

6 matter will be handled and a check mailed to you for \$7.00 that this will conclude our dialog around this situation.

We appreciate your assistance. Please reply to this e-mail at your earliest convenience. Thank you.

Sincerely Yours,

Michael S. Laham & Elana Laham

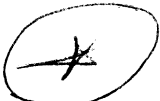
-----Original Message-----

From: Maryetta Williams [mailto:Maryetta.Williams@unionbank.com]
Sent: Friday, August 26, 2011 3:51 PM
To: Laham, Michael S
Cc: 'brian.hawley@unionbank.com'; 'jessica.williams@unionbank.com'
Subject: RE:

Mr. and Mrs. Laham, I would be more than happy to discuss these issues with you over the phone. Please return my call at 253-591-2082.

Maryetta Williams
Cascade Regional Manager, SVP

Direct 253-591-2082 Cell 253-753-7989
Union Bank | 1501 Commerce Street
MC 6-005 | Tacoma, WA 98402
maryetta.williams@unionbank.com | Unionbank.com



-----Original Message-----

6 From: Laham, Michael S [mailto:michael.s.laham@boeing.com]
Sent: Friday, August 26, 2011, 12:19 PM
To: Maryetta Williams
Cc: 'brian.hawley@unionbank.com'; 'jessica.williams@unionbank.com'
Subject:

6 August 26, 2011

6 To Maryetta Williams - Regional Manager of Union Bank,

You told us in our last telephone conversation with you that if we needed any further assistance from you not to hesitate to contact you.

6 1. Please confirm your mailing address by replying to this e-mail with an e-mail of your own confirming that the address below is your correct mailing address: Maryetta Williams, Union Bank, 1501 Commerce Street. Tacoma, WA 98402. (A Cynthia Clark attempted to relay your mailing address to us but her voice mail message did not come through clearly.)

6 We received an unnecessary piece of mail from Mark Prude K, Manager of Union Bank Renton Branch that we DID NOT READ because we consider it HARASSMENT since it was postmarked August 22, 2011, which was two days AFTER he filed a Trespass Order against us with the Renton Police Department, which was August 20, 2011. Refer to Renton Police Case Number 11-8326. You mentioned on our voice mail that you thought this letter might be a stop payment order confirmation form. No, it is not. We know because Mark Prude K's signature is at the bottom of a piece of paper written in paragraph format.

6 This is a perfect example of the DOUBLE STANDARDS with which Mark Prude K has mistreated us as Union Bank's customers. Why is Mark Prude K contacting us, even though by law we

are not to contact him and even though we told Mark Prude K in our e-mail to him on August 19, 2011 not to have any further contact with us?!

The only reason we opened Mark Prude K's correspondence to us was because we thought it was the cashier's check Union Bank is supposed to send us for the CLOSE OUT of our checking account at Union Bank. As soon as we opened the envelope and discovered that it was a letter signed by Mark Prude K, without reading its contents, we promptly folded it up, put it back in the envelope, resealed the envelope, and put it into another envelope which we intend to forward to you.

2. We are requesting a final and closing statement for our former Union Bank checking account number 6411002649. We need this for our records to prove the following:

- 2a. That all outstanding checks got paid on,
- 2b. That the payees did get their money, and
- 2c. That this account is officially closed at zero balance.

3. Because Mark Prude K unnecessarily closed our checking account, the check that we wrote in good faith (check # 2149) in order to close our checking account with Union Bank, that we deposited into our other bank, that we have been doing business with for the last six years, Union Bank BOUNCED. Such resulted in a handling fee of \$7.00 that our other bank charged to my checking account with them. Hence, we are requesting that you reimburse us for this monetary cost that coulda, woulda, shoulda been avoided had Mark Prude K let us close our own checking account in PEACE. We will be happy to furnish you with this documentation upon your request.

We appreciate your assistance. Please reply to this e-mail at your earliest convenience. Thank you.

Sincerely Yours,

Michael S. Laham & Elana Laham

This communication (including any attachments) may contain privileged or confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this communication and/or shred the materials and any attachments and are hereby notified that any disclosure, copying, or distribution of this communication, or the taking of any action based on it, is strictly prohibited.

Thank you.

This communication (including any attachments) may contain privileged or confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this communication and/or shred the materials and any attachments and are hereby notified that any disclosure, copying, or distribution of this communication, or the taking of any action based on it, is strictly prohibited.

Thank you.

Laham, Michael S

From: Maryetta Williams [Maryetta.Williams@unionbank.com]
Sent: Monday, August 29, 2011 8:34 AM
To: Laham, Michael S
Cc: 'brian.hawley@unionbank.com'; 'jessica.wolf@unionbank.com'
Subject: RE:

Please see answers listed below.

Maryetta Williams
Cascade Regional Manager, SVP

Direct 253-591-2082 Cell 253-753-7989
Union Bank | 1501 Commerce Street
MC 6-005 | Tacoma, WA 98402
maryetta.williams@unionbank.com | Unionbank.com

-----Original Message-----

From: Laham, Michael S [mailto:michael.s.laham@boeing.com]
Sent: Sunday, August 28, 2011 05:24 PM
To: Maryetta Williams
Cc: 'brian.hawley@unionbank.com'; 'jessica.wolf@unionbank.com'
Subject: RE:

Maryetta,

Actually, we tried several times to reach you by telephone, but there was no answer, and we do not want to play "telephone tag." Besides that, our earlier e-mail (see below) of Friday, 26 August 2011 @ 12:19 PM PST, presents you with three very simple questions that you can answer simply by typing an answer below each and sending it back to us as a response to this e-mail. To make it very easy to answer our three questions, we list each below in an abbreviated form:

Q1. Can you confirm that the following address is in fact your correct mailing address:

-> 1501 Commerce Street. Tacoma, WA 98402

ANSWER TO QUESTION Q1 BY MARYETTA WILLIAMS: yes

Q2. Can you confirm that Union Bank will send us a final and closing statement for our former Union Bank checking account number 6411002649 ?

ANSWER TO QUESTION Q2 BY MICHAEL S. LAHAM AND ELANA LAHAM: Actually, we did collect our final close-out statement, dated 8/19/2011, on Saturday, 27 August 2011. This statement shows zero balance and shows our account as closed. Thank you very much.

Q3. Will Union Bank reimburse us for the \$7.00 that Mark Prude K's unnecessary and unwarranted closing of our checking account cost us ? As we stated in our earlier e-mail (see below of Friday, 26 August 2011 @ 12:19 PM PST, our Check # 2149 bounced, and we wrote this check in good faith in order to close our checking account with Union Bank, when we deposited this check into our other bank.

ANSWER TO QUESTION Q3 BY MARYETTA WILLIAMS: I will reverse this fee out of customer service although it did not occur due to a bank error. I will assume that since this