

baba

From: Alicia_Saldana@Dell.com
Sent: Wednesday, December 17, 2008 2:15 PM
To: baba@wazobia.com
Cc: Roberta_McBath@Dell.com; Heidi_Lanning@Dell.com
Subject: DCN 97344280 DE BABBASS MERCHANTS OF WA, INC.

Hello Baba,
Here is the link to set up your account to pay online.

www.dell.com/paylease

The last time we corresponded, enough time had not elapsed for a bill to generate. Since then, you've booked another lease. You should be able to access some of your billing information now (most likely the lease booked in November), and the rest will come available as bills generate. Your contract numbers are:

003-8859263-001
003-8859263-002

Orders 556951329 556951303 556951246 are on lease contract number 003-8859263-002. They are not booked on Dell Business Credit.

I show two orders that were placed on Dell Business Credit, rather than lease. They are 532648320 and 532648304. Would you like to place these on a separate lease agreement? If not, the link to pay these online is: www.dell.com/paydbc.com. Your Dell Business Credit account number is 6879450204014175875.

Please let me know if you have any more questions.

Alicia Saldaña
BSDT Leasing Specialist
DELL | Financial Services
Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
Fax: 512.283.3741
Email: alicia_saldana@dell.com

Our mission: To deliver financing solutions that enable and enrich the Dell Customer experience.
How am I doing? Contact my manager, Jennifer_Seeker@Dell.com to provide any feedback.

"When we are no longer able to change a situation, we are challenged to change ourselves." - Victor Frankl

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

From: baba@wazobia.com [<mailto:baba@wazobia.com>]
Sent: Wednesday, December 17, 2008 11:52 AM
To: Saldana, Alicia
Cc: McBath, Roberta; Lanning, Heidi
Subject: STILL WAITING: Outstanding Issues

Any Update on the below?

----- Forwarded message from baba@wazobia.com -----
Date: Mon, 15 Dec 2008 14:02:48 -0500
From: baba@wazobia.com
Reply-To: baba@wazobia.com
Subject: RE: 3rd Attempt: Outstanding Issues
To: Alicia_Saldana@Dell.com
Cc: Roberta_McBath@Dell.com, Heidi_Lanning@Dell.com

Dell Purchase ID: 2000327860381
Dell customer 97344280

I forwarded the info for the order in question.

1. I will have Alicia send you the way to pay for these. I will have her also contact you about the order on DBC instead of lease.

2. The server issue will have to go to server management team for decision.

3 here is the link to server services we have available it is pretty in depth.
http://www.dell.com/content/topics/global.aspx/services/managed/managed_services_overview?c=u&s&cs=04&l=en&s=bsd - There are no prices.

Thanks.

Baba

Quoting Alicia_Saldana@Dell.com:

> Hello Baba,
> Do you have your account number or customer number? I can certainly
> resend you any billing information once I have that.
>
> Thank you,
>
> Alicia Saldaña
> BSDT Leasing Specialist
> DELL | Financial Services
> Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
> Fax: 512.283.3741
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> provide any feedback.
>
> "When we are no longer able to change a situation, we are challenged
> to change ourselves." - Victor Frankl
>
>
>
>
> -----Original Message-----
> From: baba@wazobia.com [mailto:baba@wazobia.com]
> Sent: Saturday, December 13, 2008 7:57 PM

>> Date: Wed, 10 Dec 2008 19:19:36 -0500
>> From: baba@wazobia.com
>> Reply-To: baba@wazobia.com
>> Subject: 2nd Attempt: Outstanding Issues
>> To: Roberta_McBath@Dell.com
>> Cc: sales@dell.com

>> Any Update?

>> ----- Forwarded message from baba@wazobia.com -----
>> Date: Mon, 08 Dec 2008 18:27:43 -0500
>> From: baba@wazobia.com
>> Reply-To: baba@wazobia.com
>> Subject: Outstanding Issues
>> To: Roberta_McBath@Dell.com

>> The following issues have not been resolved:

>> 1. How do I start making payment? I checked in my account and could
>> not find the link for this.

>> 2. I do not need this service, I have installed Windows:
>> 1 988-5728 Remote Advisory Services for Virtualization, 1 Pack, 1Year
>> \$399

>> 3. I did not get the info that you said you were going to e-mail me
>> last week when we spoke.

>> Thanks.

>> Baba

>> ----- End forwarded message -----

>> ----- End forwarded message -----

----- End forwarded message -----

> available as bills generate. Your contract numbers are:
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> 003-8859263-001
> 003-8859263-002
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> Orders 556951329 556951303 556951246 are on lease contract number
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> than lease. They are 532648320 and 532648304. Would you like to
> place these on a separate lease agreement? If not, the link to pay
> these online is: www.dell.com/paydbc.com. Your Dell Business
> Credit account number is 6879450204014175875.
>
> Please let me know if you have any more questions.
>
> Alicia Saldaña
> BSDT Leasing Specialist
> DELL | Financial Services
> Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
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> How am I doing? Contact my manager, Jennifer_Seeker@Dell.com to
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> "When we are no longer able to change a situation, we are challenged
> to change ourselves." - Victor Frankl
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> -----Original Message-----
> From: baba@wazobia.com [<mailto:baba@wazobia.com>]
> Sent: Wednesday, December 17, 2008 11:52 AM
> To: Saldana, Alicia
> Cc: McBath, Roberta; Lanning, Heidi
> Subject: STILL WAITING: Outstanding Issues
>
> Any Update on the below?
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> ----- Forwarded message from baba@wazobia.com -----
> Date: Mon, 15 Dec 2008 14:02:48 -0500
> From: baba@wazobia.com
> Reply-To: baba@wazobia.com
> Subject: RE: 3rd Attempt: Outstanding Issues
> To: Alicia_Saldana@Dell.com
> Cc: Roberta_McBath@Dell.com, Heidi_Lanning@Dell.com
>
> Dell Purchase ID: 2000327860381
> Dell customer 97344280
>
> I forwarded the info for the order in question.
>
> 1. I will have Alicia send you the way to pay for these. I will have
> her also contact you about the order on DBC instead of lease.

>
> 2. The server issue will have to go to server management team for decision.
>
> 3 here is the link to server services we have available it is pretty
> in depth.
>
http://www.dell.com/content/topics/global.aspx/services/managed/managed_services_overview?c=us&cs=04&l=en&s=bsd - There
> are
> no
> prices.
>
> Thanks.
>
>
> Baba
>
>
> Quoting Alicia_Saldana@Dell.com:
>
>> Hello Baba,
>> Do you have your account number or customer number? I can certainly
>> resend you any billing information once I have that.
>>
>> Thank you,
>>
>> Alicia Saldaña
>> BSDT Leasing Specialist
>> DELL | Financial Services
>> Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
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>> provide any feedback.
>>
>> "When we are no longer able to change a situation, we are challenged
>> to change ourselves." - Victor Frankl
>>
>>
>>
>>
>> -----Original Message-----
>> From: baba@wazobia.com [mailto:baba@wazobia.com]
>> Sent: Saturday, December 13, 2008 7:57 PM
>> To: McBath, Roberta
>> Cc: Saldana, Alicia; Lanning, Heidi; Douthit, Alan; Carter, Chad
>> Subject: RE: 3rd Attempt: Outstanding Issues
>>
>> I have not been contacted by Alicia yet.
>>
>> Quoting Roberta_McBath@Dell.com:
>>
>>> I have been having problems with my email sending system. It is
>>> being looked into, so I'm hoping this actually gets to you

>>>
>>> 1. I will have Alicia send you the way to pay for these. I will have
>>> her also contact you about the order on DBC instead of lease.
>>>
>>> 2. The server issue will have to go to server management team for
>>> decision.
>>>
>>> 3 here is the link to server services we have available it is
>>> pretty in depth.
>>> [http://www.dell.com/content/topics/global.aspx/services/managed/mana
>>> ged_services_overview?c=us&cs=04&l=en&s=bsd](http://www.dell.com/content/topics/global.aspx/services/managed/managed_services_overview?c=us&cs=04&l=en&s=bsd)
>>>
>>> I will speak to the server team about this tomorrow and see what can
>>> be done.
>>>
>>> Bobbie McBath
>>>
>>>
>>> -----Original Message-----
>>> From: baba@wazobia.com [mailto:baba@wazobia.com]
>>> Sent: Thursday, December 11, 2008 9:13 PM
>>> To: Carter, Chad; Saldana, Alicia
>>> Cc: McBath, Roberta; baba@wazobia.com
>>> Subject: 3rd Attempt: Outstanding Issues
>>>
>>> The following issues have not been resolved:
>>>
>>> 1. How do I start making payment? I checked in my account and could
>>> not find the link for this.
>>>
>>> 2. I do not need this service, I have installed Windows:
>>> 1 988-5728 Remote Advisory Services for Virtualization, 1 Pack,
>>> 1Year
>>> \$399
>>>
>>> 3. I did not get the info that you said you were going to e-mail me
>>> last week when we spoke.
>>>
>>> 4. My new order of monitors was put in business credit instead of
>>> leasing.
>>>
>>> Thanks.
>>>
>>>
>>> Baba
>>>
>>>
>>> ----- Forwarded message from baba@wazobia.com -----
>>> Date: Wed, 10 Dec 2008 19:19:36 -0500
>>> From: baba@wazobia.com
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>>> 1 988-5728 Remote Advisory Services for Virtualization, 1 Pack,
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>>> 3. I did not get the info that you said you were going to e-mail me
>>> last week when we spoke.
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>>> Thanks.
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>>> Baba
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>>> ----- End forwarded message -----
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baba

From: Alicia_Saldana@Dell.com
Sent: Thursday, December 18, 2008 4:53 PM
To: baba@wazobia.com
Cc: Roberta_McBath@Dell.com; Heidi_Lanning@Dell.com
Subject: RE: DCN 97344280 DE BABBASS MERCHANTS OF WA, INC.

Hi Baba,

1. We can certainly combine all your lease statements into one statement, however you will need to receive the first statement for each lease before we can do this. Since your equipment was ordered at different times, it will take two to three weeks from the time you receive your equipment to receive your first statement, per lease. Customer Care (877.577.3355) can combine these statements for you (again, after you've received the first from each lease), or you can email me, and I will take care of it for you at the appropriate time.

Thanks,

Alicia Saldaña
BSDT Leasing Specialist
DELL | Financial Services
Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
Fax: 512.283.3741
Email: alicia_saldana@dell.com

Our mission: To deliver financing solutions that enable and enrich the Dell Customer experience.
How am I doing? Contact my manager, Jennifer_Seeker@Dell.com to provide any feedback.

"When we are no longer able to change a situation, we are challenged to change ourselves." - Victor Frankl

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, December 18, 2008 2:02 PM
To: Saldana, Alicia
Cc: McBath, Roberta; Lanning, Heidi
Subject: Re: DCN 97344280 DE BABBASS MERCHANTS OF WA, INC.

1. I want everything on one lease so that I can pay at once. I do not want anything on the Dell Business Credit. How much is everything going to be. I just got the first payment stub for the lease and would like to pay for everything (meaning
2. I do not need this service, I have installed Windows: 1 988-5728 Remote Advisory Services for Virtualization, 1 Pack, 1Year \$399

Thanks.

Baba

Quoting Alicia_Saldana@Dell.com:

> Hello Baba,
> Here is the link to set up your account to pay online.
>
> www.dell.com/paylease
>
> The last time we corresponded, enough time had not elapsed for a
> bill to generate. Since then, you've booked another lease. You
> should be able to access some of your billing information now (most
> likely the lease booked in November), and the rest will come
> available as bills generate. Your contract numbers are:
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> 003-8859263-001
> 003-8859263-002
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> Orders 556951329 556951303 556951246 are on lease contract number
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> Date: Mon, 15 Dec 2008 14:02:48 -0500
> From: baba@wazobia.com
> Reply-To: baba@wazobia.com
> Subject: RE: 3rd Attempt: Outstanding Issues

baba

From: Roberta_McBath@Dell.com
Sent: Wednesday, December 24, 2008 10:20 AM
To: baba@wazobia.com
Subject: 97344280 - DBA GATEWAY SYSTEM

My Acquisition team has decided to refer your account back to me at this time.
If there is anything we missed or anything we did exceptionally well, please let me know.

I will, with your approval, remain your point of contact for as long as you need me. Call me for all things Dell.

Thanks.

Roberta McBath

Senior Systems Specialist | Business Systems Division | Dell Inc.

How am I doing? E-mail my Manager: heidi_lanning@dell.com
Financing? E-mail alicia_saldana@dell.com

[Home](#) | [Fonality Business Phone System, exclusively sold by Dell](#)

From: Synergy Administrator [mailto:SynergyAdministrator@dell.com]
Sent: Wednesday, December 24, 2008 7:54 AM
To: Lanning, Heidi; McBath, Roberta
Subject: Synergy Dumped Account - 97344280

The customer 97344280 has been placed into the "LOR to ACD" status.
Synergy

baba

From: donotreply@dellfinancialservices.com
Sent: Thursday, December 25, 2008 7:25 PM
To: baba@wazobia.com
Subject: Your Account Update [DFS notification]

Associate Account Request

This is to confirm that one or more accounts have been successfully associated to your DFS website profile:

Account #: *****263-002

If you feel you've received this notification in error or require further assistance with our website, please contact our Web Support Team via [email](#) or at 1-877-565-8108 (Monday-Friday 10a.m - 6 p.m. CT).

