

American Express
PO Box 981532
El Paso, TX 79998

RECEIVED



705 04 2008

August 01, 2008

James R Moriarty
1150 Bissonnet Street
Houston, TX 77005-1848

01830

Account Ending In: [REDACTED]

Dear James R Moriarty:

We recently received your inquiry regarding a charge(s) on your account. Your satisfaction is very important to us, and we will do everything possible to resolve your dispute quickly and fairly.

Please note that International Merchants are required to keep their records for only six months. Accordingly, we must operate within those time frames. If you wish to pursue this matter, we suggest that you contact the merchant directly.

In the future, we encourage you to notify us within sixty days of the charge appearing on your statement.

We would like to advise you of the status of your claim on your account from Xclusive Tickets London. We suspended the amount of \$11,463.47 and advised you we would contact the merchant on your behalf.

We have referred your inquiry regarding Xclusive Tickets London to one of our Customer Care Professionals for review.

In the meantime, we have suspended the amount of \$11,463.47 on your account which can be seen on an upcoming statement.

Please notify us when the tickets are received.

We are contacting the Merchant in this case as a courtesy to you. We cannot guarantee that credit will be issued or that the merchant will even respond to our inquiry due to the length of time that has elapsed since the charge was incurred.

In most cases we may be able to provide you with a response to your inquiry within a month, however, more complex cases require additional time.

We appreciate your patience while we complete the research needed to resolve your claim. You may check the status of this inquiry at any time by logging on to www.americanexpress.com/mycardaccount.

The issuer of this card is American Express Bank FSB.