

IN THE CIRCUIT COURT OF THE 22<sup>ND</sup> JUDICIAL CIRCUIT  
MCHENRY COUNTY ILLINOIS

ANDREW GASSER, ALGONQUIN  
TOWNSHIP ROAD COMMISSIONER

Plaintiff,

V.

KAREN LUKASIK,  
INDIVIDUALLY AND IN HER  
CAPACITY AS ALGONQUIN  
TOWNSHIP CLERK, ANNA MAY  
MILLER AND ROBERT MILLER,

Defendants,

KAREN LUKASIK,

CROSS- Plaintiff,

V

CHARLES A. LUTZOW JR.,

Cross- Defendant,

ANDREW GASSER,

Counter-Defendant.

CASE NO. 17 CH 435

FILED  
JUN 15 2017  
KATHERINE M. KEEFE  
MCHENRY CTY. CIR. CLK.

**NOTICE OF FILING**

TO: Jacob D. Caudill, David W. McArdle,  
Zukowski, Rogers, Flood & McArdle  
50 Virginia Street  
Crystal Lake, Illinois 60014

Thomas Gooch, III  
Gauthier & Gooch  
209 South Main Street  
Wauconda, Illinois 60084

Richard Kelly  
10008 Main St  
Hebron, IL 60034-0428

Anna May Miller  
1415 East Main Street  
Cary, Illinois 60013

Please take Note that on this 15<sup>th</sup> day of June 2017, I filed with the Clerk of the Circuit Court of McHenry County the attached **FIRST AMENDED COMPLAINT FOR AN ACCOUNTING AS WELL AS FOR INJUNCTIVE RELIEF.**

ANDREW GASSER, ALGONQUIN TOWNSHIP  
HIGHWAY COMMISSIONER

BY:



Robert T. Hanlon, One of Plaintiff's Attorneys

**PROOF OF SERVICE**

I, **Robert T. Hanlon**, an attorney, on oath, state that I served a copy of Plaintiff's ***FIRST AMENDED COMPLAINT FOR AN ACCOUNTING AS WELL AS FOR INJUNCTIVE RELIEF***, referenced above, upon the above referenced attorneys at their respective addresses, by depositing same in the U.S. Mail with postage prepaid in Woodstock, Illinois, on this 15<sup>th</sup> day of June, 2017. And by sending via e-mail to each counsel named above at the e-mail address shown below.



Law Offices of Robert T. Hanlon & Assoc., P.C.  
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MILLER AND ROBERT MILLER, )

Defendants, )

---

KAREN LUKASIK, )

CROSS- Plaintiff, )

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CHARLES A. LUTZOW JR., )

Cross- Defendant, )

ANDREW GASSER, )

Counter-Defendant. )

**FIRST AMENDED COMPLAINT**  
**FOR AN ACCOUNTING AS WELL AS FOR**  
**INJUNCTIVE RELIEF**

NOW COMES Plaintiff, ANDREW GASSER, Algonquin Township Road Commissioner, with his First Amended Complaint seeking injunctive relief against Defendants, KAREN LUKASIK, INDIVIDUALLY AND IN HER CAPACITY AS ALGONQUIN TOWNSHIP CLERK, ANNA MAY MILLER AND ROBERT MILLER, states as follows:

**PARTIES VENUE AND JURISDICTION**

1. Plaintiff is a resident of McHenry County, Illinois, and is the duly elected Algonquin Township Road Commissioner. He brings this action in his official capacity as Road Commissioner as well as a citizen of the State of Illinois, County of McHenry.

2. Defendant, KAREN LUKASIK ("LUKASIK"), resides in Algonquin Township,

Illinois, and is the duly elected Clerk of Algonquin Township. LUKASIK is also known as Karen Miller Lukasik and Karen Miller. LUKASIK is a necessary party to this litigation.

3. Defendant, ROBERT MILLER (“MILLER”), is the former Algonquin Township Highway Commissioner and resides at 1415 East Main Street Cary, McHenry County, Illinois.

4. Defendant, ANNA MAY MILLER (“ANNA MAY”), was formerly employed by the Algonquin Township Highway Department and resides at 1415 East Main Street Cary in Cary, McHenry County, Illinois.

5. This Court has jurisdiction over the disputes and controversies alleged herein under the Illinois Declaratory Judgment Act, 735 ILCS 5/2-701.

#### **RELEVANT FACTS**

6. On or about May 15, 2017, Plaintiff began reviewing physical and electronic records of the Algonquin Township Highway Department<sup>1</sup>.

7. No electronic records of the Algonquin Township Highway Department are known to exist. In particular, despite MILLER having served for over 20 years as the Algonquin Township Highway Commissioner, there is not a single e-mail in the records of the Algonquin Township Highway Department. Plaintiff ordered and secured bit by bit mirror images of all hard drives and the computer network before accessing any computer at the Algonquin Township Highway Department in order to preserve the state of the records on the day he entered office.

8. Plaintiff made demand upon MILLER to turn over all of the records of the Algonquin Township Highway Department. To date, MILLER has turned over absolutely no substantive records of the Algonquin Township Highway Department.