Sincerely,

Your DFS Team

Please do not reply to this email.

baba

From: Roberta_McBath@Dell.com
Sent: Tuesday, January 27, 2009 4:45 PM
To: baba@wazobia.com
Subject: RE: 3rd Attempt: 97344280 - DBA GATEWAY SYSTEM

I have submitted the message to Alicia Saldana - the payments to DFS should be going through a bank draft automatically, not another credit card.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Tuesday, January 27, 2009 3:00 PM
To: McBath, Roberta
Subject: 3rd Attempt: 97344280 - DBA GATEWAY SYSTEM

Bobbie,

I have not heard back from you.

Thanks.

Baba

Quoting baba@wazobia.com:

> Quoting baba@wazobia.com:

>

>> Bobbie,

>>

>> I got some letters from dell informing me that I had not paid for my
>> equipment yet. I have put in my credit card info more than a month
>> ago and I am surprised that this is happening.

>>

>> I asked for an e-mail from the collecton dept. guy and he said no.

>>

>> Please treat this as urgent.

>>

>> Thanks.

>>

>> baba

>>

>>

>> Quoting [Roberta McBath@Dell.com](mailto:Roberta_McBath@Dell.com):

>>

>>>

>>>

>>>

>>>

>>> My Acquisition team has decided to refer your account back to me
>>> at this time.

>>>

>>> If there is anything we missed or anything we did exceptionally
>>> well, please let me know.

baba

From: support@dfscustomer care.com
Sent: Wednesday, January 28, 2009 3:18 PM
Subject: Dell Financial Services Business Case # 436482 Closed

*****Please do not reply to this message -- this is a no-reply mailbox*****

Business Name: GATEWAY SYSTEM TECHNOLOGY DFS Account Number: XXXXXXXXXXXXX175875

Case # 436482, opened on 1/27/2009, has been resolved. We appreciate your patience during this time. Please visit our website, www.dell.com/dfs, for contact information should you have other questions regarding your account.

Thank You,

Dell Financial Services Customer Service

baba

From: Roberta_McBath@Dell.com
Sent: Wednesday, January 28, 2009 5:42 PM
To: baba@wazobia.com
Subject: RE: 3rd Attempt: 97344280 - DBA GATEWAY SYSTEM

You cannot pay DFS accounts online with credit card. You must have a check from the account or a checking account to make payments.

Bobbie

Bobbie McBath
Senior Systems Specialist | Business Systems Division | Dell Inc.
Toll Free Number: 800-901-3355 Ext: 946-0371 Direct Dial: (512) 946 - 0371
Fax: (512) 283 - 4132 How am I doing? E-mail my Manager: heidi.lanning@dell.com Financing?
<mailto:alicia.saldana@dell.com> Happy with your phone system? Save 40-80% Home | Fidelity
Business Phone System, exclusively sold by Dell- then call me!
Want XP Pro on your system? Call me!

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Wednesday, January 28, 2009 4:40 PM
To: McBath, Roberta
Cc: Saldana, Alicia
Subject: RE: 3rd Attempt: 97344280 - DBA GATEWAY SYSTEM

The issue that I have is that no one informed me that I could not use my credit card to make payments.

Also, if that is the case: the option to pay by credit card should not have been available.

What I need from someone clarifying this issue for my records.

Please treat as urgent.

Thanks.

Baba

Quoting [Roberta McBath@Dell.com](mailto:Roberta_McBath@Dell.com):

> I have submitted the message to Alicia Saldana - the payments to DFS
> should be going through a bank draft automatically, not another
> credit card.

>

> -----Original Message-----

> From: baba@wazobia.com [mailto:baba@wazobia.com]
> Sent: Tuesday, January 27, 2009 3:00 PM
> To: McBath, Roberta
> Subject: 3rd Attempt: 97344280 - DBA GATEWAY SYSTEM

>

> Bobbie,

>

> I have not heard back from you.

>

>>
>>> Quoting baba@wazobia.com:
>>>
>>>> Bobbie,
>>>>
>>>> I got some letters from dell informing me that I had not paid for
>>>> my equipment yet. I have put in my credit card info more than a
>>>> month ago and I am surprised that this is happening.
>>>>
>>>> I asked for an e-mail from the collecton dept. guy and he said no.
>>>>
>>>> Please treat this as urgent.
>>>>
>>>> Thanks.
>>>>
>>>> baba
>>>>
>>>>
>>>> Quoting Roberta_McBath@Dell.com:
>>>>
>>>>>
>>>>>
>>>>>
>>>>>
>>>>> My Acquisition team has decided to refer your account back to me
>>>>> at this time.
>>>>>
>>>>> If there is anything we missed or anything we did exceptionally
>>>>> well, please let me know.
>>>>>
>>>>>
>>>>> I will, with your approval, remain your point of contact for as
>>>>> long as you need me. Call me for all things Dell.
>>>>>
>>>>>
>>>>> Thanks.
>>>>>
>>>>>
>>>>>
>>>>>
>>>>> Bobbie McBath
>>>>> Senior Systems Specialist | Business Systems Division | Dell Inc.
>>>>> Toll Free Number: 800-901-3355 Ext: 946-0371
>>>>> Direct Dial: (512) 946 - 0371 Fax: (512) 283 - 4132
>>>>>
>>>>> How am I doing? E-mail my Manager: heidi_lanning@dell.com
>>>>> <mailto:carlos_a_rivera@dell.com> Financing? E-mail
>>>>> alicia_saldana@dell.com <mailto:carlos_a_rivera@dell.com>
>>>>>
>>>>> Happy with your phone system? Save 40-80% Home | Fonality Business
>>>>> Phone System, exclusively sold by Dell
>>>>> <<http://www.dell.fonality.com/>> - then call me!
>>>>>
>>>>> Want XP Pro on your system? Call me!

Quoting Roberta_McBath@Dell.com:

> 1. I have asked Alicia from dell financial services to send you
> email clarifying payment, it should have also been on the lease
> documents you received by email when you asked for a lease on this
> product. Did you want a letter mailed to you as well?

>
> If payment instructions were not on the lease contract, Alicia
> needs to know, because she has direct access to Dell financial
> Services as my DFS specialist, I do not.

>
> 2. It was my understanding that you wanted to make payments on this,
> not the method that you wanted to make payments with. Since I am not
> a financing expert, I really can't speak to your lease terms
> with DFS. I apologize for the misunderstanding that you feel has
> occurred. I don't understand where you were on the DFS site that
> mentioned you could pay the lease with a credit card.

>
> Bobbie McBath
> Senior Systems Specialist | Business Systems Division | Dell Inc.
> Toll Free Number: 800-901-3355 Ext: 946-0371 Direct Dial: (512)
> 946 - 0371 Fax: (512) 283 - 4132 How am I doing? E-mail my
> Manager: heidi_lanning@dell.com Financing?
> mailto:alicia_saldana@dell.com
> Happy with your phone system? Save 40-80% Home | Fonality Business
> Phone System, exclusively sold by Dell- then call me!
> Want XP Pro on your system? Call me!

>
> -----Original Message-----

> From: baba@wazobia.com [<mailto:baba@wazobia.com>]
> Sent: Wednesday, January 28, 2009 4:50 PM
> To: McBath, Roberta
> Cc: Lanning, Heidi; Saldana, Alicia; baba@wazobia.com
> Subject: RE: 3rd Attempt: 97344280 - DBA GATEWAY SYSTEM

>
> Please answer each one and not just what you feel like answering:

>
> 1. What I need from someone is a letter clarifying this issue for my records.

>
> 2. It is very interesting how I am at fault for something I had no
> control over or was ever informed of. If I had been informed ahead of
> time and not after the fact, this mess would not have happened.

>
> Thanks.

>
>
>
>
> Baba

>
> Quoting Roberta_McBath@Dell.com:

>
>> You cannot pay DFS accounts online with credit card. You must have a
>> check from the account or a checking account to make payments.

>>
>> Bobbie

baba

From: Roberta_McBath@Dell.com
Sent: Thursday, February 26, 2009 3:40 PM
To: baba@wazobia.com
Subject: RE: 97344280 - DBA GATEWAY SYSTEM

I have asked Alicia, My Dell Financial Services Sales Specialist, to get a contact for you to discuss this issue with Dell Financial Services directly. I do not work with collection issues, so I will find the right person to help you and get back to you as soon as I can.

Thanks for contacting me.

Bobbie McBath
Senior Systems Specialist | Business Systems Division | Dell Inc.
Toll Free Number: 800-901-3355 Ext: 946-0371 Direct Dial: (512) 946 - 0371
Fax: (512) 283 - 4132 How am I doing? E-mail my Manager: heidi_lanning@dell.com Financing?
mailto:alicia_saldana@dell.com Happy with your phone system? Save 40-80% Home | Fidelity
Business Phone System, exclusively sold by Dell- then call me!
Want XP Pro on your system? Call me!

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, February 26, 2009 2:22 PM
To: McBath, Roberta
Cc: Lanning, Heidi; folabami@hotmail.com
Subject: 97344280 - DBA GATEWAY SYSTEM

The interesting thing is that I am still getting these letter from collection and a payment was taken out last month from my banking account. I have not logged into that account in over 60 days before this mess started.

Which means that the account already had my banking account in there and somehow your system or associates messed up. A friend of mine had warned me of this sort of mess happening and I wish I had heeded him.

Now, please clarify why I am getting late fees added to my bill when your organization withdrew money from my account:

01/30/2009	Other	AUTOMATED DEBIT DFS LEASE ONLINE PMT	\$27.52
01/28/2009	Other	AUTOMATED DEBIT DFS LEASE ONLINE PMT	\$278.73

PLEASE EXPLAIN WHY MY BANKING ACCOUNT WAS DEBITED ABOVE and yet I have all these late charges on my account.

PLEASE remove all late charges from my account since the info has been in the DFS account all along. Your system looked in the wrong field.
That is not my fault.

Thanks.

Baba

baba

From: Heidi_Lanning@Dell.com
Sent: Monday, March 16, 2009 8:15 PM
To: baba@wazobia.com
Subject: RE: FW: DFS Post Sales Case 436482 - bank Payment

I will work w finance to see what we can do.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Monday, March 16, 2009 7:08 PM
To: McBath, Roberta; Saldana, Alicia; Lanning, Heidi; Price, TytaNisha; baba@wazobia.com
Subject: Re: FW: DFS Post Sales Case 436482 - bank Payment

It would be great if someone would respond to my e-mails and faxes.

HERE IS THE DEAL, YOUR COMPANY WITHDREW MONEY FROM MY BANK ACCOUNT ON 01/28/2009 & 01/30/2009. SINCE THAT DATE YOU HAVE CONTINUED TO SEND LETTERS OF NON-PAYMENT AND ADD ON THESE RIDICULOUS LATE CHARGES.

Thanks.

baba

----- Forwarded message from baba@wazobia.com -----

Date: Sun, 01 Mar 2009 09:33:31 -0500
From: baba@wazobia.com
Reply-To: baba@wazobia.com
Subject: Re: FW: DFS Post Sales Case 436482 - bank Payment
To: Roberta_McBath@Dell.com
Cc: alicia_saldana@dell.com, heidi_lanning@dell.com, baba@wazobia.com, TytaNisha_Price@dell.com

Your subject title is wrong (I have changed it). Payment was withdrawn through my bank account not my credit card. I wish you had forwarded my e-mail.

from my e-mail sent on Thu, 26 Feb 2009 15:21:49 -0500 [02/26/2009 03:21:49 PM EST]:

"The interesting thing is that I am still getting these letter from collection and a payment was taken out last month from my banking account....."

01/30/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$27.52
01/28/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73

PLEASE EXPLAIN WHY MY BANKING ACCOUNT WAS DEBITED ABOVE and yet I have all these late charges on my account."

THEN PLEASE FORWARD THE E-MAIL ADDRESS OF THE RIGHT PERSON AND PLEASE LOOK AT MY E-MAIL OF 2/26/09 AND I STATED BANK ACCOUNT AND NOT AMEX.

Quoting [Roberta McBath@Dell.com](mailto:Roberta_McBath@Dell.com):

> At this point you need to go directly to customer care with Dell
> financial services regarding your billing issues. I am unable to get

baba

From: TytaNisha_Price@Dell.com
Sent: Tuesday, March 17, 2009 9:18 AM
To: baba@wazobia.com; Roberta_McBath@Dell.com; Alicia_Saldana@Dell.com;
Heidi_Lanning@Dell.com
Subject: RE: FW: DFS Post Sales Case 436482 - bank Payment

Mr. Baba,

I am no longer working with the Dell Financial Services Post Sales group, in order to have this issue addressed and corrected, please contact the Dell Financial Services Customer Service at 877-577-3355. A representative will be able to review your accounts and assist with this issue. If additional research is required, a representative will open a case to review this issue for you. With the opening of a case, there will be a rep assigned to that case who will be contacting you for additional follow ups.

