



CARD DIVISION

AMERICAN EXPRESS COMPANY, POST OFFICE BOX 013576, MIAMI, FLORIDA 33101

November 19, 1974

Account #042-047-480-1-100
Amount \$1946.80
Carrier: Pan American
Plan: 12 months.

Ms. Elisabeth M. Borgese
Box 4068
Santa Barbara, CA. 93103

Iran

Dear Ms. Borgese:

Thank you for contacting us about your American Express card account.

In keeping with your request, we are changing the billing on the unpaid balance of the charge indicated above from the regular 30-day payment to the Extended Payment Plan. A small finance charge will be included in the monthly installments. This charge will be reflected on your descriptive billing statement.

Should you have any other questions concerning your account, please do not hesitate to contact me.

Sincerely,

M. Mathis

M. Mathis
Customer Representative

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C...
Aug 23*



CARD DIVISION

AMERICAN EXPRESS COMPANY, POST OFFICE BOX 013576, MIAMI, FLORIDA 33101

November 18, 1974

Account #042-047-480-1-100
Amount \$1709.98 (Face amount \$1886.00)
Carrier: Sign & Fly
Plan: 12 months.

Caracas

Ms. Elisabeth M. Borgese
Box 4068 Santa
Barbara, CA. 93103

Dear Ms. Borgese:

Thank you for contacting us about your American Express card account.

In keeping with your request, we are changing the billing on the unpaid balance of the charge indicated above from the regular 30-day payment to the Extended Payment Plan. A small finance charge will be included in the monthly installments. This charge will be reflected on your descriptive billing statement.

Should you have any other questions concerning your account, please do not hesitate to contact me.

Sincerely,

M. Mathis

M. Mathis
Customer Representative

November 10, 1974.

American Express Co.
Attention M. Mathis
P.O. Box 2991
Church Street Station
New York, N.Y. 10262.

Gentlemen: I am enclosing my check for \$294.91
To settle this month's accounts. These have been
computed as follows:

1. Last month's balance was covered on November 10
with my check No.7038 for \$466.09.
2. In accordance with our telephone conversation,
I have divided the Pan Am charge of \$1,886.00 into
twelve instalments, adding 12 percent, or \$226.42,
which brings it up to \$2,112.32. Dividing this by 12,
I get \$176.02 which is included in the present payment.
3. I have added all the other items on the account.

The total thus adds up as follows:

16.58
25.85
60.80
15.66
176.02

TOTAL 294.01.

If I have made any error, please charge it on my next bill.
Thanking you for your cooperation,

Sincerely yours,

Elisabeth Mann Borgese

Elisabeth Mann Borgese.

AMERICAN EXPRESS®

CARD DIVISION

AMERICAN EXPRESS COMPANY, POST OFFICE BOX 3576, MIAMI, FLORIDA 33101

February 5, 1973

Account #042-047-480-1-200

Ms. Elisabeth M. Borgese
Box 4068 Santa
Barbara, Cal 93103

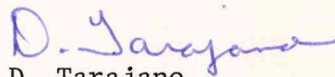
Dear Ms. Borgese:

Per United Airlines letter of January 8, 1973 please be advised the \$156.27 charge which appeared on your July 1972 statement represents monthly installment on your United Airline ticket billed to your account on deferred which face amount is \$1759.24. This ticket was reduced by a transportation credit for \$82.00 to \$1677.24.

The monthly installments were also reduced from \$156.27 to \$149.02 and a prorated credit in the amount of \$79.75 was credited to your account accordingly on your December 1972 statement.

Should you have any other question on your account, please do not hesitate to get in touch with me.

Sincerely,



D. Tarajano

Adjustor

Customer Service Department

UNITED AIR LINES

Am. Ex

January 18, 1973

American Express Co.
P. O. Box 3545
Miami, FL 33101

File: B-51
Account: 045 047 480 1 100 AX
Amount: \$156.27
Tickets: 016 453 591 489 490/1

Gentlemen:

A copy of a September 20th letter from your subscriber is attached for your review.

