 SSROTHSUASS1DENSAN1062R08FEB-1HUNTER/DU  
 NCANDUANEMR .CONGRESSMAN  
 RCVD-EZR-4.13.12-SV  
 PTK SU NB 13JAN 2011Z DAD13D UA  
 A3 SSRCTCEYHKL/DUNC.D.HUNTER//  
 HUNTER/DUNCANDUANEMR  
 A3 SSRCTCMYHKL/16193397799-1HUNTER/DUNCAN  
 DUANEHR  
 RCVD-QPTPD  
 QPT PD 70 05FEB 0109Z DA3587 UA  
 ..... APIS INFORMATION .....  
 \*\*\*\*\*  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 DOB:761207 GENDER:M NAT: RESIDENT:  
 HIST 1 ---- PARSDATE:13JAN CITYCODE:PTK  
 HIST 2 ---- DUTYCODE:SU LINIATA:DAD  
 HIST 1 ---- PARSDATE:13JAN CITYCODE:PTK  
 HIST 2 ---- DUTYCODE:SU LINIATA:DAD  
 HIST 1 ---- PARSDATE:13JAN CITYCODE:PTK  
 HIST 2 ---- DUTYCODE:SU LINIATA:DAD  
 ..... PDC INFORMATION .....  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 05FEB 18.39.33 USSF 003Z KNO R 0321/08FEB  
 MSP DEN E LK  
 FNAME:DUNCAN DUANE  
 LNAME:HUNTER  
 02FEB 18.52.58 USSF 003Z KNO R 3799/05FEB

IAD MSP E LK  
 .... QUEUE HISTORY ....  
 SYSQ/ETK/10  
 -ADR VERIF 13JAN2001Z  
 E  
 -ETK GS 41 13JAN2001Z DAB961 CDM/10  
 QEP/NWP/33  
 -\*\*\* SU NB 13JAN2002Z DAD13D PTK/\*\*  
 QEP/ETK/12  
 -\*\*\* SU NB 13JAN2003Z DAD13D PTK/\*\*  
 QR  
 -ETK SU ET 13JAN2004Z DA2FBB TBM/12  
 QEP/ETK/31  
 -\*\*\* SU ET 13JAN2004Z DA2FBB TBM/\*\*  
 QEP/ETK/12  
 -\*\*\* SU NB 13JAN2004Z DAD13D PTK/\*\*  
 QEP/ETK/12\*ALRDY ON Q  
 -\*\*\* SU NB 13JAN2004Z DAD13D PTK/\*\*  
 QR  
 -ETK SU ET 13JAN2004Z DA2BAC TBM/31  
 QR  
 -ETK SU ET 13JAN2004Z DA2B7E TBM/12  
 SYSQ/ETK/45  
 -E - TRTG 13JAN2008Z  
 QEP/RTX/65  
 -\*\*\* SU NB 13JAN2008Z DAD13D PTK/\*\*  
 SYSQ/ETK/45\*ALRDY ON Q  
 -E - TRTG 13JAN2008Z  
 QR  
 -RTX SU RE 13JAN2008Z DA2900 RTX/65  
 QEP/NWP/2  
 -\*\*\* SU NB 13JAN2013Z DAD13D PTK/\*\*  
 QR  
 -NWP SU Q2 13JAN2034Z D708B2 IAC/33  
 QR  
 -NWP SU Q2 13JAN2038Z D708B2 IAC/02  
 STORED FARE DATA FOLLOWS  
 XQ  
 FARE QUOTE- AUTOPRICED LASHR/PADT  
 PTK SU NB 13JAN1959Z DAD13D UA  
 1 - PSGR 1 ADT  
 USD651.16 US48.84 XT32.20 TTL732.20  
 05FEB15WAS UA MSP491.16MAA14AKN UA X/DEN  
 UA SAN160.00LAA14AXN  
 USD651.16END ZPIADMSPDEN XT12.00ZP11.20AX  
 XF9.00IAD4.5MSP4.5  
 V S 2/3 NOT VALID AFTER 29APR  
 PSGR1  
 ENDORSE3- NONREF/OVALUAFDPT/CHGFEE  
 LAST TKT DTE 14JAN15  
 TOTAL FARE - USD732.20  
 RCVD-EZR-4.13.12-PTKNB  
 PTK SU NB 13JAN2008Z DAD13D UA  
 END FARE QUOTE HISTORY DATA  
 .....  
 .... ETKT CREATED 09FEB 0235Z DEN BY PD SS  
 UA  
 HUNTER/DUNCANDUANEMR 01624347298534  
 #1 OF 1 13JAN15  
 IAD UA3799M 05FEB 515POK MAA14AKN  
 USED  
 O\*MSP 321R 08FEB1640. LAA14AXN  
 NVA29APR USD  
 X\*DEN 1062R 08FEB1900. LAA14AXN

NVA29APR USED

SAN

FARE-USD TAX TAX TIL-USD

651.16 48.84 32.20 732.20

FC /FC 05FEB15WAS UA MSP491.16MAA14AKN UA

X/DEN UA SAN160.00LAA14AKN USD651.16EN

D 2PIADMSPDEN XT12.00ZP11.20AY XF9.00IA

D4.5MSP4.5

FP CCCAXXXXXXXXXXXX9587/0618/N111708

E3 NONREF/OVALUAFTDPT/CHGFEE

.... ETKT HISTORY .....