Thank You,

TytaNisha Price
SMBR Support Specialist
DELL | Financial Services
877-663-3355 x723-2515 Fax: 512-283-2247 ***This e-mail message is intended only for the named recipient(s) above. It may contain information that is confidential and/or privileged. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this e-mail and any attachment(s) is prohibited. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete this e-mail and any attachment(s) from your system.***

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Monday, March 16, 2009 7:08 PM
To: McBath, Roberta; Saldana, Alicia; Lanning, Heidi; Price, TytaNisha; baba@wazobia.com
Subject: Re: FW: DFS Post Sales Case 436482 - bank Payment

It would be great if someone would respond to my e-mails and faxes.

HERE IS THE DEAL, YOUR COMPANY WITHDREW MONEY FROM MY BANK ACCOUNT ON 01/28/2009 & 01/30/2009. SINCE THAT DATE YOU HAVE CONTINUED TO SEND LETTERS OF NON-PAYMENT AND ADD ON THESE RIDICULOUS LATE CHARGES.

Thanks.

baba

----- Forwarded message from baba@wazobia.com -----
Date: Sun, 01 Mar 2009 09:33:31 -0500
From: baba@wazobia.com
Reply-To: baba@wazobia.com
Subject: Re: FW: DFS Post Sales Case 436482 - bank Payment
To: Roberta_McBath@Dell.com
Cc: alicia_saldana@dell.com, heidi_lanning@dell.com, baba@wazobia.com,
TytaNisha_Price@dell.com

Your subject title is wrong (I have changed it). Payment was withdrawn through my bank account not my credit card. I wish you had forwarded my e-mail.

from my e-mail sent on Thu, 26 Feb 2009 15:21:49 -0500 [02/26/2009 03:21:49 PM EST]:

"The interesting thing is that I am still getting these letter from collection and a payment was taken out last month from my banking account.....

01/30/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$27.52
01/28/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73

PLEASE EXPLAIN WHY MY BANKING ACCOUNT WAS DEBITED ABOVE and yet I have all these late charges on my account."

THEN PLEASE FORWARD THE E-MAIL ADDRESS OF THE RIGHT PERSON AND PLEASE LOOK AT MY E-MAIL OF 2/26/09 AND I STATED BANK ACCOUNT AND NOT AMEX.

Quoting Roberta_McBath@Dell.com:

- > At this point you need to go directly to customer care with Dell
- > financial services regarding your billing issues. I am unable to get
- > assistance any other way for you.
- >
- >
- > Bobbie McBath
- > Senior Systems Specialist | Business Systems Division | Dell Inc.
- > Toll Free Number: 800-901-3355 Ext: 946-0371
- > Direct Dial: (512) 946 - 0371 Fax: (512) 283 - 4132
- >
- > How am I doing? E-mail my Manager: heidi_lanning@dell.com Financing?
- > mailto:alicia_saldana@dell.com
- >
- > Happy with your phone system? Save 40-80% Home | Fonality Business
- > Phone System, exclusively sold by Dell <<http://www.dell.fonality.com/>>
- > - then call me!
- >
- > Want XP Pro on your system? Call me!
- >
- >
- >
- > From: Price, TytaNisha
- > Sent: Wednesday, January 28, 2009 2:11 PM
- > To: 'baba@wazobia.com'
- > Cc: Saldana, Alicia
- > Subject: DFS Post Sales Case 436482 - Amex Payment
- >
- >
- >
- > Mr. Baba,
- >
- >
- >
- > Thank You for contacting Dell Financial Services.
- >
- >
- >
- > I have received your request for additional clarification on why you

baba

From: Alicia_Saldana@Dell.com
Sent: Tuesday, March 17, 2009 3:30 PM
To: baba@wazobia.com; Roberta_McBath@Dell.com; Heidi_Lanning@Dell.com;
TytaNisha_Price@Dell.com
Subject: RE: FW: DFS Post Sales Case 436482 - bank Payment

Hi Baba,
I've asked our billing department to provide current information regarding your accounts with Dell Financial Services. This is the information that has been provided to me. If you see any discrepancies, or would like to dispute this information, please contact our Dell Financial Services Customer Care department, your direct contact for billing inquiries. The number is 877.577.3355.

For Dell Business Credit:
Orders were invoiced on December 4, 2008. No payment has been made on this account. If you would like to apply for transition of these orders to your American Express card, you may contact me directly at (512) 946-0215 between the hours of 8 AM and 5 PM, CST. Please understand that no payment arrangements can be made between Dell Financial Services and American Express. Once your credit card information is given, and your request is approved, the full order amount will be charged to your American Express card. We have a very short window in which to request this change, so please contact me immediately.

For Lease Agreements:
Contract 003-8859263-001:
Last payment was ACH draft for \$278.73 on 01/28. The account is currently past due an additional \$923.19.

Contract 003-8859263-002 :
Last payment was ACH draft for \$221.17 on 01/30. The account is currently past due an additional \$221.17.

Please notice, Baba, that your Dell Financial Services accounts are separate accounts. Payment must be made to each account/contract individually. If you would like to set up automatic payment for your account, you may do this at www.dell.com/paydbc for Dell Business Credit or www.dell.com/paylease for your lease contracts. You will continue to receive collections notifications until all accounts are current.

Please contact me as soon as possible if you would like to transition your recent Dell Business Credit order to your American Express Card, so that I may take your credit card information. I hope that this information is helpful.

Thank you,

Alicia Saldaña
BSDT Leasing Specialist
DELL | Financial Services
Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
Fax: 512.283.3741

Email: alicia_saldana@dell.com
Our mission: To deliver financing solutions that enable and enrich the Dell Customer experience.
How am I doing? Contact my manager, Micah_Semmelmann@Dell.com to provide any feedback.

"When we are no longer able to change a situation, we are challenged to change ourselves." - Victor Frankl

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Monday, March 16, 2009 7:08 PM
To: McBath, Roberta; Saldana, Alicia; Lanning, Heidi; Price, TytaNisha; baba@wazobia.com
Subject: Re: FW: DFS Post Sales Case 436482 - bank Payment

It would be great if someone would respond to my e-mails and faxes.

HERE IS THE DEAL, YOUR COMPANY WITHDREW MONEY FROM MY BANK ACCOUNT ON 01/28/2009 & 01/30/2009. SINCE THAT DATE YOU HAVE CONTINUED TO SEND LETTERS OF NON-PAYMENT AND ADD ON THESE RIDICULOUS LATE CHARGES.

Thanks.

baba

----- Forwarded message from baba@wazobia.com -----

Date: Sun, 01 Mar 2009 09:33:31 -0500
From: baba@wazobia.com
Reply-To: baba@wazobia.com
Subject: Re: FW: DFS Post Sales Case 436482 - bank Payment
To: Roberta_McBath@Dell.com
Cc: alicia_saldana@dell.com, heidi_lanning@dell.com, baba@wazobia.com, TytaNisha_Price@dell.com

Your subject title is wrong (I have changed it). Payment was withdrawn through my bank account not my credit card. I wish you had forwarded my e-mail.

from my e-mail sent on Thu, 26 Feb 2009 15:21:49 -0500 [02/26/2009 03:21:49 PM EST]:

"The interesting thing is that I am still getting these letter from collection and a payment was taken out last month from my banking account.....

01/30/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$27.52
01/28/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73

PLEASE EXPLAIN WHY MY BANKING ACCOUNT WAS DEBITED ABOVE and yet I have all these late charges on my account."

THEN PLEASE FORWARD THE E-MAIL ADDRESS OF THE RIGHT PERSON AND PLEASE LOOK AT MY E-MAIL OF 2/26/09 AND I STATED BANK ACCOUNT AND NOT AMEX.

Quoting Roberta_McBath@Dell.com:

> At this point you need to go directly to customer care with Dell
> financial services regarding your billing issues. I am unable to get
> assistance any other way for you.
>
>
>

baba

From: Alicia_Saldana@Dell.com
Sent: Wednesday, March 18, 2009 10:01 AM
To: baba@wazobia.com; Roberta_McBath@Dell.com; Heidi_Lanning@Dell.com;
TytaNisha_Price@Dell.com
Subject: RE: FW: DFS Post Sales Case 436482 - bank Payment

Good morning Baba,

TytaNisha has recently moved to another position within Dell, and can no longer assist you with these issues, as she detailed in her email to you yesterday. I work in Dell Financial Services Sales, and have limited access to your records.

The payments you outlined below were not enough to bring your accounts current. If you have questions regarding your billing and payment history, please call DFS Customer Care at 877.577.3355.

Please let me know how you intend to make payment on your Dell Business Credit Account. You may go online and make payment using your bank account information if that is more convenient for you. Currently, your DBC account is past due as well. If you intend to pay with your American Express card, you must provide me with your credit card information. You will not be able to make online payments to your DBC account with your credit card.

Thank you,

Alicia Saldaña
BSDT Leasing Specialist
DELL | Financial Services
Phone: 800.901.3355 Ext. 946.0215 or Direct: 512.946.0215
Fax: 512.283.3741
Email: alicia_saldana@dell.com

Our mission: To deliver financing solutions that enable and enrich the Dell Customer experience.
How am I doing? Contact my manager, Micah_Semmelmann@Dell.com to provide any feedback.

"When we are no longer able to change a situation, we are challenged to change ourselves." - Victor Frankl

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Wednesday, March 18, 2009 5:34 AM
To: Saldana, Alicia; McBath, Roberta; Lanning, Heidi; Price, TytaNisha
Subject: RE: FW: DFS Post Sales Case 436482 - bank Payment

Isn't TytaNisha_Price@Dell.com (who has been copied on these e-mails) of DFS section?

The evidence from my bank account speaks for itself:

01/30/2009	Other	AUTOMATED DEBIT DFS LEASE ONLINE PMT	\$27.52
01/28/2009	Other	AUTOMATED DEBIT DFS LEASE ONLINE PMT	\$278.73

baba

From: TytaNisha_Price@Dell.com
Sent: Monday, March 30, 2009 8:31 AM
To: baba@wazobia.com
Cc: Roberta_McBath@Dell.com; Alicia_Saldana@Dell.com
Subject: Dell Financial Services - Your Fax has been recieved

Mr. Baba,

I have received and reviewed your fax sent on Saturday March 28th. Based on my review of the fax, we have received those payments that you made online thru your bank. The payments, 278.73 was received on your lease sch 001 and the other payment of 27.52 was received on your lease sch 002 account. At this time both accounts are currently reflecting as past due. The payments your are inquiring about are the only payments that have been received on those accounts and in regards to your Dell Business Credit account ending in 5875, there are no payments reflecting on that account and it is reflecting as delinquent as well.

Please contact the Dell Financial Services Customer Service department at 877-577-3355 in order to receive additional assistance. Looking at these accounts, you will need to speak with a DFS customer service rep in order to have this issue addressed and to have a case submitted. I am unable to submit a case to follow up with you on these issues. Please contact customer service and we will provide you with additional clarification on your payment research issue and the status of your accounts.

If you have any additional questions, please call 877-577-3355 and a representative will be more than happy to assist you.

Thank You,

TytaNisha Price
Dell Financial Service – SMBR Support Specialist – 877-577-3355 x723-2515

baba

From: support@dfscustomer care.com
Sent: Thursday, April 23, 2009 4:01 PM
Subject: Dell Financial Services Business Case # 530044 Opened

*****Please do not reply to this message -- this is a no-reply mailbox*****

Business Name: DE BABBASS MERCHANTS OF WA DFS Account Number: 6879450204014175875

Thank you for recently contacting Dell Financial Services regarding your account. Please know that your call is important to us.

In response to your call, we have opened Case # 530044 and are currently in the process of researching your issue. We will notify you either by phone or email when your case has been resolved. Please know that your issue is important to us and our goal is to close your case as soon as possible.

Thank you again for contacting Dell Financial Services.

Thank You,

Dell Financial Services Customer Service

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Friday, April 24, 2009 2:55 PM
To: baba
Subject: Dell Financial Services|| Case NO: 530044 (KMM95940656157L0KM)

04/24/2009

Mr. Baba Bamisaiye
Re: Dell Business Credit Account
Account # xxxxxxxxxxxxxxxx5875

Thank you for contacting us about your account.

In response to your call, we have opened Case # 530044. In order to research your issue thoroughly, we require the following information:

This is to inquire the services you would like to your accounts here in Dell Financial Services and would like to discuss the issue over the phone.

Please be advised if we do not receive the requested information, you may be contacted at the home phone number we have on record. Once resolution has been completed, you will be notified via e-mail of your case close.

Upon receipt of the required information, the approximate resolution timeframe is < > business days. Once resolution has been completed, you will be notified via e-mail of your case closure.

If you have any further questions about your Dell Business Credit Account, please call (877) 577-3355. Our hours are Monday-Friday 7:00 AM - 8:00 PM CT, or visit our website at www.dell.com/dfs to view account activity, download statements, make payments and more.

We appreciate your business and hope that you will consider Dell Financial Services for your future Dell purchases.

Sincerely,

Julie Ramo
Resolutions Specialist
Dell Financial Services, Resolutions
Tel: 1.866.207.5797 Ext 3179
Workdays: Monday to Friday
Work Hours 10:00-7:00 PM CST

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Tuesday, April 28, 2009 2:19 PM
To: baba
Subject: Dell Financial Services|| Case No: 530044 (KMM96059651157L0KM)

04/28/2009

Mr. Baba Bamisaiye
Re: Dell Business Credit Account
Account # xxxxxxxxxxxxxxxx5875

Thank you for contacting us about your account.

