



May 25, 2016

UPS  
55 Glen Lakes Parkway NE  
Atlanta, GA 30328

***Via Certified/Return Receipt  
7006 2760 0000 3608 4601  
& Regular Mail***

***RE: Claim for Damaged or Lost Property/  
Letter dated February 5, 2016***

To Whom It May Concern:

With regards to the above referenced, we are requesting a status update on this matter. Since the enclosed letter was mailed the only response we received was a telephone call from Ms. Jessica Paxton stating that she would look into the matter and would contact us soon thereafter. As of the date on this letter, we have not heard back from her or any other UPS representative.

Please advise how UPS will be handling the reimbursement for all expenses that we incurred as a result of your gross negligence.

Please contact me at your earliest convenience to try to find a remedy to this very serious and sensitive matter.

Sincerely,

  
Edgard Hernandez  
Pension Administrator

c: Ronald A. Silver, Legal Counsel  
Victoria Mendez, City Attorney

EH/ev

**CITY OF MIAMI  
GENERAL EMPLOYEES' AND SANITATION EMPLOYEES'  
RETIREMENT TRUST**

Ronald A. Silver  
*Legal Counsel*

February 5, 2016

Certified Mail -Return Receipt Requested  
(70141200000077427158) & General US Mail  
UPS  
55 Glen Lakes Parkway NE  
Atlanta, Ga. 30328

RE: Claim for Damaged or Lost Property

Dear Sir/Madam:

Please be advised, I am General Counsel for the City of Miami General Employees" and Sanitation Employees" Retirement Trust. On October 19, 2015, my client entrusted to your care, custody and control merchandise consisting of one (1) external hard drive for delivery to Levi Ray Shoup, 2401 W. Monroe, Springfield, Il. 62704. The merchandise never reached its destination.

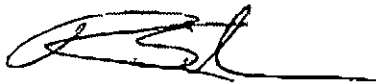
On November 3, 2015 my client was notified as follows:

"THE PACKAGE DESCRIBED ABOVE WAS DAMAGED. WE APPOLOGISE FOR THE INCONVIENCE THIS CAUSES. The parcel was found empty and the carton has been discarded."

As a result of your gross negligence my client has to incur various expenses in order to protect our 11,000 members from breach of their personal information. But for your gross negligence my client would not have to incur these expenses and our members would not be exposed to a possible breach of their personal information.

We are holding you liable and responsible for all expenses that we incur as a result of your gross negligence. In addition we are holding you liable and responsible for any and all problems that our members may incur as a result of your gross negligence.

PLEASE GOVERN YOURSELF ACCORDINGLY!



Ronald A. Silver  
General Counsel