HUNTER/DUNCANDUANEMR 01624347298534

\$USD 732.20

FP CCCAXXXXXXXXXXXX9587/0618/N111708

AI\*MR DUNCAN DUANE HUNTER\*223 CANNON HOB\*W

ASHINGTON DC 20515\*

TBM SU ET 13JAN 2004Z DA2FEB UA

T:XXXXXXXXXXXX9587/0618/N111708|ET

CPN 2 XS

UA 321 L 08FEB MSPDEN

AS UA 321 R 08FEB MSPDEN

RTX SU RE 13JAN 2008Z DA2901 UA

T:ET\*.S2

CPN 3 XS

UA 1062 L 08FEB DENSAN

AS UA 1062 R 08FEB DENSAN

RTX SU RE 13JAN 2008Z DA2901 UA

T:ET\*.S3

CPN 2 XS

UA 321 R 08FEB MSPDEN

AS UA 321 R 08FEB MSPDEN

PTK SU NB 13JAN 2008Z DAD13D UA

T:\$EIR/S2/S3|321MSPDEN08FEB/1062DENSAN08FE

B|ET

CPN 3 XS

UA 1062 R 08FEB DENSAN

AS UA 1062 R 08FEB DENSAN

PTK SU NB 13JAN 2008Z DAD13D UA

T:\$EIR/S2/S3|321MSPDEN08FEB/1062DENSAN08FE

B|ET

CPN 1 CHECKED-IN

WEB PD 91 05FEB 2125Z DA088A UA

CPN 1 LIFTED

05FEB 2152Z UA

CPN 1 UA USED

IAD PD SS 05FEB 2245Z UA

CPN 2 CHECKED-IN

WEB PD 98 07FEB 2246Z DAOAEB UA

CPN 3 CHECKED-IN

WEB PD 98 07FEB 2246Z DAOAEB UA

CPN 2 LIFTED

08FEB 2205Z UA

CPN 2 UA USED

MSP PD SS 08FEB 2306Z UA

CPN 3 LIFTED

09FEB 0138Z UA

CPN 3 UA USED

DEN PD SS 09FEB 0235Z UA

\*\*\*\*\*



# **EXHIBIT 23**

CONFIDENTIAL

## Hyatt Place Washington DC/US Capitol, Washington



### Booked items

#### Hotel: Washington

Expedia itinerary number: **1124775134284**  
 Expedia booking ID: [REDACTED]  
 Hotel confirmation number: 9683827

**Main contact:** Deborah Tofflemyer  
 E-mail: mhunter4000 [REDACTED]  
 Alternate phone: [REDACTED]

### Traveler and cost summary

#### Expedia Special Rate

Reserved for: <b>Deborah Tofflemyer</b>	Hotel: 2 adults	Guestroom Two Queens Includes: Full Breakfast, Free High-Speed Internet	2/12 - 2/14: <del>\$199.00</del> <b>\$160.65</b> per night
		Taxes & Service Fees (where applicable):	\$23.29 per night
		Amount charged for hotel reservation	<b>\$551.82</b>
			+ Breakage deposit: USD 50.00 per night Collected by hotel <a href="#">Details</a>

### Room options / Additional requests

We will forward your requests to the property, but we cannot guarantee that your requests will be honored.

2 QUEEN BEDS, Non-Smoking

### Hotel summary

Fri Feb-12-2016 (3 nights)

#### Hyatt Place Washington DC/US Capitol

33 New York Avenue NE  
 Washington, DC 20002

**Check in:** Fri Feb-12-2016  
**Check out:** Mon Feb-15-2016

**Reservation questions:** +1 (800) EXPEDIA

**For other information contact the hotel:** Tel: 1 (202) 289-5599 Fax: 1 (202) 289-5590

**Star Rating:** [More lodging info](#)

#### Mandatory Hotel-Imposed fees:

The following mandatory hotel-imposed fees are charged and collected by the hotel either at check-in or check-out.

- Breakage deposit: USD 50.00 per night

The above list may not be comprehensive. Mandatory hotel-imposed fees may not include tax and are subject to change.

Award points and airline mileage may not be awarded when booking an Expedia Special Rate hotel.

Unless specified otherwise, **rates are quoted in US dollars.**

The price shown above **DOES NOT** include any applicable hotel service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The lodging will assess these fees, charges, and surcharges upon check-out.

Your room is guaranteed for late arrival.