In response to your call, we have opened Case #530044. In order to research your issue thoroughly, we require the following information:

This is to inquire if i could discuss the issue to you over the phone regarding the assistance you are seeking for your account.

Please be advised if we do not receive the requested information, you may be contacted at the home phone number we have on record. Once resolution has been completed, you will be notified via e-mail of your case close.

Note: if the requested information requires faxing, please fax your documentation with a cover sheet to <512-283-1978, Attn: <Julie Ramo>. Please be sure to include your Dell Business Credit Account Number and the assigned Case Number.

Upon receipt of the required information, the approximate resolution timeframe is < > business days. Once resolution has been completed, you will be notified via e-mail of your case closure.

If you have any further questions about your Dell Preferred Account, please call (877) 577-3355. Our hours are Monday-Friday 7:00 AM - 8:00 PM CT, or visit our website at www.dell.com/dfs to view account activity, download statements, make payments and more.

We appreciate your business and hope that you will consider Dell Financial Services for your future Dell purchases.

Sincerely,

Julie Ramo
Resolutions Specialist
Dell Financial Services, Resolutions
Tel: 1.866.207.5797 Ext 3179
Workdays: Monday to Friday
Work Hours 10:00-7:00 PM CST

baba

From: support@dfscustomer care.com
Sent: Friday, May 01, 2009 12:12 PM
Subject: Dell Financial Services Business Case # 530044 Closed

*****please do not reply to this message -- this is a no-reply mailbox*****

Business Name: DE BABBASS MERCHANTS OF WA DFS Account Number: 6879450204014175875

Case # 530044, opened on 4/23/2009, has been resolved. We appreciate your patience during this time. Please visit our website, www.dell.com/dfs, for contact information should you have other questions regarding your account.

Thank You,

Dell Financial Services Customer Service

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Friday, May 01, 2009 12:08 PM
To: baba
Subject: Dell Financial Services|| Case No:530044 (KMM96183772I57L0KM)

05/01/2009

Mr. Baba Bamisaiye
Re: Dell Business Credit Account
Account # xxxxxxxxxxxxxxx5875

Thank you for contacting Dell Financial Services about your account.

In response to your call, we opened Case # 530044 and the following resolution has been concluded.

We tried to contact you and left several voice message.

This is the final confirmation with regards to the case that was created for your account.

Due to no response from calls and e-mails, i will be closing the case.

If you have any questions regarding your Dell Business Credit Account, please call (877) 282-2210. Our office hours are Monday-Friday 7:00 AM - 8:00 PM CT, or email us through our website at www.dell.com/dfs to view account activity, download statements, make payments and more.

We appreciate your business and hope that you will consider Dell Financial Services for your future Dell purchases.

Sincerely,

Julie Ramo
Resolutions Specialist
Dell Financial Services, Resolutions
Tel: 1.866.207.5797 Ext 3179
Workdays: Monday to Friday
Work Hours 10:00-7:00 PM CST

baba

From: support@dfscustomer care.com
Sent: Tuesday, May 05, 2009 6:06 PM
Subject: Dell Financial Services Business Case # 541223 Opened

*****Please do not reply to this message -- this is a no-reply mailbox*****

Business Name: DE BABBASS MERCHANTS OF WA DFS Account Number: 6879450204014175875

Thank you for recently contacting Dell Financial Services regarding your account. Please know that your call is important to us.

In response to your call, we have opened Case # 541223 and are currently in the process of researching your issue. We will notify you either by phone or email when your case has been resolved. Please know that your issue is important to us and our goal is to close your case as soon as possible.

Thank you again for contacting Dell Financial Services.

Thank You,

Dell Financial Services Customer Service

baba

From: TrackingUpdates@fedex.com
Sent: Thursday, May 07, 2009 2:35 PM
To: baba@wazobia.com
Subject: FedEx Shipment 797560724567 Delivered

This tracking update has been requested by:

Company Name: WAZOBIA.COM
Name: baba bamisaiye
E-mail: baba@wazobia.com

Our records indicate that the following shipment has been delivered:

Ship (P/U) date: May 4, 2009
Delivery date: May 7, 2009 2:30 PM
Sign for by: M.BROWN
Delivered to: Receptionist/Front Desk
Service type: FedEx Express Saver
Packaging type: FedEx Envelope
Number of pieces: 1
Weight: 0.50 lb.
Special handling/Services: Adult Signature Required
Deliver Weekday

Tracking number: [797560724567](#)

Shipper Information	Recipient Information
baba bamisaiye	Julie Ramo
WAZOBIA.COM	Dell Financial Services
6475 NEW HAMPSHIRE AVE, #600	350 PARK AVE FL 10; 10TH FLOOR; SMBR SUPPORT SPECIALIST
HYATTSVILLE	NEW YORK
MD	NY
US	US
20783	10022

Please do not respond to this message. This email was sent from an unattended mailbox. This report was generated at approximately 1:34 PM CDT on 05/07/2009.
[Learn more](#) about new ways to track with FedEx.

All weights are estimated.

To track the latest status of your shipment, click on the tracking number above, or visit us at fedex.com.
This tracking update has been sent to you by FedEx on the behalf of the Requestor noted above. FedEx does not validate the authenticity of the requestor and does not validate, guarantee or warrant the authenticity of the request, the requestor's message, or the accuracy of this tracking update. For tracking results and fedex.com's terms of use, go to fedex.com.

Thank you for your business.

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Friday, May 08, 2009 11:24 AM
To: baba
Subject: Dell Financial Services || Case No: 541223 (KMM96430869I57L0KM)
Attachments: AutoPForm_SMB06.pdf

05/08/2009

Mr. Baba Bamisaiye,

Thank you for contacting Dell Financial Services regarding your account.

This is to inform you that I already reviewed the fax document you sent me and the payment that was debited on your account is the payment that was done ONLINE. And this is for you two (2) lease account :003-8859263-002 and 003-8859263-001

We don't have the bank information in order for us to do the auto debit.

If you wish to have the account under autopay, I have attached the form for you to complete and submit

We invite you to visit our website at www.dell.com/dfs. We now provide a variety of account information, including amount and date of last payment received, general account information, and buyout quotes.

Of course, should you have any other questions regarding your account that are not addressed by our website, please do not hesitate to contact our Customer Service Department at (877) 577-3355 or by e-mail to us_dfs_customer_experience@dell.com.

Thank you,

Julie Ramo
Resolutions Specialist
Dell Financial Services, Resolutions
Tel: 1.866.207.5797 Ext 3179
Workdays: Monday to Friday
Work Hours 10:00-7:00 PM CST

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Friday, May 08, 2009 11:24 AM
To: baba
Subject: Dell Financial Services || Case No: 541223 (KMM96430869I57L0KM)
Attachments: AutoPForm_SMB06.pdf

05/08/2009

Mr. Baba Bamisaiye,

Thank you for contacting Dell Financial Services regarding your account.

This is to inform you that I already reviewed the fax document you sent me and the payment that was debited on your account is the payment that was done ONLINE. And this is for you two (2) lease account :003-8859263-002 and 003-8859263-001

We don't have the bank information in order for us to do the auto debit.

If you wish to have the account under autopay, I have attached the form for you to complete and submit

We invite you to visit our website at www.dell.com/dfs. We now provide a variety of account information, including amount and date of last payment received, general account information, and buyout quotes.

Of course, should you have any other questions regarding your account that are not addressed by our website, please do not hesitate to contact our Customer Service Department at (877) 577-3355 or by e-mail to us_dfs_customer_experience@dell.com.

Thank you,

Julie Ramo
Resolutions Specialist
Dell Financial Services, Resolutions
Tel: 1.866.207.5797 Ext 3179
Workdays: Monday to Friday
Work Hours 10:00-7:00 PM CST

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Friday, May 08, 2009 12:48 PM
To: baba
Subject: Re: Dell Financial Services || Case No: 541223 (KMM96438220157L0KM)

Dear Mr. Baba Bamisaiye,

The payment was done Online not through DFS, because in order for us to the autopay we need the form submitted to us.

Someone set the payment on line at the convenience of your home.

Thank you,

Julie

Original Message Follows:

By online, do you mean from within my DFS account?

Thanks.

Baba

Quoting US_DFS_SMB_Resolution <US_DFS_SMB_Resolution@dell.com>:

> 05/08/2009
>
> Mr. Baba Bamisaiye,
>
> Thank you for contacting Dell Financial Services regarding your account.
>
> This is to inform you that I already reviewed the fax document you
> sent me and the payment that was debited on your account is the
> payment that was done ONLINE. And this is for you two (2) lease
> account :003-8859263-002
> and 003-8859263-001
>
> We don't have the bank information in order for us to do the auto debit.
>
> If you wish to have the account under autopay, I have attached the
> form for you to complete and submit
>
> We invite you to visit our website at www.dell.com/dfs. We now
> provide a variety of account information, including amount and date
> of last payment received, general account information, and buyout
> quotes.
>
> Of course, should you have any other questions regarding your
> account that are not addressed by our website, please do not
> hesitate to contact our Customer Service Department at (877)
> 577-3355 or by e-mail to us_dfs_customer_experience@dell.com.

>
> Thank you,
>
> Julie Ramo
> Resolutions Specialist
> Dell Financial Services, Resolutions
> Tel: 1.866.207.5797 Ext 3179
> Workdays: Monday to Friday
> Work Hours 10:00-7:00 PM CST
>
>

baba

From: support@dfscustomer care.com
Sent: Monday, May 11, 2009 12:47 PM
Subject: Dell Financial Services Business Case # 541223 Closed

*****Please do not reply to this message -- this is a no-reply mailbox*****

Business Name: DE BABBASS MERCHANTS OF WA DFS Account Number: 6879450204014175875

Case # 541223, opened on 5/5/2009, has been resolved. We appreciate your patience during this time. Please visit our website, www.dell.com/dfs, for contact information should you have other questions regarding your account.

Thank You,

Dell Financial Services Customer Service

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Tuesday, May 12, 2009 1:06 PM
To: baba
Subject: Re: Dell Financial Services Business Case # 541223 Closed (KMM96554942157L0KM)

05/12/2009

Dear Mr. Baba Bamisaiye,

Thank you for contacting Dell Financial Services regarding your account.

We have been trying to contact you over the phone for the last couple of days and leaving a message.

This is to discuss the issue(s) you have regarding your account. It is very unfortunate, that we are not able to talk to you since the last two case(s) was opened.

If you prefer to be contacted thru e-mail, we would be happy to assist you.

Please provide the concern(s) you have regarding your account(s) here in Dell Financial Services

We invite you to visit our website at www.dell.com/dfs. We now provide a variety of account information, including amount and date of last payment received, general account information, and buyout quotes.

Of course, should you have any other questions regarding your account that are not addressed by our website, please do not hesitate to contact our Customer Service Department at (877) 577-3355 or by e-mail to us_dfs_customer_experience@dell.com.

Thank you,

Resolutions Specialist
Dell Financial Services, Resolutions
Tel: 1.866.207.5797 Ext 3179
Workdays: Monday to Friday
Work Hours 10:00-7:00 PM CST

Original Message Follows:

DO NOT CLOSE THIS TICKET. THE ISSUE HAS NOT BEEN RESOLVED. IF I DO NOT GET THE APPROPRIATE RESOLUTION, I WILL SHIP ALL YOUR STUFF BACK TO YOU. I HAVE SENT NUMEROUS E-MAILS, FAXES AND LETTERS WITH NO RESULT. YOU NEED TO FIX THIS NOW.

THANKS.

BABA

Quoting support@dfscustomerexperience.com:

> *****Please do not reply to this message -- this is a no-reply
> mailbox*****
>
> Business Name: DE BABBASS MERCHANTS OF WA DFS Account Number:
> 6879450204014175875
>
> Case # 541223, opened on 5/5/2009, has been resolved. We appreciate your
> patience during this time. Please visit our website,
> www.dell.com/dfs, for contact information should you have other
> questions regarding your account.
>
> Thank You,
>
> Dell Financial Services Customer Service
>

baba

From: Victoria_Gomez@Dell.com
Sent: Monday, May 18, 2009 10:43 AM
To: baba@wazobia.com
Subject: FW: FW: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC. /Dell Customer Number: 97344280/ Case # 545378

Dear Baba,

The only payment Dell Financial Services shows that was made on contracts 003-8859263-001 and 003-8859263-002 was through check free in January 2009. Per my original email to you, there has been no other payments received. This payment would've been something someone from the business set up and check free can be contacted at 800-564 9184. We will not be removing any late fees on this account. There is another option that you can take since you mentioned the 90 day deferred you stated you should've received. You will need to contact Dell Customer Care at 1-800-456-3355 Mon-F 7am-7pm; Sat-sun Closed, and attempt to set up a return but since I am not in sales you will have to contact Dell directly and explain that this should've gone on a 90 day deferred and what are your options at this point and they will assist you from here.

I do apologize for the inconvenience, the account does show to be over 90 days past due. I do show you as the contact person who was disclosed terms and conditions on both contracts and the terms were accepted.