Please verify the \$156.27 charge in question which appeared on their July, 1972 statement. The total value of the tickets involved as indicated is \$1,759.34. This amount was included in the summary detail you forwarded as processed January 13, 1972. We find no record of an additional billing by United Air Lines on this ticket.

If we can assist further, please let us know.

Very truly yours,

J. J. Barnes
Passenger Refund
Service Manager

1/VCH:jc
Enc.

cc: Ms. E. M. Borgese
P. O. Box 4068
Santa Barbara, CA 93103

Porto dei Marmi, July 12, 1972.

Mr. M. Mathis
American Express
Post Office Box 2991
New York, N.Y. 10008.

Dear Mr. Mathis:

I am enclosing my check for \$ 792.42. This means, I have deducted \$ 1,327.00, charged by Pan Am, \$ 38.02, charged by TWA, and \$ 156.27, charged by United Airlines, from the total amount of 2,313.71 shown on my statement.

These three charges need careful checking before I can pay them. They must go back to last December, at which time Pan American, TWA, and United made a colossal confusion with regard to an overseas ticket for which they first overcharged, and then overcredited me. They should be asked to fully document these charges. If and when the correct amount is established, this should be divided into twelve instalments, as I had originally requested.

I don't know whether you handle this with them or whether I have to handle it directly. If so please let me know, and I will take it up on my return to the States next month.

Thanking you for your cooperation,

Sincerely yours,


Elisabeth Mann Borgese.

9/15
encl

August 8th, 1972

Acct. #042-047-480-1-100

Pan American World Airways
Pan Am. Bldg. 9th Floor
200 Park Ave.
New York, New York 10017

cc United
cc T.W.A.

Gentlemen:

Our member has asked us for legality of the charges of 3 airlines tickets amounting \$1,327.00, \$428.00 and \$1,759.24.

Please send our member an explanation of your rates and a copy to us.

Thank you for your cooperation.

Sincerely,

M. Mathis
Customer Representative

Enc.

cc: Ms. Elisabeth M. Borgese
Box 4068
Santa Barbara, Cal. 93103

PH:eg

August 30, 1972

Mr. M. Mathis
American Express Company
P.O. Box 2991
New York, N.Y. 10008

Dear Mr. Mathis:

The charge discussed in the enclosed letter, of which you will have received a copy, is correct. As a matter of fact, as you will see in my letter to you of July 12th, I never questioned it.

We shall wait for a clarification on the three items I did question.

Sincerely,

Elisabeth Mann Borgese

cc: Mr. S. Mangerian
American Express Company Card Division
P.O. Box 3545
Miami, Florida 33101

August 30, 1972

Mr. M. Mathis
American Express Company
P.O. Box 2991
New York, N.Y. 10008

Dear Mr. Mathis:

The charge discussed in the enclosed letter, of which you will have received a copy, is correct. As a matter of fact, as you will see in my letter to you of July 12th, I never questioned it.

We shall wait for a clarification on the three items I did question.

Sincerely,

Elisabeth Mann Borgese

cc: Mr. S. Mangerian
American Express Company Card Division
P.O. Box 3545
Miami, Florida 33101

April 4, 1972

American Express
P. O. Box 471
New York, New York
10013

Gentlemen:

I should like to order another Panasonic Model RQ-437S
tape recorder with FM/AM Radio.

Please bill me at the above address. My American
Express No. is 042 047 480 1 100AX.

Sincerely yours,

Elisabeth Mann Borgese

February 11, 1971

Mrs. Herrin
American Express Co.
P. O. Box 3576
Miami, Florida
33101

Dear Mrs. Herrin:

I just received a call from the Panam pre-paid desk in Los Angeles. They informed me that the unused Belgrade/Los Angeles ticket has been duly returned and that they are crediting my account accordingly.

I hope this settles this long-drawn-out problem.

With many thanks for your patience,

Sincerely yours,

Elisabeth Mann Borgese