CONFIDENTIAL

16-7162\_0722

EX\_0003

CONFIDENTIAL

## Hotel rules and restrictions

### Property policies

- We understand that sometimes plans fall through. We do not charge a cancel or change fee. When the hotel charges such fees in accordance with its own policies, the cost will be passed on to you. Hyatt Place Washington DC/US Capitol charges the following cancellation and change fees.

#### Cancellation or Change Policy

- Cancellations or changes made after 4:00 PM (Eastern Standard Time (US & Canada)) on February 10, 2016 are subject to a hotel fee equal to the first night's rate plus taxes and fees.
- Cancellations or changes made after check-in on February 12, 2016 are subject to a hotel fee equal to 100% of the total amount paid for the reservation.
- Your credit card is charged the total cost above at time of purchase. Prices and room availability are not guaranteed until full payment is received.

#### Pricing and payment

- Some hotels request that we wait to submit guest names until 7 days prior to check in. In such a case, your hotel room is reserved, but your name is not yet on file with the hotel.

## Mandatory Hotel-Imposed fees

The following mandatory hotel-imposed fees are charged and collected by the hotel either at check-in or check-out.

**Hotel:** Hyatt Place Washington DC/US Capitol

- Breakage deposit: USD 50.00 per night

The above list may not be comprehensive. Mandatory hotel-imposed fees may not include tax and are subject to change.

## Special requests

We will forward your requests to the travel vendor, but as these are subject to availability we can not guarantee that they will be honoured. Some special requests (e.g., ski racks, rollaway beds) may incur additional charges from the vendor.

Free and special meals are not available on many flights.

**Hotel:** Hyatt Place Washington DC/US Capitol

Room : Guestroom Two Queens

Nonsmoking/Smoking: Non-Smoking

Room type: 2 QUEEN BEDS

## Customer Support

**Itinerary number: 1124775134284**

If you have questions about your reservation, fill out our [itinerary assistance form](#). We'll respond within 24 hours: For immediate assistance call Expedia at 1-800-EXPEDIA (1-800-397-3342) or 1-404-728-8787 and have the itinerary number ready.

CONFIDENTIAL

16-7162\_0723

EX\_0004



# **EXHIBIT 24**

Created Date/Time: 05/31/2016 09:35:34 AM  
 Customer Number: 044418  
 Account Number: [REDACTED]  
 Service Address: [REDACTED]  
 Mailing Address:  
 MARGARET E HUNTER  
 PO BOX [REDACTED]  
 LA MESA CA 91944

**Customer/Account Transaction History**

Trans Date	Transaction	Amount	Balance
5/20/2016 0:00	Cycle Bill Due: 06/04/2016	\$149.63	\$280.34
5/17/2016 0:00	Fee-Late Fee	\$11.88	\$130.71
4/22/2016 0:00	Cycle Bill Due: 05/07/2016	\$119.19	\$118.83
4/4/2016 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$287.00)	(\$0.36)
3/25/2016 0:00	Cycle Bill Due: 04/09/2016	\$152.00	\$286.64
3/15/2016 0:00	Fee-Late Fee	\$12.24	\$134.64
3/7/2016 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$345.00)	\$122.40
2/19/2016 0:00	Cycle Bill Due: 03/05/2016	\$123.10	\$467.40
2/16/2016 0:00	Fee-Late Fee	\$30.00	\$344.30
2/3/2016 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$200.00)	\$314.30
2/2/2016 0:00	Fee-Alpine Notify	\$3.00	\$514.30
2/2/2016 0:00	Fee-Notify	\$25.00	\$511.30
1/22/2016 0:00	Cycle Bill Due: 02/06/2016	\$299.42	\$486.30
1/12/2016 0:00	Fee-Late Fee	\$16.99	\$186.88
1/4/2016 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$450.00)	\$169.89
12/18/2015 0:00	Cycle Bill Due: 01/02/2016	\$154.23	\$619.89
12/15/2015 0:00	Fee-Late Fee	\$30.00	\$465.66
12/3/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$238.00)	\$435.66
11/20/2015 0:00	Cycle Bill Due: 12/05/2015	\$412.87	\$673.66
11/17/2015 0:00	Fee-Late Fee	\$23.71	\$260.79
11/2/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$395.00)	\$237.08
10/23/2015 0:00	Cycle Bill Due: 11/07/2015	\$208.93	\$632.08
10/20/2015 0:00	Fee-Late Fee	\$30.00	\$423.15
10/5/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$195.00)	\$393.15
9/25/2015 0:00	Cycle Bill Due: 10/10/2015	\$373.86	\$588.15
9/15/2015 0:00	Fee-Late Fee	\$19.48	\$214.29
9/8/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$96.00)	\$194.81
8/21/2015 0:00	Cycle Bill Due: 09/05/2015	\$195.43	\$290.81
8/18/2015 0:00	Fee-Late Fee	\$8.67	\$95.38
8/10/2015 0:00	Pymt-Paymentus	(\$300.00)	\$86.71
7/24/2015 0:00	Cycle Bill Due: 08/08/2015	\$158.32	\$386.71
7/21/2015 0:00	Fee-Late Fee	\$20.76	\$228.39
7/6/2015 0:00	Pymt-Paymentus	(\$180.00)	\$207.63