Vikki
DELL | Financial Services
877-577-3355 ext 7285849

This e-mail message is intended only for the named recipient(s) above. It may contain information that is confidential and/or privileged. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this e-mail and any attachment(s) is prohibited. If you have received this e-mail in error, please notify the sender immediately by return e-mail and delete this e-mail and any attachment(s) from your system.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, May 15, 2009 6:31 PM
To: Gomez, Victoria
Subject: Re: FW: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC. /DellCustomer Number: 97344280/ Case # 545378

Per my fedex letter and fax. i need the following done:

1. Consolidate all my bills into one.
 2. Remove all the late charges.
 3. Remove the outstanding balance, since it has grown to be a lot.
- You do have a 90 day deferred program.

I did not make those payments as you allege. Please provide the records that show how when payment was made.

If you cannot meet this requirement, my lawyer has requested that I ask for a return address, so that I can ship or drop off your hardware. I have made every move to fix this but your people either change reps on me for the umpteenth time or ignore my e-mails until I fax or fedex them.

Thanks.

Baba

Quoting Victoria_Gomez@Dell.com:

> Hello Baba,
>
>
>
> Please review the email I sent on Monday. The account is still past
> due. Please call in to bring the account current.
>
> 877-577-3355 please provide them your account number.
>
>
>
>
>
> Vikki
>
> DELL | Financial Services
>
> 877-577-3355 ext 7285849
>
>
>
> ***This e-mail message is intended only for the named recipient(s)
> above. It may contain information that is confidential and/or
> privileged. If you are not the intended recipient, you are hereby
> notified that any review, dissemination, distribution or copying of this
> e-mail and any attachment(s) is prohibited. If you have received this
> e-mail in error, please notify the sender immediately by return e-mail
> and delete this e-mail and any attachment(s) from your system.***
>
>
>
>
> From: Gomez, Victoria
> Sent: Monday, May 11, 2009 4:43 PM
> To: 'baba@wazobia.com'
> Cc: Larson, Jessica
> Subject: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC. /Dell
> Customer Number: 97344280/ Case # 545378
>
>
>
> Dear Baba,
>
>

baba

From: Ricardo_Garcia@Dell.com
Sent: Monday, May 18, 2009 5:44 PM
To: baba@wazobia.com
Subject: FW: FW: FW: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC./Dell
Customer Number: 97344280/ Case # 545378

Please call 800-456-3355 For Dell customer Care.... They are the only people that might be able to authorize a return after 30 days from the date of purchase. Most likely They will not and you will need to pay your bill! Until then you will not be able to use this account with Dell or purchase anything moving forward.

Check-Free is a company NOT Associated with Dell. This is a type of company that can pay any bills online through a service. The only way for Dell to receive a payment through Check Free is for someone to set it up that way with all of your information from your bank, which we don't have. So this issue isn't with Dell. That particular issue of not knowing how that happened is something you need to investigate with CHECK FREE. (a totally separate company)

The only issue that Dell Has is that our Bill gets paid however you want to arrange that, this is your choice.

Ricky Garcia
Inside Account Manager
512-946-1633 direct
ricardo_garcia@dell.com

I already advised him to call Dell Cust Care about returning it. He needs to call check free they will give HIM this info, they won't give it to me.

Ricky, can you call him and transfer him to DCC or conference him in and see if they will even allow him to return since its over the 21 day window. Nothing more I can do for him..He is past due not removing his block will end up charging off and all he disputes is the pymt made not the actual order.

Thank you,

Vikki

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

From: baba@wazobia.com [mailto:baba@wazobia.com]

Sent: Monday, May 18, 2009 1:54 PM

To: Gomez, Victoria

Cc: Garcia, Ricardo

Subject: Re: FW: FW: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC./Dell Customer

Number: 97344280/ Case # 545378

As I have previously told you. I did not make any payment through check free nor did anybody who works through me.

I need to have this resolved or you can have your equipment back. I wish I did not get your equipment with the worst customer service I have ever got before.

Thanks.

baba

From: Victoria_Gomez@Dell.com
Sent: Thursday, May 21, 2009 9:35 AM
To: baba@wazobia.com
Cc: Jesica_Fonville@Dell.com; Ricardo_Garcia@Dell.com
Subject: RE: FW: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC. /DellCustomer Number: 97344280/ Case # 545378

Per your request:

DFS Legal Dept.
One Dell Way
Round Rock, TX 78682

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, May 15, 2009 6:31 PM
To: Gomez, Victoria
Subject: Re: FW: SOR-Customer Name: DE BABBASS MERCHANTS OF WA, INC. /DellCustomer Number: 97344280/ Case # 545378

Per my fedex letter and fax. i need the following done:

1. Consolidate all my bills into one.
 2. Remove all the late charges.
 3. Remove the outstanding balance, since it has grown to be a lot.
- You do have a 90 day deferred program.

I did not make those payments as you allege. Please provide the records that show how when payment was made.

If you cannot meet this requirement, my lawyer has requested that I ask for a return address, so that I can ship or drop off your hardware. I have made every move to fix this but your people either change reps on me for the umpteenth time or ignore my e-mails until I fax or fedex them.

Thanks.

Baba

Quoting Victoria Gomez@Dell.com:

> Hello Baba,
>
>
>
> Please review the email I sent on Monday. The account is still past
> due. Please call in to bring the account current.
>
> 877-577-3355 please provide them your account number.
>
>
>
>

baba

From: Mark_McCallister@Dell.com
Sent: Friday, June 26, 2009 4:39 PM
To: baba@wazobia.com
Subject: Dell Contact information

Baba,

I would like to speak with you for a few moments. I am your new Account Executive here at Dell, and would like to discuss the relationship you have had with Dell up to this point, and how I can help develop that moving forward. Please give me a call at your convenience.

Mark McCallister

512-946-1633

baba

From: Jesica_Fonville@Dell.com
Sent: Friday, August 14, 2009 3:12 PM
To: baba@wazobia.com; Victoria_Gomez@Dell.com
Cc: Ricardo_Garcia@Dell.com
Subject: RE: Dell Customer Number: 97344280

Hi Baba -
The monthly payments on your FMV leases are rental payments, therefore there is not a balance remaining. If you need me to find out how many rental payments are left on the lease, I can do that. I can also find out early buyout quotes as well if that's what you are looking for. Please let me know and I will submit to get the info you are looking for.

Thanks!
Jesica

***Please note my new name and email address, and update your records accordingly: Jesica Fonville@dell.com (formerly Jesica Larson)

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, August 14, 2009 2:07 PM
To: Gomez, Victoria
Cc: Fonville, Jesica; Garcia, Ricardo
Subject: Dell Customer Number: 97344280

Dell Financial Services
contracts 003-8859263-001 and 003-8859263-002

Please tell me what the balance is on the above accounts.

Thanks.

Baba

baba

From: Mark_McCallister@Dell.com
Sent: Friday, August 14, 2009 3:12 PM
To: baba@wazobia.com; Jessica_Fonville@Dell.com
Subject: RE: Dell Customer Number: 97344280

Jesica,

Can you get the balance on these?

Mark

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, August 14, 2009 2:09 PM
To: McCallister, Mark
Subject: Dell Customer Number: 97344280

Dell Financial Services
contracts 003-8859263-001 and 003-8859263-002

Please tell me what the balance is on the above accounts.

Thanks.

Baba

baba

From: Jessica_Fonville@Dell.com
Sent: Friday, August 14, 2009 4:59 PM
To: baba@wazobia.com; Mark_McCallister@Dell.com
Subject: RE: Dell Customer Number: 97344280

Baba - Here is the information back that I received.

Lease 003-8859263-001
Commenced: 11/28/08
91 days past due
Total due: \$1625.65
32 payments remaining on 36 month FMV

Lease 003-8859263-002
Commenced: 1/1/09
Charged off, Orders were placed 11/18/08 and we did not receive a payment until 7/14/2009
Only .53 payments received on a 36 month FMV

***Please note my new name and email address, and update your records accordingly: Jessica Fonville@dell.com (formerly Jessica Larson)

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, August 14, 2009 3:29 PM
To: McCallister, Mark
Cc: Fonville, Jessica
Subject: RE: Dell Customer Number: 97344280

Please also add how much is left for them to be up to date?

Quoting Mark McCallister@Dell.com:

> Jessica,
>
> Can you get the balance on these?
>
> Mark

> -----Original Message-----

> From: baba@wazobia.com [mailto:baba@wazobia.com]
> Sent: Friday, August 14, 2009 2:09 PM
> To: McCallister, Mark
> Subject: Dell Customer Number: 97344280

>
> Dell Financial Services
> contracts 003-8859263-001 and 003-8859263-002
>
> Please tell me what the balance is on the above accounts.
>

baba

From: Margaret_Castillo@Dell.com
Sent: Monday, August 17, 2009 12:09 PM
To: baba@wazobia.com
Cc: Jesica_Fonville@Dell.com
Subject: RE: RE: Dell Customer Number: 97344280
Attachments: Business Payment History 003-8859263-001.pdf; Business Payment History 003-8859263-002.pdf

Baba Bamisaiye,

Thank you for contacting Dell Financial Services (DFS) regarding the amounts due on your accounts.

I have confirmed the payments to your Dell Business Credit account, however, this account was charged off on 7/6/09 before these payments were received. I contacted our collections department and they are unable to reverse the charge off. You will need to contact Valentine and Kebartas at 800-731-7766 for more information regarding this account.

Account 003-8859263-002 is also charged off and is being handled by Receivables Management Services at 866-501-1204. I've attached the payment history for this account and for lease 003-8859263-001, which is not yet charged off but is being serviced by the same collections agency. Payment arrangements can be made through them.

Please do not hesitate to contact me if you have further questions.

Thank you,
Margaret Castillo
Dell Financial Services
Relationship Sales Operations
Senior Account Specialist
Contact #: 1-877-577-3355 ext 72-85288
Fax: 512-283-4784
Email: margaret.castillo@dell.com

How am I doing? Email my manager james.hagan@Dell.com with comments.

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

From: Fonville, Jesica
Sent: Monday, August 17, 2009 8:29 AM
To: Castillo, Margaret
Subject: **SOR** CASE 622577 - DCN 97344280 - DE BABBASS MERCHANTS OF WA, INC. - ACCT INFO

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Sunday, August 16, 2009 12:19 AM
To: Fonville, Jesica
Cc: McCallister, Mark
Subject: RE: Dell Customer Number: 97344280

Please have them update their records with the following:

Account 003-8859263-002 is up to date:

Dell Business Credit Account	*75875	\$23.00	08/11/2009	Paid	
Dell Business Credit Account	*75875	\$115.00	08/03/2009		Paid
Dell Business Credit Account	*75875	\$23.00	07/28/2009	Paid	
Dell Business Credit Account	*75875	\$23.00	07/14/2009	Paid	
AUTOMATED DEBIT DFS LEASE ONLINE PMT		\$27.52	01/30/2009		Paid

Acct 003-8859263-001:

Dell Financial Services Lease	*3-001	\$278.73	08/11/2009	Paid	
Dell Financial Services Lease	*3-001	\$278.73	07/28/2009		Paid
Dell Financial Services Lease	*3-001	\$278.73	07/14/2009		Paid
AUTOMATED DEBIT DFS LEASE ONLINE PMT		\$278.73	01/28/2009		Paid

Please let me know what the amounts are after the above numbers are verified.

Thanks.

Baba

Quoting Jessica.Fonville@Dell.com:

> Baba - Here is the information back that I received.
>
> Lease 003-8859263-001
> Commenced: 11/28/08
> 91 days past due
> Total due: \$1625.65
> 32 payments remaining on 36 month FMV
>
> Lease 003-8859263-002
> Commenced: 1/1/09
> Charged off, Orders were placed 11/18/08 and we did not receive a
> payment until 7/14/2009
> Only .53 payments received on a 36 month FMV
>
> ***Please note my new name and email address, and update your records
> accordingly: Jessica.Fonville@dell.com (formerly Jessica Larson)
>
>
> -----Original Message-----
> From: baba@wazobia.com [<mailto:baba@wazobia.com>]
> Sent: Friday, August 14, 2009 3:29 PM
> To: McCallister, Mark
> Cc: Fonville, Jessica
> Subject: RE: Dell Customer Number: 97344280
>
> Please also add how much is left for them to be up to date?
>
>
>

baba

From: Noelle_Rose@Dell.com
Sent: Tuesday, August 18, 2009 1:19 PM
To: baba@wazobia.com
Subject: Dell Contact / DBA GATEWAY SYSTEM TECH

Baba,

I have been reassigned as your senior account manager within our preferred space at Dell. Moving forward you will have the absolute best pricing in the industry on your hardware, software licensing, and peripheral needs within this space at Dell. You can reach me at 512-946-2925, or email me at Noelle_Rose@Dell.com. Due to where your discounting is set I will be your only point of contact at Dell, so please archive and distribute my information appropriately. I am assigned as the account manager for your business but please let your employees know that I can also run your employee purchase program. I look forward to working with you!

Dell | Preferred Account Manager
Tel | 1-800-576-6038 ext: 9462925
Tel | 512-946-2925
Fax: 512-283-3873
E-mail: Noelle_Rose@Dell.com

Please let me know if you would like to look at additional information on the below topics.

