

**Jerry Scriven**

**From:** Adrienne.Ansell@amway.com on behalf of ben\_woodward@amway.com  
**Sent:** 17 May 2007 10:35  
**To:** sonianolan@btconnect.com  
**Subject:** Re: Refund clarification

Dear Leader,

After further clarification from my upline, we need to clarify that any venue costs that Amway will consider will be in the form of a loan deducted from your bonuses. Therefore, ultimately Amway cannot bear any net financial liability for the cancellation of meetings for which tickets have been sold.

We appreciate your co-operation and understanding at this time.

Yours sincerely,

Ben Woodward  
Branch Manager, Amway UK/RoI  
Direct Tel: 01908 629420

17/05/2007 09:47

To  
"Ben Woodward, Amway \ (UK\ ) Ltd"  
<ben\_woodward@amway.com>

cc

Subject  
Refund clarification

Hi Ben

Further to your call yesterday morning regarding an email which was on it's way regarding further clarification of refunds, I still haven't received anything. I would be grateful if you could follow this up and send through a copy as soon as possible.

Thanks,  
Sonia