6/26/2015 0:00	Cycle Bill Due: 07/11/2015	\$209.30	\$387.63
6/16/2015 0:00	Fee-Late Fee	\$16.21	\$178.33
6/2/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$260.00)	\$162.12
5/22/2015 0:00	Cycle Bill Due: 06/06/2015	\$138.57	\$422.12
5/19/2015 0:00	Fee-Late Fee	\$25.78	\$283.55
4/24/2015 0:00	Cycle Bill Due: 05/09/2015	\$258.36	\$257.77
4/2/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$126.00)	(\$0.59)
3/20/2015 0:00	Cycle Bill Due: 04/04/2015	\$125.41	\$125.41
3/2/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$269.82)	\$0.00
2/20/2015 0:00	Cycle Bill Due: 03/07/2015	\$105.66	\$269.82
2/17/2015 0:00	Fee-Late Fee	\$14.92	\$164.16
1/28/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$146.00)	\$149.24
1/23/2015 0:00	Cycle Bill Due: 02/07/2015	\$135.50	\$295.24
1/13/2015 0:00	Fee-Late Fee	\$14.52	\$159.74
1/3/2015 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$161.00)	\$145.22
12/19/2014 0:00	Cycle Bill Due: 01/03/2015	\$130.15	\$306.22
12/16/2014 0:00	Fee-Late Fee	\$16.01	\$176.07
12/2/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$324.00)	\$160.06
11/21/2014 0:00	Cycle Bill Due: 12/06/2014	\$130.69	\$484.06
11/18/2014 0:00	Fee-Late Fee	\$30.00	\$353.37
11/3/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$300.00)	\$323.37
10/24/2014 0:00	Cycle Bill Due: 11/08/2014	\$300.46	\$623.37
10/14/2014 0:00	Fee-Late Fee	\$29.36	\$322.91
10/3/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$240.00)	\$293.55
9/19/2014 0:00	Cycle Bill Due: 10/04/2014	\$243.23	\$533.55
9/16/2014 0:00	Fee-Late Fee	\$23.85	\$290.32
9/5/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$53.04)	\$266.47
9/3/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$251.00)	\$319.51
9/2/2014 0:00	Fee-Alpine Notify	\$3.00	\$570.51
9/2/2014 0:00	Fee-Notify	\$25.00	\$567.51
8/22/2014 0:00	Cycle Bill Due: 09/06/2014	\$267.04	\$542.51
8/12/2014 0:00	Fee-Late Fee	\$25.04	\$275.47
8/4/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$260.00)	\$250.43
7/18/2014 0:00	Cycle Bill Due: 08/02/2014	\$224.56	\$510.43
7/15/2014 0:00	Fee-Late Fee	\$25.99	\$285.87
7/3/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$304.00)	\$259.88
6/20/2014 0:00	Cycle Bill Due: 07/05/2014	\$230.25	\$563.88
6/18/2014 0:00	Fee-Late Fee	\$30.00	\$333.63
6/3/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$143.00)	\$303.63
5/23/2014 0:00	Cycle Bill Due: 06/07/2014	\$289.55	\$446.63
5/20/2014 0:00	Fee-Late Fee	(\$14.28)	\$157.08
5/20/2014 0:00	Fee-Late Fee	\$14.28	\$171.36
5/14/2014 0:00	Fee-Late Fee	\$14.28	\$157.08
5/5/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$161.00)	\$142.80
4/18/2014 0:00	Cycle Bill Due: 05/03/2014	\$143.68	\$303.80
4/16/2014 0:00	Fee-Late Fee	\$14.56	\$160.12
4/2/2014 0:00	Pymt-InfoSend Cust Ck (IA_)	(\$115.00)	\$145.56