- Microsoft Licensing, Reducing Spam [Ironport, Barracuda, McAfee]
- Security Appliances [Sonicwall, Watchguard, Juniper]
- Virtualization and Server Consolidation [VMWare, Hyper-V]
- Disaster Recovery and Failover
- SAN Storage - particularly ISCSI [Dell PowerVault, Dell/EqualLogic, EMC]

How am I doing? Please contact my manager Reed West reed_west@dell.com or at 512-946-2265 with any feedback.

baba

From: Scott_Peebles@Dell.com
Sent: Tuesday, August 18, 2009 4:09 PM
To: baba@wazobia.com
Cc: Noelle_Rose@Dell.com
Subject: past due on DFS accounts

Baba,

I work with rose here at dell on your team. She sent me an email that you sent out

I am trying to bring my account up to date and need to know that I have the full credit on the following accounts:

Account 003-8859263-002 is up to date:

Dell Business Credit Account	*75875	\$23.00	
08/11/2009	Paid		
Dell Business Credit Account	*75875	\$115.00	
08/03/2009	Paid		
Dell Business Credit Account	*75875	\$23.00	
07/28/2009	Paid		
Dell Business Credit Account	*75875	\$23.00	
07/14/2009	Paid		
AUTOMATED DEBIT DFS LEASE ONLINE PMT	\$27.52	01/30/2009	Paid

Acct 003-8859263-001:

Dell Financial Services Lease	*3-001	\$278.73	08/11/2009
Paid			
Dell Financial Services Lease	*3-001	\$278.73	
07/28/2009	Paid		
Dell Financial Services Lease	*3-001	\$278.73	
07/14/2009	Paid		
AUTOMATED DEBIT DFS LEASE ONLINE PMT	\$278.73	01/28/2009	Paid

Please let me know what the amounts are after the above numbers are verified.

I called over and our records are showing that you are past due over 90 days on each account
003-8859263-002 past due \$543.73 total due is \$609.14
003-8859263-001 past due is \$1317.92 total due is \$1625.65

If you have any questions about this you can contact our customer care line at 877 577 9955 and they will be able to take your payments and get you all up to date.

Any payments made in the last couple of days are not going to be reflected in this or any checks sent in due to the fact they do checks take up to 21 days to post and phone payments take 48-72 hours to post

Thank you
Scott

CALL 1-800-424-2289
CALL 1-800-DELL (372-7268) FROM A US PHONE

DELL FINANCIAL SERVICES
TOLL FREE 1-800-801-3055 EXT 84601 24
DPT 001 512 345,0124
FAX 512 283-6885 ATTN SCOTT FEEBLES
E-MAIL SCOTT.FEEBLES@DELL.COM

HOW CAN I DOWNLOAD EMAIL MY MANAGER? MICHAEL.SERKELMANN@DELL.COM

**FEELING THE CREDIT CRUNCH?
DELL FINANCIAL SERVICES CAN HELP!**

- LOW monthly payments
- NO security deposits
- MULTIPLE financing options

[Learn More](#)

FINANCIAL SERVICES VALUE BASED ON DEPRECIATED VALUE (LIABILITIES)

baba

From: Scott_Peebles@Dell.com
Sent: Thursday, August 20, 2009 1:53 PM
To: baba@wazobia.com
Subject: RE: 2nd Attempt: past due on DFS accounts

They are still showing

>> I called over and our records are showing that you are past due over
>> 90 days on each account
>>
>> 003-8859263-002 past due \$543.73 total due is \$609.14
>>
>> 003-8859263-001 past due is \$1317.92 total due is \$1625.65

scott peebles
Dell Financial Services Account Manager
Dell Financial Services
Toll Free: 800.901.3355 ext 9460124
Direct: 512.946.0124
Fax: 512-283-9885 Attn Scott Peebles
email scott.peebles@dell.com

How am I Doing? Email my manager: [Micah Semmelmann@dell.com](mailto:Micah.Semmelmann@dell.com)

Customer can call

Call 800 901 3355 ext 7280875

"If it appreciates in value buy it; if it depreciates in value, LEASE IT!"

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, August 20, 2009 12:16 PM
To: Peebles, Scott; Rose, Noelle
Subject: 2nd Attempt: past due on DFS accounts

Any update?

Quoting baba@wazobia.com:

> Have the account been credit with the payments I listed below:

>

> Account 003-8859263-002 is up to date:

> Dell Business Credit Account	*75875	\$23.00	08/11/2009	Paid
> Dell Business Credit Account	*75875	\$115.00	08/03/2009	Paid
> Dell Business Credit Account	*75875	\$23.00	07/28/2009	Paid
> Dell Business Credit Account	*75875	\$23.00	07/14/2009	Paid
> AUTOMATED DEBIT DFS LEASE ONLINE PMT		\$27.52	01/30/2009	Paid

>

> Acct 003-8859263-001:

baba

From: Noelle_Rose@Dell.com
Sent: Friday, August 21, 2009 9:41 AM
To: baba@wazobia.com; Scott_Peebles@Dell.com; Micah_Semmelmann@Dell.com
Cc: Janardhan_S@Dell.com; Sukanya_Banerjee@Dell.com; Venkatesh_M@Dell.com
Subject: RE: 2nd Attempt: past due on DFS accounts

Sukanya,

Can one of you please assist with the customers concern below? Customer number 97344280.

Noelle Rose
Preferred Account Manager
Dell Business Development
Tel | 1-800-576-6038 ext: 9462925
Tel | 512-946-2925
Fax: 512-283-3873
E-mail: Noelle_Rose@Dell.com
Hours: 8am - 5pm CST

www.dell.com/modularservices

How am I doing? Please contact my manager Reed West reed_west@dell.com or at 512-946-2265 with any feedback.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, August 20, 2009 8:04 PM
To: Peebles, Scott; Semmelmann, Micah; Rose, Noelle
Subject: RE: 2nd Attempt: past due on DFS accounts

At some point, someone will answer the question why payments are not being credited to my account. You are the 4th or 5th person that this account has been changed to. If you want, I will mail all the e-mails to you. Send me an address and you will get them all.

I did ask to return your stuff if this nonsense is not rectified but was told I cannot.

AT SOME POINT, THIS NONSENSE HAS GOT TO STOP AND MONEY THAT HAS BEEN PAID NEEDS TO BE CREDITED TO THE ACCOUNT. I JUST RECEIVED AN INVOICE DATED 8/8/09 WITH A BALANCE OF \$609.12 AND TOTAL DUE OF 83.39. SOMEBODY NEEDS TO FIX THEM AND STOP QUOTING ME THE WRONG INFO. I HAVE OT GOT THE THE INVOICE BUT PROBABLY JUST AS MESSED UP AS THIS ONE.

Thanks.

Baba

Quoting baba@wazobia.com:

> The question still is: What happened to the below payments that were
> paid from my account? I need a statement showing the status of my
> account. Also, do you need a letter from my bank that shows that the

> money was paid to your organization?
>
> Account 003-8859263-002 is up to date:
> Dell Business Credit Account *75875 \$23.00 08/11/2009 Paid
> Dell Business Credit Account *75875 \$115.00 08/03/2009 Paid
> Dell Business Credit Account *75875 \$23.00 07/28/2009 Paid
> Dell Business Credit Account *75875 \$23.00 07/14/2009 Paid
> AUTOMATED DEBIT DFS LEASE ONLINE PMT \$27.52 01/30/2009 Paid
>
> Acct 003-8859263-001:
> Dell Financial Services Lease *3-001 \$278.73 08/11/2009 Paid
> Dell Financial Services Lease *3-001 \$278.73 07/28/2009 Paid
> Dell Financial Services Lease *3-001 \$278.73 07/14/2009 Paid
> AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73 01/28/2009 Paid
>
>
> Quoting Scott_Peebles@Dell.com:
>
>> They are still showing
>>
>>
>>>> I called over and our records are showing that you are past due
>>>> over 90 days on each account
>>>>
>>>> 003-8859263-002 past due \$543.73 total due is \$609.14
>>>>
>>>> 003-8859263-001 past due is \$1317.92 total due is \$1625.65
>>
>> scott peebles
>> Dell Financial Services Account Manager Dell Financial Services Toll
>> Free: 800.901.3355 ext 9460124
>> Direct: 512.946.0124
>> Fax: 512-283-9885 Attn Scott Peebles email scott_peebles@dell.com
>>
>> How am I Doing? Email my manager: Micah_Semmelmann@dell.com
>>
>> Customer can call
>>
>> Call 800 901 3355 ext 7280875
>>
>>
>>
>> "If it appreciates in value buy it; if it depreciates in value, LEASE IT!"
>>
>> -----Original Message-----
>> From: baba@wazobia.com [mailto:baba@wazobia.com]
>> Sent: Thursday, August 20, 2009 12:16 PM
>> To: Peebles, Scott; Rose, Noelle
>> Subject: 2nd Attempt: past due on DFS accounts
>>
>> Any update?
>>
>>
>> Quoting baba@wazobia.com:
>>
>>>> Have the account been credit with the payments I listed below:
>>>>

baba

From: Sukanya_Banerjee@Dell.com
Sent: Friday, August 21, 2009 12:11 PM
To: Noelle_Rose@Dell.com; baba@wazobia.com; Scott_Peebles@Dell.com;
Micah_Semmelmann@Dell.com; Janardhan_S@Dell.com; Venkatesh_M@Dell.com
Subject: RE: 2nd Attempt: past due on DFS accounts

I am not the rep on the account.

Jon/ Venkatesh- Please help on this .

Sukanya

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

From: Rose, Noelle
Sent: Friday, August 21, 2009 8:41 AM
To: baba@wazobia.com; Peebles, Scott; Semmelmann, Micah
Cc: S, Janardhan; Banerjee, Sukanya; M, Venkatesh
Subject: RE: 2nd Attempt: past due on DFS accounts

Sukanya,

Can one of you please assist with the customers concern below? Customer number 97344280.

Noelle Rose
Preferred Account Manager
Dell Business Development
Tel | 1-800-576-6038 ext: 9462925
Tel | 512-946-2925
Fax: 512-283-3873
E-mail: Noelle_Rose@Dell.com
Hours: 8am - 5pm CST

www.dell.com/modularservices

How am I doing? Please contact my manager Reed West reed_west@dell.com or at 512-946-2265 with any feedback.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, August 20, 2009 8:04 PM
To: Peebles, Scott; Semmelmann, Micah; Rose, Noelle
Subject: RE: 2nd Attempt: past due on DFS accounts

At some point, someone will answer the question why payments are not being credited to my account. You are the 4th or 5th person that this account has been changed to. If you want, I will mail all the e-mails to you. Send me an address and you will get them all.

I did ask to return your stuff if this nonsense is not rectified but was told I cannot.

AT SOME POINT, THIS NONSENSE HAS GOT TO STOP AND MONEY THAT HAS BEEN PAID NEEDS TO BE CREDITED TO THE ACCOUNT. I JUST RECEIVED AN INVOICE

baba

From: support@dfscustomer care.com
Sent: Friday, August 21, 2009 4:26 PM
Subject: Dell Financial Services Business Case # 628879 Opened

*****Please do not reply to this message -- this is a no-reply mailbox*****

Business Name: GATEWAY SYSTEM TECH

Thank you for recently contacting Dell Financial Services regarding your account. Please know that your call is important to us.

In response to your call, we have opened Case # 628879 and are currently in the process of researching your issue. We will notify you either by phone or email when your case has been resolved. Please know that your issue is important to us and our goal is to close your case as soon as possible.

Thank you again for contacting Dell Financial Services.

Thank You,

Dell Financial Services Customer Service

baba

From: Janardhan_S@Dell.com
Sent: Monday, August 24, 2009 10:32 AM
To: Noelle_Rose@Dell.com; baba@wazobia.com; Scott_Peebles@Dell.com;
Micah_Semmelmann@Dell.com
Cc: Sukanya_Banerjee@Dell.com; Venkatesh_M@Dell.com
Subject: RE: 2nd Attempt: past due on DFS accounts

Noelle,
Please contact Dell financial services @ 8664133355.

We do not have access.

Regards,
Janardhan S (Jon)
SMB Group Lead
US SMB Terms Collections
U866-380-3355 Ext. 57-73611
7512-283-5099
5janardhan_s@dell.com
www.dell.com

Need more info on claiming tax-exemption? www.dell.com/exempt Customer Experience: How am I doing? If you would like to provide feedback, please E-Mail my manager: Anthony_Marian@dell.com Your comments are appreciated. Thanks for choosing Dell !
P No trees were killed in sending this message. However a large number of electrons were terribly inconvenienced.

"This communication is intended solely for the individual/entity to whom it is addressed. It may contain confidential or legally privileged information. Any unauthorized disclosure or copying is prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately and delete it from your system."

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

From: Rose, Noelle
Sent: Friday, August 21, 2009 8:41 AM
To: baba@wazobia.com; Peebles, Scott; Semmelmann, Micah
Cc: S, Janardhan; Banerjee, Sukanya; M, Venkatesh
Subject: RE: 2nd Attempt: past due on DFS accounts

Sukanya,

Can one of you please assist with the customers concern below? Customer number 97344280.

Noelle Rose
Preferred Account Manager
Dell Business Development
Tel | 1-800-576-6038 ext: 9462925
Tel | 512-946-2925
Fax: 512-283-3873
E-mail: Noelle_Rose@Dell.com
Hours: 8am - 5pm CST

baba

From: Scott_Peebles@Dell.com
Sent: Monday, August 24, 2009 11:59 AM
To: baba@wazobia.com
Cc: Micah_Semmelmann@Dell.com
Subject: RE: 2nd Attempt: past due on DFS accounts

Baba,

I have submitted a case for someone from DFS to contact you and get it all worked out. If you have any questions you can either email me or contact me at 512-946-0124. I have tried to call you a couple of times and could not reach you. They should be contacting you either today or tomorrow via phone or email.

