



Michael Laham &lt;mslandel2017@gmail.com&gt;

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**Please disregard previous e-mail and read this e-mail instead.**

1 message

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**Michael Laham** <mslandel2017@gmail.com>

Fri, Oct 13, 2017 at 12:02 PM

To: raskayb@moc.gov.il, dovрут@moc.gov.il, sar@moc.gov.il, שהם בינלאומי &lt;shoham-benleumi@postil.com&gt;

**To Whom It May Concern:****Please disregard previous e-mail and read this e-mail instead.****I sent you a draft instead of the finished version along with a draft instead of the finished version of my web page.**

"To Whom It May Concern:

On October 11, 2017, I went to the Lev Karmiel Post Office. I told the clerk, whose name is, Natalie, that I was there to pick up four packages and I gave to her the Israel Post Delivery Notice that was in my post office box.

See attachment 38 Israel Post Delivery Notice for details.

She brought the four parcels to the counter. I told her I had to see them before signing the Israel Post Delivery Notice to make sure the tracking numbers were accurate. She shoved the four parcels under the window at me. Since I had not signed for the packages yet, after I was finished checking the four packages, I began to return them to her. I put one of the parcels in my hand and started to hand it back to her. Instead of taking it back she committed assault against my person by shoving my own package back at me while it was still in my hand. She used my own package to shove me. Then, for no apparent reason she started yelling at me in Hebrew. My Hebrew is limited so I did not know what she was saying, and she does not speak English. I was shocked.

I did not report her aggressive contact with me to the manager, whose name is Matka, because I believed he was not there that day since I did not see him at any of the counter windows.

Meanwhile, Natalie asked me if I wanted her to make a copy of the Israel Post Delivery Notice so that I can have a record of it for myself. Since she was being so nasty to me I answered her in Hebrew, "Of course!" But instead of doing so she put it in the copy machine and just left it there. Then, she helped several other customers while I was still waiting and it was still my turn. I never see other customers sharing their take-a-number turn with anyone else. So why do I have to? I also observed that Natalie was nice to all the other customers but mean to me and I do not know why. After that, she finally gave me the copy I had requested. Since she was being so nasty to me I grabbed it out of her hand.

I collected my four parcels and copy and left.

After I overcame my shock at Natalie's hostile and nasty behavior towards me, I returned to her counter window. A female customer was standing there so I waited my turn. When the female customer was finished and had left the counter window with her back turned away from us, I told Natalie in my limited Hebrew that, "It is forbidden to do this to people". I did not know how to explain to her the "this" in Hebrew so I showed her by touching her shoulder with one of my packages. Then, suddenly, she grabbed my parcel and tried to take it away from me even though I had already signed for it. But I was able to hang onto it. After that, she started yelling at me in Hebrew again. I did not know what she was saying.

Now the female customer who had left the counter window with her back turned away from us, upon hearing Natalie yell at me in Hebrew turned back around, faced me, and started yelling at me in Hebrew. She had heard me explaining to Natalie in Hebrew that it is forbidden to make hostile physical contact with patrons yet she did nothing and she said nothing. She did not see earlier what had happened between Natalie and myself, which was that I did not start the fight Natalie did. And from what I was able to see, she did not even see what had just happened between Natalie and myself.

So it was obvious that this female stranger was not interested in being a Good Samaritan or minding her own business. All she was interested in doing was joining in with Natalie to victimize me with bullying. So after she yelled at me I told her in Hebrew, "Do not talk..." But before I had the chance to finish saying "...to me" she was interrupting me. So I told her, "You are a wicked person protecting another wicked person". Now she was no longer facing me. Instead she was standing at

Natalie's counter window with her back turned to me. Her reply was to turn only her head to the right without looking at me and say in a low voice, "lalala". I was facing her and mocked her reply by saying in a high voice, "lalala" back at her. And I said once more, now with a loud voice in Hebrew, "You are a wicked person protecting another wicked person" so she can be shamed in front of the public like she had done to me. Her response was to not even look in my direction at all now and all I heard from her now was silence.

Now Natalie was smiling about all the trouble she was making. I do not comprehend, know, or understand what is so funny about her displaying a hostile attitude and physically threatening behavior towards me and without provocation, especially when all I am trying to do is conduct business. So to her nasty smile I said to her in Hebrew, "Kol Toov", which means, "All is well by me". What I said wiped the smile right off of her face.

After I communicated to Natalie as best as I was able to that it is forbidden to shove packages at people she called the manager. Apparently, he was there all along. When he came out to my surprise he listened to me first. As best as I was able to by using body language, as I had done with Natalie, I communicated to the manager, Matka, that Natalie had assaulted me with my own package. After I finished what I was saying Natalie interrupted me and started screaming in Hebrew right in front of her manager. I did not know what she was saying and she was making a fool out of herself right in front of her boss. So I left.

On October 11, 2017, I filed a police report at the Karmiel Police Station against Natalie for assaulting me with my own package.

See attachment 39 Israel Post Delivery Notice for details.

I hope there is a camera in the Lev Karmiel post office so it can show you what happened. But if there is not I suggest you put a camera eye on Natalie when she does not know she is being watched so you can see for yourself that I speak the truth.

I have the right as a person and as in Israeli citizen to be treated like all other patrons. Not to be mistreated by being a) yelled at and b) interrupted and c) regarded as less important than the other customers and d) assaulted, especially, when I do a lot of business with the Israel Post and the Lev Karmiel post office. I have sent over 32 EMS – Internationally Insured Postal Parcels – at a minimum of 88 shekels each in less than a year.

See the attached samples 41 - 68 of the EMS Israel Post International Delivery of Parcels for details.

I have a popular website. It has been on the top of the first page under the search phrase of "bully's ruses" of all three major search engines of Google, Yahoo, and Bing since May 2015 thru October 2017 and counting...

See 40A - 40F Google, Yahoo, and Bing Internet search engine web pages for details.

I have included the web page I wrote about Natalie for the entire Internet world (Google chrome translates websites into all languages) to read about.

See attachment 69 web page for details.

Assault means to verbally attack someone and/or to threaten bodily harm to somebody.

If this matter is not resolved then enjoy your negative publicity on this web page of my website for the entire Internet world to know about.

If this matter is resolved then I will make a positive post on this web page on my website about you for the entire Internet world to know about.

In the meantime, I refuse to go back to the Lev Karmiel post office if such disgustingly unprofessional behavior is allowed to continue.

From Elana Laham"

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### 37 attachments

 **38 Israel Post Delivery Notice.pdf**  
598K

-  **39 Natalie Police Report.pdf**  
2475K
-  **41 Israel Post.pdf**  
79K
-  **42 Israel Post.pdf**  
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-  **43 Israel Post.pdf**  
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 **40A Bing May 2015.pdf**  
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 **40B Google May 2015.pdf**  
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 **40C Yahoo May 2015.pdf**  
260K

 **40D Bing October 2017.pdf**  
141K

 **40E Google October 2017.pdf**  
170K

 **40F Yahoo October 2017.pdf**  
199K

 **69 UPDATES 10-13-17.pdf**  
180K