3/21/2014 0:00 Cycle Bill Due: 04/05/2014	\$137.46	\$260.56
3/18/2014 0:00 Fee-Late Fee	\$11.19	\$123.10
2/21/2014 0:00 Cycle Bill Due: 03/08/2014	\$112.03	\$111.91
2/4/2014 0:00 Pymt-InfoSend Cust Ck (IA_)	(\$654.00)	(\$0.12)
1/24/2014 0:00 Cycle Bill Due: 02/08/2014	\$298.19	\$653.88
11/22/2013 0:00 Tax Credit	(\$29.68)	\$355.69
11/22/2013 0:00 Pumping/Energy	\$43.57	\$385.37
11/22/2013 0:00 SDCWA Infrastructure Charge	\$5.30	\$341.80
11/22/2013 0:00 System Charge	\$51.70	\$336.50
11/22/2013 0:00 Total Water Charges	\$284.80	\$284.80
10/8/2013 0:00 Payment - Infosend	(\$502.18)	\$0.00
9/20/2013 0:00 Tax Credit	(\$43.68)	\$502.18
9/20/2013 0:00 Pumping/Energy	\$64.12	\$545.86
9/20/2013 0:00 SDCWA Infrastructure Charge	\$5.30	\$481.74
9/20/2013 0:00 System Charge	\$51.70	\$476.44
9/20/2013 0:00 Total Water Charges	\$423.80	\$424.74
8/29/2013 0:00 Night Box Payment	(\$558.00)	\$0.94
8/27/2013 0:00 48 Hr Notice Fee	\$10.00	\$558.94
8/22/2013 0:00 Past Due Adjustment	\$30.00	\$548.94
7/19/2013 0:00 Tax Credit	(\$44.80)	\$518.94
7/19/2013 0:00 Pumping/Energy	\$65.76	\$563.74
7/19/2013 0:00 SDCWA Infrastructure Charge	\$5.30	\$497.98
7/19/2013 0:00 System Charge	\$51.70	\$492.68
7/19/2013 0:00 Total Water Charges	\$441.07	\$440.98
6/4/2013 0:00 Payment Via Lockbox	(\$340.00)	(\$0.09)
5/24/2013 0:00 Tax Credit	(\$31.36)	\$339.91
5/24/2013 0:00 Pumping/Energy	\$46.03	\$371.27
5/24/2013 0:00 SDCWA Infrastructure Charge	\$5.30	\$325.24
5/24/2013 0:00 System Charge	\$51.70	\$319.94
5/24/2013 0:00 Total Water Charges	\$301.48	\$268.24
3/22/2013 0:00 Tax Credit	(\$16.24)	(\$33.24)
3/22/2013 0:00 Pumping/Energy	\$23.84	(\$17.00)
3/22/2013 0:00 SDCWA Infrastructure Charge	\$5.30	(\$40.84)
3/22/2013 0:00 System Charge	\$51.70	(\$46.14)
3/22/2013 0:00 Total Water Charges	\$152.40	(\$97.84)
3/6/2013 0:00 Payment	(\$273.00)	(\$250.24)
3/5/2013 0:00 Payment Via Lockbox	(\$240.00)	\$22.76
2/28/2013 0:00 Past Due Adjustment	\$23.89	\$262.76
1/25/2013 0:00 Tax Credit	(\$19.60)	\$238.87
1/25/2013 0:00 Pumping/Energy	\$28.77	\$258.47
1/25/2013 0:00 SDCWA Infrastructure Charge	\$5.20	\$229.70
1/25/2013 0:00 System Charge	\$51.70	\$224.50
1/25/2013 0:00 Total Water Charges	\$174.05	\$172.80
12/6/2012 0:00 Payment Via Lockbox	(\$460.00)	(\$1.25)
11/16/2012 0:00 Pumping/Energy	\$60.01	\$458.75
11/16/2012 0:00 SDCWA infrastructure Charge	\$5.20	\$398.74
11/16/2012 0:00 System Charge	\$47.00	\$393.54

11/16/2012 0:00	Total Water Charges	\$346.54	\$346.54
10/2/2012 0:00	Payment, Thank You	(\$403.26)	\$0.00
9/14/2012 0:00	Pumping/Energy	\$52.61	\$403.26
9/14/2012 0:00	SDCWA Infrastructure Charge	\$5.20	\$350.65
9/14/2012 0:00	System Charge	\$47.00	\$345.45
9/14/2012 0:00	Total Water Charges	\$299.00	\$298.45
8/1/2012 0:00	Payment Via Lockbox	(\$203.00)	(\$0.55)
7/13/2012 0:00	Pumping/Energy	\$60.83	\$202.45
7/13/2012 0:00	SDCWA Infrastructure Charge	\$5.20	\$141.62
7/13/2012 0:00	System Charge	\$47.00	\$136.42
7/13/2012 0:00	Total Water Charges	\$352.69	\$89.42
7/2/2012 0:00	Payment Via Lockbox	(\$263.00)	(\$263.27)
6/1/2012 0:00	Payment Via Lockbox	(\$263.00)	(\$0.27)
5/11/2012 0:00	Pumping/Energy	\$26.30	\$262.73
5/11/2012 0:00	SDCWA Infrastructure Charge	\$5.20	\$236.43
5/11/2012 0:00	System Charge	\$47.00	\$231.23
5/11/2012 0:00	Total Water Charges	\$144.89	\$184.23
4/30/2012 0:00	Night Box Payment	(\$305.00)	\$39.34
4/25/2012 0:00	48 Hr Notice Fee	\$10.00	\$344.34
4/19/2012 0:00	Past Due Adjustment	\$30.00	\$334.34
3/16/2012 0:00	Pumping/Energy	\$37.81	\$304.34
3/16/2012 0:00	SDCWA Infrastructure Charge	\$5.20	\$266.53
3/16/2012 0:00	System Charge	\$47.00	\$261.33
3/16/2012 0:00	Total Water Charges	\$214.60	\$214.33
2/2/2012 0:00	Payment Via Lockbox	(\$246.00)	(\$0.27)
1/13/2012 0:00	Pumping/Energy	\$31.24	\$245.73
1/13/2012 0:00	SDCWA Infrastructure Charge	\$4.98	\$214.49
1/13/2012 0:00	System Charge	\$47.00	\$209.51
1/13/2012 0:00	Total Water Charges	\$162.59	\$162.51
12/2/2011 0:00	Payment Via Lockbox	(\$398.00)	(\$0.08)
11/14/2011 0:00	Pumping/Energy	\$61.65	\$397.92
11/14/2011 0:00	SDCWA Infrastructure Charge	\$4.98	\$336.27
11/14/2011 0:00	System Charge	\$45.00	\$331.29
11/14/2011 0:00	Total Water Charges	\$324.64	\$286.29
10/3/2011 0:00	Payment Via Lockbox	(\$700.00)	(\$38.35)
9/12/2011 0:00	Pumping/Energy	\$87.95	\$661.65
9/12/2011 0:00	SDCWA Infrastructure Charge	\$4.98	\$573.70
9/12/2011 0:00	System Charge	\$45.00	\$568.72
9/12/2011 0:00	Total Water Charges	\$487.23	\$523.72
8/30/2011 0:00	Payment, Thank You	(\$420.00)	\$36.49
8/26/2011 0:00	48 Hr Notice Fee	\$10.00	\$456.49
8/23/2011 0:00	Past Due Adjustment	\$30.00	\$446.49
7/15/2011 0:00	Pumping/Energy	\$51.47	\$416.49
7/15/2011 0:00	SDCWA Infrastructure Charge	\$4.98	\$365.02
7/15/2011 0:00	System Charge	\$33.00	\$360.04
7/15/2011 0:00	Total Water Charges	\$327.20	\$327.04
6/3/2011 0:00	Payment Via Lockbox	(\$267.00)	(\$0.16)