Thanks
Scott

Scott Peebles
Dell Financial Services Account Manager
Dell Financial Services
Toll Free: 800.901.3355 ext 9460124
Direct: 512.946.0124
Fax: 512-283-9885 Attn Scott Peebles
email scott_peebles@dell.com

How am I Doing? Email my manager: Micah_Semmelmann@dell.com

“If it appreciates in value buy it; if it depreciates in value, LEASE IT!”

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Monday, August 24, 2009 10:55 AM
To: S, Janardhan; Rose, Noelle; Peebles, Scott; Semmelmann, Micah; Banerjee, Sukanya; M, Venkatesh; baba@wazobia.com
Subject: RE: 2nd Attempt: past due on DFS accounts

AND AGAIN I SAY: I NEED CLARIFICATION OF THIS ACCOUNT, I AM DONE TALKING WITH PEOPLE THAT HAVE NO CLUE ABOUT THIS.

THIS IS A SIMPLE REQUEST: VERIFY THAT MONEY HAS BEEN PAID INTO THE ACCOUNTS OR NOT. IT'S THAT SIMPLE. SOMEONE IN THIS LIST MUST HAVE THE RIGHT PERMISSIONS TO ACCESS MY ACCOUNT.

IN ADDITION TO THE OTHER PAYMENTS, PLEASE CHECK FOR THE BELOW PAYMENT LATER TONIGHT:

08/24/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73
08/24/2009 Other AUTOMATED DEBIT DELL BUSINESS ONLINE PMT \$23.00

THIS HAS GOT TO STOP, SOMEONE SEND ME A MAILING ADDRESS AND I WILL

baba

From: Janardhan_S@Dell.com
Sent: Monday, August 24, 2009 2:00 PM
To: baba@wazobia.com; Noelle_Rose@Dell.com; Scott_Peebles@Dell.com;
Micah_Semmelmann@Dell.com; Sukanya_Banerjee@Dell.com; Venkatesh_M@Dell.com
Subject: RE: 2nd Attempt: past due on DFS accounts
Importance: High

Baba,

Am sorry I would not be able to assist you on this.

We do not have access to Dell financial service account.

Please call 866 413 3355

Regards,
Janardhan S (Jon)

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Monday, August 24, 2009 10:55 AM
To: S, Janardhan; Rose, Noelle; Peebles, Scott; Semmelmann, Micah; Banerjee, Sukanya; M,
Venkatesh; baba@wazobia.com
Subject: RE: 2nd Attempt: past due on DFS accounts

AND AGAIN I SAY: I NEED CLARIFICATION OF THIS ACCOUNT, I AM DONE TALKING WITH PEOPLE THAT
HAVE NO CLUE ABOUT THIS.

THIS IS A SIMPLE REQUEST: VERIFY THAT MONEY HAS BEEN PAID INTO THE ACCOUNTS OR NOT. IT'S
THAT SIMPLE. SOMEONE IN THIS LIST MUST HAVE THE RIGHT PERMISSIONS TO ACCESS MY ACCOUNT.

IN ADDITION TO THE OTHER PAYMENTS, PLEASE CHECK FOR THE BELOW PAYMENT LATER TONIGHT:

08/24/2009 Other AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73
08/24/2009 Other AUTOMATED DEBIT DELL BUSINESS ONLINE PMT \$23.00

THIS HAS GOT TO STOP, SOMEONE SEND ME A MAILING ADDRESS AND I WILL SEND PRINTED COPIED OF ALL
THE E-MAILS THAT HAS GONE BACK AND FORTH ON THIS.

Thanks.

baba

Quoting Janardhan_S@Dell.com:

>
> Noelle,
> Please contact Dell financial services @ 8664133355.
>
> We do not have access.
>

baba

From: Reed_West@Dell.com
Sent: Monday, August 24, 2009 6:11 PM
To: baba@wazobia.com
Cc: Noelle_Rose@Dell.com
Subject: FW: Credit for payment sent and removal of ridiculous charges

Hello Baba, I wanted to follow-up on this issue. I am Noelle's sales manager. Let me know a good time I can call you. We are working on a resolution, but would prefer to chat over the phone if you have a few minutes.

I look forward to speaking with you, and getting this resolved.

Thanks!

Reed

> At some point, someone will answer the question why payments are not
> being credited to my account. You are the 4th or 5th person that this
> account has been changed to. If you want, I will mail all the e-mails
> to you. Send me an address and you will get them all.

>
> I did ask to return your stuff if this nonsense is not rectified but
> was told I cannot.

>
> AT SOME POINT, THIS NONSENSE HAS GOT TO STOP AND MONEY THAT HAS BEEN
> PAID NEEDS TO BE CREDITED TO THE ACCOUNT. I JUST RECEIVED AN INVOICE
> DATED 8/8/09 WITH A BALANCE OF \$609.12 AND TOTAL DUE OF 83.39.
> SOMEBODY NEEDS TO FIX THEM AND STOP QUOTING ME THE WRONG INFO. I HAVE
> OT GOT THE THE INVOICE BUT PROBABLY JUST AS MESSED UP AS THIS ONE.

>
> Thanks.

>
>
> Baba

> Quoting baba@wazobia.com:

>> The question still is: What happened to the below payments that were
>> paid from my account? I need a statement showing the status of my
>> account. Also, do you need a letter from my bank that shows that the
>> money was paid to your organization?

>> Account 003-8859263-002 is up to date:

>> Dell Business Credit Account	*75875	\$23.00	08/11/2009	Paid
>> Dell Business Credit Account	*75875	\$115.00	08/03/2009	Paid
>> Dell Business Credit Account	*75875	\$23.00	07/28/2009	Paid
>> Dell Business Credit Account	*75875	\$23.00	07/14/2009	Paid
>> AUTOMATED DEBIT DFS LEASE ONLINE PMT		\$27.52	01/30/2009	Paid

>> Acct 003-8859263-001:

>> Dell Financial Services Lease	*3-001	\$278.73	08/11/2009	Paid
>> Dell Financial Services Lease	*3-001	\$278.73	07/28/2009	Paid
>> Dell Financial Services Lease	*3-001	\$278.73	07/14/2009	Paid

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Monday, August 24, 2009 6:48 PM
To: baba
Cc: Peebles, Scott
Subject: Dell Financial Services Post Sale Case # 628879 (KMM100473975I57L0KM)

Dear Ms. Bamisaiye,

Thank you for contacting Dell Financial Services Resolutions Team.

The following information relates to your recent email to Scott your sales rep.

I would like to inform you that we received the following payments and posted to your Dell Business Credit Account *75875. These payments were posted after the account was charge off.

>> Dell Business Credit Account *75875 \$23.00 08/11/2009 Paid

>> Dell Business Credit Account *75875 \$115.00 08/03/2009 Paid

>> Dell Business Credit Account *75875 \$23.00 07/28/2009 Paid

>> Dell Business Credit Account *75875 \$23.00 07/14/2009 Paid

For lease contract 003-8859263-002 the only payment posted is \$ 27.52 we received it 01/30/09. This contract was charge off 08/11/2009. I might suggest to call the collection agency assigned 866-501-1204 M-Th. 8AM-10:00PM, F 8AM-9PM, Sat. 8AM-1:00PM

For lease contract 003-8859263-001 is past due amounting to \$1,039.19

>> Dell Financial Services Lease *3-001 \$278.73 08/24/2009 Paid

>> Dell Financial Services Lease *3-001 \$278.73 08/11/2009 Paid

>> Dell Financial Services Lease *3-001 \$278.73 07/28/2009 Paid

>> Dell Financial Services Lease *3-001 \$278.73 07/14/2009 Paid

>> AUTOMATED DEBIT DFS LEASE ONLINE PMT \$278.73 01/28/2009 Paid

I made several attempts to contact you, however I failed to reach you, your voicemail is full. For me to resolve this concern efficiently, do reply to this email with an alternate phone number and a best time for me to call you.

I appreciate your patience and apologize for any inconvenience.

It's Been A Pleasure Serving You!

Ellen Metilla

Dell Financial Services

SMB Resolutions Specialist

Workdays: Monday – Friday

Work Hours: 10:00 AM - 7:00 PM EST

1.866.207.5797 (ext. 3177) Fax: 512-283-1978

Email: us_dfs_smb_resolution@dell.com

baba

From: US_DFS_SMB_Resolution [US_DFS_SMB_Resolution@dell.com]
Sent: Tuesday, August 25, 2009 3:40 PM
To: baba
Cc: Peebles, Scott
Subject: Re: Dell Financial Services Post Sale Case # 628879 (KMM100516581157L0KM)
Attachments: 001.pdf; 002.pdf; 003-8859263-001.pdf

Dear Mr. Bamisaiye,

Thank you for contacting Dell Financial Services Resolutions Team.

I would like to inform you that we received your payment on 08/24/2009. \$23.00 was posted in your Dell Business Credit Account *75875 leaving the account a balance of 679.29. This account is still under our collection department since its already charge off before payments was received. For lease contract 003-8859263-002 its also charge off there's no payments received since 01/30/09 for 27.52. For lease contract 003-8859263-001 the balance due for this month is \$1317.92 and the balance of \$7,716.83 with the termination date: 11/28/11. Please see attached file (Reconciliation for contact 003-8859263-001 and the Copy of Contract 003-8859263-001 and 002)

I appreciate your patience and apologize for any inconvenience.

It's Been A Pleasure Serving You!

Ellen Metilla
Dell Financial Services
SMB Resolutions Specialist
Workdays: Monday - Friday
Work Hours: 10:00 AM - 7:00 PM EST
1.866.207.5797 (ext. 3177) Fax: 512-283-1978
Email: us_dfs_smb_resolution@dell.com

Original Message Follows:

Ellen Metilla,

IT IS INTERESTING HOW PAYMENT WAS PAID TO YOUR COMPANY ON 7/24, 7/28, 8/3 & 8/11 AND YOU STILL PROCEEDED TO SEND THE ACCOUNT TO COLLECTION.

BY THE WAY, I AM NOT CONTACTING ANY COLLECTION AGENCY. PAYMENT WAS MADE AND IF YOUR SYSTEM DID NOT CREDIT IT, THAT'S YOUR PROBLEM. THIS ISSUE IN THE FIRST PLACE WAS CAUSED BY THIS NONSENSE.

I HAVE DOCUMENTED EVERYTHING AND I HAVE COPIOUS AMOUNTS OF E-MAILS AND SOME FAXES THAT I HAVE USED SINCE OVER 6 MONTHS TO RESOLVE THIS. IF YOU WANT A COPY, SEND ME AN ADDRESS TO SEND IT TO. I HAVE ASKED BEFORE BY E-MAIL TO RETURN THIS IF IT CANNOT BE RESOLVED MANY MONTHS AGO AND WAS TOLD I COULD NOT.

BY THE WAY, I HAVE MADE ON ANOTHER PAYMENT ON 8/24. OHHHHH, THE MONEY HAS BEEN WITHDRAWN FROM MY ACCOUNT, SOOOO IT MUST BE IN YOURS BY NOW.

RIGHT NOW, I NEED A BALANCE OF WHAT MY ACCOUNTS ARE. BY THE WAY, I ASKED FOR ONE ACCOUNT AND IT WAS ONE OF YOUR REPS THAT OPENED ANOTHER ACCOUNT INSTEAD OF ADDING IT TO THE SAME ACCOUNT.

THANKS.

BABA (MR. NOT A Ms.)

Quoting US_DFS_SMB_Resolution <US_DFS_SMB_Resolution@dell.com>:

> Dear Ms. Bamisaiye,
>
> Thank you for contacting Dell Financial Services Resolutions Team.
>
> The following information relates to your recent email to Scott your
> sales rep.
> I would like to inform you that we received the following payments
> and posted to your Dell Business Credit Account *75875. These
> payments were posted after the account was charge off.
>>> Dell Business Credit Account *75875 \$23.00 08/11/2009 Paid Dell
>>> Business Credit Account *75875 \$115.00 08/03/2009 Paid Dell Business
>>> Credit Account *75875 \$23.00 07/28/2009 Paid Dell Business Credit
>>> Account *75875 \$23.00 07/14/2009 Paid
>
> For lease contract 003-8859263-002 the only payment posted is \$
> 27.52 we received it 01/30/09. This contract was charge off
> 08/11/2009. I might suggest to call the collection agency assigned
> 866-501-1204 M-Th. 8AM-10:00PM, F 8AM-9PM, Sat. 8AM-1:00PM
>
> For lease contract 003-8859263-001 is past due amounting to \$1,039.19
>>> Dell Financial Services Lease *3-001 \$278.73 08/24/2009 Paid Dell
>>> Financial Services Lease *3-001 \$278.73 08/11/2009 Paid Dell
>>> Financial Services Lease *3-001 \$278.73 07/28/2009 Paid Dell
>>> Financial Services Lease *3-001 \$278.73 07/14/2009 Paid AUTOMATED
>>> DEBIT DFS LEASE ONLINE PMT \$278.73 01/28/2009 Paid
>
>
> I made several attempts to contact you, however I failed to reach
> you, your voicemail is full. For me to resolve this concern
> efficiently, do reply to this email with an alternate phone number
> and a best time for me to call you.
> I appreciate your patience and apologize for any inconvenience.
>
> It's Been A Pleasure Serving You!
> Ellen Metilla
> Dell Financial Services
> SMB Resolutions Specialist
> Workdays: Monday - Friday
> Work Hours: 10:00 AM - 7:00 PM EST
> 1.866.207.5797 (ext. 3177) Fax: 512-283-1978
> Email: us_dfs_smb_resolution@dell.com

baba

From: support@dfscustomer care.com
Sent: Thursday, August 27, 2009 3:42 PM
Subject: Dell Financial Services Business Case # 628879 Closed

*****Please do not reply to this message -- this is a no-reply mailbox*****

Business Name: GATEWAY SYSTEM TECH
DFS Account Number: XXXXXXXXXXXXXXX175875

Case # 628879, opened on 8/21/2009, has been resolved. We appreciate your patience during this time. Please visit our website, www.dell.com/dfs, for contact information should you have other questions regarding your account.

