

**From:** carl carl copenhagen <paris\_coppi@yahoo.com> on 07/29/2008 07:15:03 PM

**Subject:** Regulation AA

Credit card gripes to Federal Reserve

I have tried without success to get touch with Travelocity for over a month by phone or by letters (below) to correct my card balance or to tell them my card has been stolen, etc. Travelocity doesn't repond by letters or phone, They make it totally impossible to get in touch with them by blocking phones by saying that the mail box is full. Whatever you can do to correct the situation will be greatly appeciaded.

Dr. Carl Copenhagen

P.O. Box 895

Myrtle Beach, SC 29578

843-449-3300

carl@[pariscoppi.com](mailto:pariscoppi.com)

June 22, 2008

Card Sevices

P.O. Box 13337

Philadelphia, Pa 19101-3337

1-866-367-2190

Dear Sirs:

The charge on the recent MasterCard Statement you sent me makes absolutely no sense to me. I tried calling 1-866-367-2190 but found it impossible to verify the \$129.99 monthly charge from the ambiguous information I received. Thus I don't whether it is valid charge or a false charge. I believe that it is a false charge since I don't use my Travelocity Card but instead use either Capital One or Chase Visa. However, on rare occasions when I can't find the other cards I have used the Travelocity Card.

Would you please have someone check the records and call me. If that's not possible then send an e-mail spelling out what the garbled notation in the e-mail I obtained means.

As far as travel goes, I found [www.kayak.com](http://www.kayak.com) to be greatly preferable to Travelocity. On a recent trip from Myrtle Beach I saved money and reduced inconvenience with kayak. On a similar trip last year with Travelocity I spent more money with multiple stops and trip was made even worse since United bumped me from two legs from Dallas to Albuquerque . Fortunately, I was lucky when United and Delta let me on their flights without additional cost. The poor service provided by United was all over the news papers and should have been well known to Travelocity.

With my discovery of [www.kayak.com](http://www.kayak.com) and increasing unnecessary costs associated with Travelocity, I would like to terminate my Travelocity credit card without doing excessive damage to my credit score. When you inform me on the charge, also please inform me on the card termination procedures. Thank you.

Dr. Carl Copenhaver  
P.O. Box 895  
Myrtle Beach, SC 29578  
843-449-3300

[carl@pariscoppi.com](mailto:carl@pariscoppi.com)

July 22,2008

Travelocity.com LP  
Attention: Low Price Guarantee  
11603 Crosswinds Way  
Suite 125  
San Antonio TX 78233

Dear Sirs:

I have had no reply to my last letter also enclosed. Since that time my credit card has been stolen and I definitely know who stole it. Indications are that she was after the money about \$80 since nothing transpired on my Visa and Master Card, which have been replaced.

Again, I tried calling 1-866-367-2190 but found it impossible to get through. I don't want to replace the card. All I want to do is cancel the Travelocity Card and verify the \$129.99 monthly charge from the ambiguous information I received. Again, would you please have someone check the records and call me. If that's not possible then send an e-mail spelling out what the garbled notation in the e-mail I obtained really means.

As my first letter enclosed shows I have been trying for some time to get satisfaction from Travelocity without success. I have used a different address in hopes that I get through.. Since my card has been stolen all the card information I have our the last four digits 3634.

Dr. Carl Copenhaver

P.O. Box 895

Myrtle Beach, SC 29578

843-449-3300

carl@[pariscoppi.com](mailto:pariscoppi.com)