5/13/2011 0:00 Pumping/Energy	\$35.03	\$266.84
5/13/2011 0:00 SDCWA Infrastructure Charge	\$4.98	\$231.81
5/13/2011 0:00 System Charge	\$33.00	\$226.83
5/13/2011 0:00 Total Water Charges	\$214.42	\$193.83
4/4/2011 0:00 Payment Via Lockbox	(\$220.00)	(\$20.59)
3/11/2011 0:00 Pumping/Energy	\$23.59	\$199.41
3/11/2011 0:00 SDCWA Infrastructure Charge	\$4.98	\$175.82
3/11/2011 0:00 System Charge	\$33.00	\$170.84
3/11/2011 0:00 Total Water Charges	\$137.84	\$137.84
2/2/2011 0:00 Payment Via Lockbox	(\$148.03)	\$0.00
1/14/2011 0:00 Pumping/Energy	\$31.45	\$148.03
1/14/2011 0:00 SDCWA Infrastructure Charge	\$4.06	\$116.58
1/14/2011 0:00 System Charge	\$33.00	\$112.52
1/14/2011 0:00 Total Water Charges	\$169.57	\$79.52
11/8/2010 0:00 Pumping/Energy	\$35.65	(\$90.05)
11/8/2010 0:00 SDCWA Infrastructure Charge	\$4.06	(\$125.70)
11/8/2010 0:00 System Charge	\$32.00	(\$129.76)
11/8/2010 0:00 Total Water Charges	\$218.47	(\$161.76)
10/7/2010 0:00 Payment Via Lockbox	(\$348.00)	(\$380.23)
10/6/2010 0:00 Payment Via Lockbox	(\$380.00)	(\$32.23)
9/7/2010 0:00 Pumping/Energy	\$41.90	\$347.77
9/7/2010 0:00 SDCWA Infrastructure Charge	\$4.06	\$305.87
9/7/2010 0:00 System Charge	\$32.00	\$301.81
9/7/2010 0:00 Total Water Charges	\$269.81	\$269.81
8/9/2010 0:00 Payment Via Lockbox	(\$465.73)	\$0.00
7/13/2010 0:00 Pumping/Energy	\$57.54	\$465.73
7/13/2010 0:00 SDCWA Infrastructure Charge	\$4.06	\$408.19
7/13/2010 0:00 System Charge	\$32.00	\$404.13
7/13/2010 0:00 Total Water Charges	\$389.85	\$372.13
6/11/2010 0:00 Payment Via Lockbox	(\$185.00)	(\$17.72)
5/10/2010 0:00 Pumping/Energy	\$19.39	\$167.28
5/10/2010 0:00 SDCWA Infrastructure Charge	\$4.06	\$147.89
5/10/2010 0:00 System Charge	\$32.00	\$143.83
5/10/2010 0:00 Total Water Charges	\$112.53	\$111.83
4/1/2010 0:00 Payment by check	(\$110.00)	(\$0.70)
3/15/2010 0:00 Pumping/Energy	\$11.26	\$109.30
3/15/2010 0:00 SDCWA Infrastructure Charge	\$4.06	\$98.04
3/15/2010 0:00 System Charge	\$32.00	\$93.98
3/15/2010 0:00 Total Water Charges	\$62.45	\$61.98
2/1/2010 0:00 Payment by check	(\$77.00)	(\$0.47)
1/19/2010 0:00 Pumping/Energy	\$6.25	\$76.53
1/19/2010 0:00 SDCWA Infrastructure Charge	\$4.06	\$70.28
1/19/2010 0:00 System Charge	\$32.00	\$66.22
1/19/2010 0:00 Total Water Charges	\$34.22	\$34.22
1/5/2010 0:00 Payment, Thank You	(\$770.36)	\$0.00
12/23/2009 0:00 Discontinuance Fee	\$50.00	\$770.36
12/18/2009 0:00 48 Hr Notice Fee	\$10.00	\$720.36