Thank You,

Dell Financial Services Customer Service

baba

From: Bradley_Holliday@Dell.com
Sent: Friday, August 28, 2009 2:38 PM
To: baba@wazobia.com
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Scott_Peebles@Dell.com; Noelle_Rose@Dell.com; Micah_Semmelmann@Dell.com; Sukanya_Banerjee@Dell.com; US_DFS_SMB_Resolution@Dell.com
Subject: RE: Dell Financial Services Post Sale Case # 628879 (KMM100516581I57L0KM)

Baba,

I recognized those payments being made but since payments are required to be made on a monthly basis, unless the account is paid in full or the account is settled, the account will go to collection and eventually charge off if they are not made. Your company made payments on 2 of the three accounts in Jan but did not make payments Feb, March, April, May or June. The lack of payment for 5 months is what caused them to be actioned in the manner they were. One account (003-8859263-002) has never received payment.

You have three account on file with DFS. This includes two separate lease contracts and one revolving line which is broken out below by the orders for which are included in each:

- DBC account ending 75875 (revolving line of credit). This account was opened 11/15 and contains orders 53264832 and 532648304.
- Lease account 003-8859263-001. This account is for order number 536082963 that was placed 11/18. This account requires a min payment of \$1,346.92 to become current. This is calculated by the number of payments missed plus late fees. There have been nine payments due on this account of which 5 have been made (all late). That leaves 4 left at \$278.73 for a total of \$1,112. The remaining \$200 is late fees that will not be waived as payment were not made by the due dates.
- Lease: 003-8859263-002. This account is for order numbers 556951303, 556951246 and 556951329.

Due to the history of this account we are not able to reverse the charge off or waive any of the fees. If you would like to clear the accounts up you will have to work with our collections team on settling the accounts. The can be reached at 1-866-501-1204

Thanks,
Brad

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, August 28, 2009 12:25 PM
To: Holliday, Bradley
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Peebles, Scott; Rose, Noelle; Semmelmann, Micah; Banerjee, Sukanya; US_DFS_SMB_Resolution
Subject: RE: Dell Financial Services Post Sale Case # 628879 (KMM100516581I57L0KM)

Brad,

POINTS OF CORRECTION:

1. PAYMENT WAS MADE ON 01/28/2009 FOR Acct 003-8859263-001 & FOR Account 003-8859263-002 ON 01/30/2009.
2. I NEVER SAID THAT THE ITEMS WERE RETURNED. I SAID I REQUESTED FOR THE ITEMS TO BE RETURNED AND WAS REFUSED.

baba

From: Bradley_Holliday@Dell.com
Sent: Friday, August 28, 2009 3:04 PM
To: baba@wazobia.com
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Scott_Peebles@Dell.com; Noelle_Rose@Dell.com; Micah_Semmelmann@Dell.com; Sukanya_Banerjee@Dell.com; US_DFS_SMB_Resolution@Dell.com
Subject: RE: Dell Financial Services Post Sale Case # 628879(KMM100516581I57L0KM)

Lease: 003-8859263-002 is for 12 17inch flat panel monitors.

Order 556951303 is for 5 E178 flat panel monitors with 3yrs or warrantee.
Order 556951246 is also for 5 E178 flat panel monitors with 3yrs or warrantee.
Order 556951329 is for 2 E178 flat panel monitors with 3yrs or warrantee.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, August 28, 2009 1:54 PM
To: Holliday, Bradley
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Peebles, Scott; Rose, Noelle; Semmelmann, Micah; Banerjee, Sukanya; US_DFS_SMB_Resolution
Subject: RE: Dell Financial Services Post Sale Case # 628879(KMM100516581I57L0KM)

I DO NOT KNOW WHAT THIS ACCOUNT IS. WHAT WAS ORDERED UNDER 003-8859263-002

Quoting Bradley_Holliday@Dell.com:

> Baba,
>
> I recognized those payments being made but since payments are
> required to be made on a monthly basis, unless the account is paid
> in full or the account is settled, the account will go to collection
> and eventually charge off if they are not made. Your company made
> payments on 2 of the three accounts in Jan but did not make payments
> Feb, March, April, May or June. The lack of payment for 5 months
> is what caused them to be actioned in the manner they were. One
> account (003-8859263-002) has never received payment.
>
> You have three account on file with DFS. This includes two separate
> lease contracts and one revolving line which is broken out below by
> the orders for which are included in each:
>
> - DBC account ending 75875 (revolving line of credit). This account
> was opened 11/15 and contains orders 53264832 and 532648304.
> - Lease account 003-8859263-001. This account is for order number
> 536082963 that was placed 11/18. This account requires a min
> payment of \$1,346.92 to become current. This is calculated by the
> number of payments missed plus late fees. There have been nine
> payments due on this account of which 5 have been made (all late).
> That leaves 4 left at \$278.73 for a total of \$1,112. The
> remaining \$200 is late fees that will not be waived as payment
> were not made by the due dates.
> - Lease: 003-8859263-002. This account is for order numbers

baba

From: Bradley_Holliday@Dell.com
Sent: Wednesday, September 23, 2009 5:41 PM
To: baba@wazobia.com
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Scott_Peebles@Dell.com; Noelle_Rose@Dell.com; Micah_Semmelmann@Dell.com; Sukanya_Banerjee@Dell.com; US_DFS_SMB_Resolution@Dell.com; afrofun@hotmai.com
Subject: RE: Point of Correction: Dell Financial Services Post Sale Case # 628879(KMM100516581I57L0KM)

I'm sorry but due to the status of these account I can't provide a balance. I have asked to have an agent from our recoveries team contact you to give you the information that your need and to assist you with clearing these accounts. They should be contacting you within the next 24-48 hours.

Thanks,
Brad

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

From: baba [mailto:baba@wazobia.com]
Sent: Wednesday, September 23, 2009 1:30 PM
To: Holliday, Bradley
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Peebles, Scott; Rose, Noelle; Semmelmann, Micah; Banerjee, Sukanya; US_DFS_SMB_Resolution; afrofun@hotmai.com
Subject: RE: Point of Correction: Dell Financial Services Post Sale Case #628879(KMM100516581I57L0KM)

003-8859263-001
003-8859263-002
4175875

What is the balance on these accounts?

Thanks.

Baba

baba

From: Reed_West@Dell.com
Sent: Thursday, September 24, 2009 2:54 PM
To: baba@wazobia.com
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

877 671 3355 is our customer care department, make sure you have your customer number for each account and they will tell you your balances.

Thanks Baba

Reed West | Sales Manager | Business Development Group | Dell Inc.
Office: 512-946-2265 | Email: Reed_West@Dell.com

How am I doing? Please contact my manager Crissy at Cristina_Welhoelter@dell.com with any feedback.

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

From: baba [mailto:baba@wazobia.com]
Sent: Wednesday, September 23, 2009 1:30 PM
To: West, Reed
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

Who do I contact to find out the balance on my 3 accounts?

Thanks.

Baba

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

From: Reed_West@Dell.com [mailto:Reed_West@Dell.com]
Sent: Monday, August 31, 2009 6:42 PM
To: baba@wazobia.com
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

512 946 2265. I have been away from my desk most of the day. Lets chat on Wednesday and get everything sorted out.

Thanks Baba,

Reed

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, August 28, 2009 11:24 AM
To: West, Reed
Subject: Re: FW: Credit for payment sent and removal of ridiculous charges

For some reason, your mail was in my junk mail. I just saw it.

baba

From: Reed_West@Dell.com
Sent: Thursday, September 24, 2009 3:06 PM
To: baba@wazobia.com
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

Ok, sorry about that, I confused you with another client. I am following up with Dell Financial Services right now.

Reed West | Sales Manager | Business Development Group | Dell Inc.
Office: 512-946-2265 | Email: Reed_West@Dell.com

How am I doing? Please contact my manager Crissy at Cristina_Welhoelter@dell.com with any feedback.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, September 24, 2009 2:00 PM
To: West, Reed
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

Your e-mail below stated: Lets chat on and get everything sorted out.

I called and left a message and never heard back from you.

Thanks.

Baba

Quoting Reed_West@Dell.com:

> 877 671 3355 is our customer care department, make sure you have
> your customer number for each account and they will tell you your
> balances.
>
> Thanks Baba
>
> Reed West | Sales Manager | Business Development Group | Dell Inc.
> Office: 512-946-2265 | Email: Reed_West@Dell.com
>
> How am I doing? Please contact my manager Crissy at
> Cristina_Welhoelter@dell.com with any feedback.
> CONFIDENTIALITY NOTICE: This e-mail message, including any
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> If you are not the intended recipient, immediately contact the
> sender by reply e-mail and destroy all copies of the original message.
>

baba

From: Reed_West@Dell.com
Sent: Thursday, September 24, 2009 3:17 PM
To: baba@wazobia.com
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

Dell Financial Services has reached out to you on this issue. Please respond to those correspondences, they have been assigned to get everything sorted out for you.

Thanks Baba,

Reed

Reed West | Sales Manager | Business Development Group | Dell Inc.
Office: 512-946-2265 | Email: Reed_West@Dell.com

How am I doing? Please contact my manager Crissy at Cristina_Welhoelter@dell.com with any feedback.

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Thursday, September 24, 2009 2:00 PM
To: West, Reed
Subject: RE: FW: Credit for payment sent and removal of ridiculous charges

Your e-mail below stated: Lets chat on and get everything sorted out.

I called and left a message and never heard back from you.

Thanks.

Baba

Quoting Reed_West@Dell.com:

> 877 671 3355 is our customer care department, make sure you have
> your customer number for each account and they will tell you your
> balances.

>
> Thanks Baba

>
> Reed West | Sales Manager | Business Development Group | Dell Inc.
> Office: 512-946-2265 | Email: Reed_West@Dell.com

>
> How am I doing? Please contact my manager Crissy at
> Cristina_Welhoelter@dell.com with any feedback.
> CONFIDENTIALITY NOTICE: This e-mail message, including any
> attachments, is for the sole use of the intended recipient(s) and

baba

From: Bradley_Holliday@Dell.com
Sent: Monday, September 28, 2009 9:32 AM
To: baba@wazobia.com
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Scott_Peebles@Dell.com; Noelle_Rose@Dell.com; Micah_Semmelmann@Dell.com; Sukanya_Banerjee@Dell.com; US_DFS_SMB_Resolution@Dell.com; afrofun@hot.com
Subject: RE: Point of Correction: Dell Financial Services Post Sale Case# 628879(KMM100516581I57L0KM)

I spoke with the agent and they advised they attempted to call but the voicemail on the number on the account (3018916711) was full. I asked them to make another attempt today as well as follow up with an e-mail to you. You should receive both of those attempts today.

Thanks,
Brad

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

From: baba@wazobia.com [mailto:baba@wazobia.com]
Sent: Friday, September 25, 2009 12:52 PM
To: Holliday, Bradley
Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Peebles, Scott; Rose, Noelle; Semmelmann, Micah; Banerjee, Sukanya; US_DFS_SMB_Resolution; afrofun@hot.com
Subject: RE: Point of Correction: Dell Financial Services Post Sale Case#628879(KMM100516581I57L0KM)

I have not been contacted within the 24 - 48 hour window.

Thanks.

baba

Quoting Bradley_Holliday@Dell.com:

> I'm sorry but due to the status of these account I can't provide a
> balance. I have asked to have an agent from our recoveries team
> contact you to give you the information that your need and to assist
> you with clearing these accounts. They should be contacting you
> within the next 24-48 hours.

>

> Thanks,
> Brad

>

> -----Original Message-----

> From: baba [mailto:baba@wazobia.com]
> Sent: Wednesday, September 23, 2009 1:30 PM
> To: Holliday, Bradley
> Cc: IMCEAMAILTO-baba+40wazobia+2Ecom@Dell.com; Peebles, Scott; Rose,
> Noelle; Semmelmann, Micah; Banerjee, Sukanya; US_DFS_SMB_Resolution;
> afrofun@hot.com
> Subject: RE: Point of Correction: Dell Financial Services Post Sale
> Case #628879(KMM100516581I57L0KM)

>

> 003-8859263-001
> 003-8859263-002
> 4175875
>
> What is the balance on these accounts?
>
> Thanks.
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>
> Baba
>
>