

Ex. 67



Via US Mail

February 24, 2009

[REDACTED] Gonzalez
[REDACTED]
[REDACTED]
[REDACTED]

Dear Ms. Gonzalez:

This is in response to your letter of February 18, 2009.

We appreciate your taking the time to alert us to your concerns. Regarding your request for information pertaining to the terms "Customer Request" or "Customer Request Information", I am not completely certain to what you are referring. I can advise you, however, that when a customer calls FedEx with a concern regarding a particular package or shipment, our customer service representatives will create a case file that details the information requested, and this file is forwarded electronically to the department within FedEx that is responsible for handling that type of request. This case file is also called a "customer exception request". This is basically an internal message system for FedEx and our employees to use when tracking a package, or obtaining information from another FedEx facility or department. It means that a customer has contacted FedEx because some type of exception has occurred with their package that needs research, and has requested FedEx to resolve the issue.

Ms. Gonzalez, I hope that this information is helpful. I see that you sent your letter to me via Certified Mail, and because I am not certain that I was able to fully address your concerns, I do not want you to be out the cost of the postage in this instance. As a gesture of our goodwill, I am including an American Express Gift Cheque in the amount of \$10.00 for you.

You may obtain information concerning our services at our website, www.fedex.com, or you may call our toll-free number, 800 463-3339, and speak to one of our customer service representatives, who are happy to help you further.

Sincerely,

A handwritten signature in black ink that reads "Delores Leek".

Delores Leek
FedEx Customer Relations
380042/dpl

Enclosure