12/11/2009 0:00 Past Due Adjustment	\$30.00	\$710.36
11/9/2009 0:00 Pumping/Energy	\$84.43	\$680.36
11/9/2009 0:00 SDCWA Infrastructure Charge	\$3.80	\$595.93
11/9/2009 0:00 System Charge	\$29.00	\$592.13
11/9/2009 0:00 Total Water Charges	\$577.07	\$563.13
10/7/2009 0:00 Water Charges	(\$13.24)	(\$13.94)
9/30/2009 0:00 Payment by check	(\$177.00)	(\$0.70)
9/8/2009 0:00 Pumping/Energy	\$15.77	\$176.30
9/8/2009 0:00 SDCWA Infrastructure Charge	\$3.80	\$160.53
9/8/2009 0:00 System Charge	\$29.00	\$156.73
9/8/2009 0:00 Total Water Charges	\$102.73	\$127.73
7/31/2009 0:00 Service Charge	\$25.00	\$25.00

# **EXHIBIT 25**

Notes Report

05/31/2016

Customer #	Account #	First Name	Last Name	Date/Time Entered	Note Reason	Notes
[REDACTED]	[REDACTED]	MARGARET	HUNTER	07/29/2009 04:54:43 PM		RE QUE STE 61637 Tom On How Customers SCHEDULED DR: 07/26/09 CUST SAID PURCHASED HOUSE AT BEGINING OF MONTH HAD ME TAKE AS OF LAST READ ***SUP AS OF 7/26/09***
[REDACTED]	[REDACTED]	MARGARET	HUNTER	10/02/2009 08:40:57 AM		Meter Replaced. AMR project. Svc Req # 71395
[REDACTED]	[REDACTED]	MARGARET	HUNTER	10/07/2009 05:34:28 PM		Appeal Credit to reverse pass-through increase of Sept 2009
[REDACTED]	[REDACTED]	MARGARET	HUNTER	11/02/2009 03:07:38 PM		"HIGH READ, NO LK" PER REPORT.
[REDACTED]	[REDACTED]	MARGARET	HUNTER	12/23/2009 10:44:06 AM		SHUT OFF FEE ADDED TO ACCOUNT, S/O R/P 12/23/09
[REDACTED]	[REDACTED]	MARGARET	HUNTER	01/04/2010 09:19:46 AM		SAYS THEY HAVE BEEN OUT OF TOWN FOR A MONTH AND CAME BACK TO HO VTR. EXPLOD DUE TO NON PMT THE VTR WAS S/O SHE FIGURED IT WOULD BE. SAYS SHE WILL BE IN BY NOON TODAY TO PAY \$770.38. PER MARI SHE OKED TO WAIVE THE DEPOSIT # IX WAIVER # FOR THIS ACCT DUE TO GOOD RECORD. CUST UNDERSTOOD AND WAS FINE. TOLD HER ONCE SHE PAYS WE WILL CALL SERVICE BACK ON AND THEY HAVE TELL SPN TODAY TO GET IT BACK ON SHE WAS FINE.
[REDACTED]	[REDACTED]	MARGARET	HUNTER	04/30/2012 09:24:56 AM		CUST CLLD ON 04/27/12 @ 3:08PM. I DROPPED MY PUT OFF IN THE DROP BOX.
[REDACTED]	[REDACTED]	MARGARET	HUNTER	06/30/2013 10:53:37 AM		EMAIL / PHONE NUMBER VERIFIED. NO EMAIL CUSTOMER INQUIRY. PAYMENT RECEIVED. DISREGARD NOTIFY.
[REDACTED]	[REDACTED]	MARGARET	HUNTER	11/19/2013 11:21:10 AM		CALLED TO SEE WHY \$502.16 WAS DEDUCTED FROM HIS BANK ACCT HE SAID THEY DON'T HAVE SERVICE WITH US. I DID PMT SEARCH AND THIS ACCOUNT CAME UP. I TOLD HIM IT WAS FOR THIS ACCT. HE SAID STRANGE AND THAT HE WILL DISCUSS WITH HIS DAUGHTER IN LAW
[REDACTED]	[REDACTED]	MARGARET	HUNTER	02/28/2014 11:19:18 AM	Info Send	<StartDate: 2013/10/07/> <EndDate: / / > <PaymentMethod: OneTimePay> <PaperAddress: Paperless> <Email: [REDACTED]> Wanted clarification on deli. reviewed and she was fine
[REDACTED]	[REDACTED]	MARGARET	HUNTER	07/03/2014 11:21:35 AM	Billing	
[REDACTED]	[REDACTED]	MARGARET	HUNTER	09/04/2014 01:40:25 PM	Billing	MRS HUNTER CALLED TO SEE WHY SHE REVD NOTIFY SHE PAID. I TOLD HER YES. WE REVD PMT BUT THE FED EX HAD ALREADY GONE OUT. SHE WANTED TO KNOW WHAT THE BAL OF PAST DUE WAS AND WHEN CURR BILL IS DUE

