

**Falr, Inc.**

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**From:** "Firsching, Herbert F" <FIRSCHINGHF@gru.com>  
**To:** "FALR, Inc." <accts@falr.com>  
**Sent:** Friday, June 27, 2014 4:19 PM  
**Subject:** RE: Refund Request

Mr. Konish,

I just wanted to let you know I received this and am researching the issue. I hope to have a reply for you next week.

Have a good weekend!

**Herb Firsching**

Interim Director of Customer Operations  
GRU Customer Operations  
PO Box 147117, MS A117  
Gainesville, FL 32614  
(352) 393-1379

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**From:** FALR, Inc. [mailto:accts@falr.com]  
**Sent:** Monday, June 23, 2014 9:47 AM  
**To:** Firsching, Herbert F  
**Subject:** Refund Request

Please see corrected documents for refund request. Sorry for the confusion.

**Falr, Inc.**

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**From:** "Firsching, Herbert F" <FIRSCHINGHF@gru.com>  
**To:** "FALR, Inc." <accts@falr.com>  
**Sent:** Tuesday, July 08, 2014 1:11 PM  
**Subject:** RE: Refund Request

Mr. Konish,

Just wanted to let you know that I'm still working on this.  
Thanks!

**Herb Firsching**

Interim Director of Customer Operations  
GRU Customer Operations  
PO Box 147117, MS A117  
Gainesville, FL 32614  
(352) 393-1379

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**From:** FALR, Inc. [mailto:accts@falr.com]  
**Sent:** Monday, June 23, 2014 9:00 AM  
**To:** Firsching, Herbert F  
**Subject:** Refund Request

Please attached refund request.

**Falr, Inc.**

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**From:** "Firsching, Herbert F" <FIRSCHINGHF@gru.com>  
**To:** "FALR, Inc." <accts@falr.com>  
**Sent:** Thursday, July 24, 2014 11:04 AM  
**Subject:** RE: Refund Request

Mr. Konish,

I am in receipt of your request and will get back with you on this, as well as the prior few in hopefully the next week or so.

Thanks!

**Herb Firsching**

Interim Director of Customer Operations

GRU Customer Operations

PO Box 147117, MS A117

Gainesville, FL 32614

(352) 393-1379

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**From:** FALR, Inc. [mailto:accts@falr.com]  
**Sent:** Thursday, July 24, 2014 9:36 AM  
**To:** Firsching, Herbert F  
**Subject:** Refund Request

Please see attached documents for refund request.

**Falr, Inc.**

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**From:** "Firsching, Herbert F" <FIRSCHINGHF@gru.com>  
**To:** "FALR, Inc." <accts@falr.com>  
**Sent:** Friday, August 01, 2014 2:00 PM  
**Subject:** RE: Refund Request

Mr. Konish,

I am in receipt of your request and will get back with you on this, as well as the prior few in hopefully the next week or so.

Thanks!

**Herb Firsching**

Interim Director of Customer Operations  
GRU Customer Operations  
PO Box 147117, MS A117  
Gainesville, FL 32614  
(352) 393-1379

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**From:** FALR, Inc. [mailto:accts@falr.com]  
**Sent:** Friday, August 01, 2014 8:39 AM  
**To:** Firsching, Herbert F  
**Subject:** Refund Request

Please see attached documents for refund request.

**Falr, Inc.**

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**From:** "Firsching, Herbert F" <FIRSCHINGHF@gru.com>  
**To:** "FALR, Inc." <accts@falr.com>  
**Sent:** Wednesday, August 06, 2014 10:21 AM  
**Subject:** RE: Refund Request

Mr. Konish,

I am in receipt of your request and will get back with you on this, as well as the prior few soon.  
Thanks for your patience!

**Herb Firsching**

Interim Director of Customer Operations  
GRU Customer Operations  
PO Box 147117, MS A117  
Gainesville, FL 32614  
(352) 393-1379

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**From:** FALR, Inc. [mailto:accts@falr.com]  
**Sent:** Wednesday, August 06, 2014 8:31 AM  
**To:** Firsching, Herbert F  
**Subject:** Refund Request

Please see attached documents for refund request.