16-7162\_0732



Notes Report

05/31/2016

Customer #	Account #	First Name	Last Name	Date/Time Entered	Basic Reason	Notes
		MARGARET	HUNTER	03/16/2015 09:14:30 AM	Billing	AND CONSIDERED LATE. I TOLD HER \$53.04 IS PAST DUE FEE AND FED EX FEE AND NEW CHARGES OF \$287.04 DUE 6/6 MUST BE PD BY 9/15 CH 913 NOTICE RETURNED RTS. NO MAIL RECEIPTABLE
		MARGARET	HUNTER	05/06/2015 03:16:07 PM	Returned Mail	RCVD PAST DUE LTR FOR \$283.55 AS RETURNED MAIL. YELLOW STICKER: RETURN TO SENDER. NO MAIL RECEIPTABLE. UNABLE TO FORWARD. WILL SHRED.

Totals: 14 records printed

Account#	MEMPH	RTDESC	NIBATE	NFINDE	NISEQ	RECOM1
[REDACTED]	PJUAREZ	HUNTER, MARGARET	1090729	165443		1. REQUEST#64857 Turn On New Customer SCHEDULED ON:07/06/09
[REDACTED]	PJUAREZ	HUNTER, MARGARET	1090729	165443		2. CUST SAID PURCHASED HOUSE AT BEGINING OF MONTH. HAD ME TAKE
[REDACTED]	PJUAREZ	HUNTER, MARGARET	1090729	165443		3. AS OF LAST READ *****NSUP AS OF 7/06/09*****
[REDACTED]	TCLARK	HUNTER, MARGARET	1091002	84057		1. Meter Replaced. AMR project. Svc Req # 71395
[REDACTED]	TATYANA	HUNTER, MARGARET	1091007	173428		1. Applied Credit to reverse pass-through increase of Sept 2009
[REDACTED]	MSOUTHWICK	HUNTER, MARGARET	1091102	150738		1. "HIGH READ, NO LK" PER REPORT.
[REDACTED]	TCLARK	HUNTER, MARGARET	1091223	104406		1. SHUT-OFF FEE ADDED TO ACCOUNT, S/O N/P 12/23/09
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		1. SAYS THEY HAVE BEEN OUT OF TOWN FOR A MONTH AND CAME BACK
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		2. TO NO WTR. EXPLND DUE TO NON PMT THE WTR WAS S/O. SHE
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		3. FIGURED IT WOULD BE. SAYS SHE WILL BE IN BY NOON TODAY TO
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		4. PAY \$770.36. PER MARIE SHE OKED TO WAIVE THE DEPOSIT
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		5. /// 1X WAIVER /// FOR THIS ACCT DUE TO GOOD RECORD. CUST
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		6. UNDERSTOOD AND WAS FINE. TOLD HER ONCE SHE PAYS WE WILL CALL
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		7. SERVICE BACK ON AND THEY HAVE TILL 5PM TODAY TO GET IT
[REDACTED]	APHILLIPS	HUNTER, MARGARET	1100104	91946		8. BACK ON. SHE WAS FINE.
[REDACTED]	CKENNEDY	HUNTER, MARGARET	1120430	92456		1. CUST CLD ON 04/27/12 @ 3:09PM. I DROPPED MY PMT OFF IN THE
[REDACTED]	CKENNEDY	HUNTER, MARGARET	1120430	92456		2. DROP BOX.
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1130830	105337		1. EMAIL / PHONE NUMBER VERIFIED. NO EMAIL
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1130830	105337		2. CUSTOMER INQUIRY, PAYMENT RECEIVED. DISREGARD NOTIFY.
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1131119	112110		1. CALLED TO SEE WHY \$502.18 WAS DEDUCTED FROM HIS BANK
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1131119	112110		2. ACCT. HE SAID THEY DONT HAVE SERVICE WITH US. I DID PMT
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1131119	112110		3. SEARCH AND THIS ACCOUNT CAME UP. I TOLD HIM IT WAS FOR
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1131119	112110		4. THIS ACCT. HE SAID STRANGE AND THAT HE WILL DISCUSS WITH
[REDACTED]	CRAMIREZ	HUNTER, MARGARET	1131119	112110		5. HIS DAUGHTER IN LAW