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<sup>1</sup> The term as used herein is intended to include all entities associated with the Algonquin Township Highway Commissioners responsibility and serves to simplify this complaint as opposed to distinguishing between the highway department and the road district and the funds related thereto.

9. None of the computers belonging to Algonquin Township Highway Department contain any e-mails of either MILLER or ANNA MAY. (Investigation into the unallocated space continues.)

10. No correspondences between Business Agents of the International Union of Operating Engineers, Local 150 AFL-CIO ("Local 150") and MILLER exist in the records of the Algonquin Township Highway Department.

11. No records related to bargaining with Local 150 exist within the records of Algonquin Township Highway Department or that of Algonquin Township.

12. Upon Plaintiff's taking office, Local 150 began issuing grievances related to a purported labor agreement.

13. No expense records associated with MILLER's use of credit cards are contained in the records of the Algonquin Township Highway Department. Upon Information and Belief, Defendant, LUKASIK, has access to and is in control over records relating to Robert Miller's Credit Card Use.

14. On or about May 30, 2017, an anonymous package arrived at Algonquin Township addressed to: "Highway Dept., c/o Andrew Gasser, 3702 N.W. Hwy 14, Algonquin. Twp., Crystal Lake, IL 60014." The return address was the Algonquin Township offices. Contained within the package were various records of credit card purchases on a Capital One credit card and an American Express Platinum Business Credit Card. Generally, the total balance shown on the respective cardholder statements were expensed to the Algonquin Township Highway Department. However, numerous purchases were for women's clothing (including skirts, purses/handbags/tote bags, blouses and non-uniform outfits) from various online retailers including but not limited to Prana, Lands' End, Levenger, and Orvis.

15. The American Express Platinum Business Credit Card statements are addressed to “Algonquin Twnshp Hwy Robert Miller.”

16. For example, as shown in Exhibit A, there are records of the use of the Algonquin Township American Express Platinum Business Credit Card for the purchase of an item from Levenger Catalog/Webdelray BCH in the amount of \$384.52, dated November 7, 2014. On the following page of Exhibit A is a search result dated December 9, 2014, identifying a purse with a price of \$329.00 and the name MILLER written in by hand. Also shown in Exhibit A is a specific invoice matching the \$384.52 purchase with the item number AL 13100 GPBK. This item number and invoice match the credit card charge of \$384.52 after tax and shipping were added. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit A was not in the township offices. The Item shown on Exhibit A was not contained in the inventory delivered by Miller to Plaintiff.

17. The stack of credit card charges and invoice documents link specific charges to specific items of women’s clothing based upon UPC codes and item numbers amongst other apparent irregularities.

18. Attached hereto as Exhibit B is a copy of Credit Card Charges on the Algonquin Township Highway Department American Express Platinum Credit Card for tickets to Disneyland. See Exhibit B.

19. Attached hereto as Exhibit C is a charge to the Capital One Account for the purchase of two large sized clothing items, one being a long sleeve “v neck” Merino cardigan sweater. The second being a woman’s Colorbook Merino Turtleneck. See Exhibit C. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of

Algonquin Township was conducted and the item shown in Exhibit C was not in the township offices. The Item shown on Exhibit C was not contained in the inventory delivered by Robert Miller to Andrew Gasser.

20. Attached hereto as Exhibit D there are records of the use of the Algonquin Township American Express Platinum Business Credit Card for the purchase of women's clothing including a "Print Drape Ballet", "a Drop shoulder Tuck", and two more sweaters. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit D was not in the township offices. The Item shown on Exhibit D was not contained in the inventory delivered by Robert Miller to Andrew Gasser.

21. Attached hereto as Exhibit E there are records of the use of the Algonquin Township American Express Platinum Business Credit Card for the purchase of clothing from Prana Living described as only "men's women clothing". After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit E was not in the township offices. The item shown on Exhibit E was not contained in the inventory delivered by Robert Miller to Andrew Gasser.

22. Attached hereto as Exhibit F there are records of the use of the Algonquin Township American Express Platinum Business Credit Card on June 2, 2016 for the purchase of American Express Gift Cards at jewel totaling \$210.90. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit F was not in the township offices. The Item shown on Exhibit F was not contained in the inventory delivered by Robert Miller to Andrew Gasser.

23. Attached hereto as Exhibit G there are records of the use of the Algonquin Township American Express Platinum Business Credit Card for a purchase at Hooters restaurant in Brookfield Wisconsin.

24. Plaintiff is unaware of any Public Use associated with the purchases at Hooters Restaurant.

25. Upon Information and belief Defendants MILLER and ANNA MAY caused to be charged to the Algonquin Township American Express Platinum Business Credit Card \$348.23 on or about 10/21/2014 for the purchase of: A) Womens' Classic Cashmere Jacquard Cardigan Sweater, 2) a Women's Supima Stripe Pocket Cardigan Sweater, 3) a Women's boiled Wool Walker Coat. Each from Lands End. Attached hereto and incorporated herein as Exhibit H is the Lands End invoice and images from a catalogue associated with the referenced Purchase. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the items shown in Exhibit H were not in the township offices. The items shown on Exhibit H was not contained in the inventory delivered by Robert Miller to Andrew Gasser.

26. As shown on Exhibit I an e-mail confirmation was sent to Robert Miller for a Apple iPad Air 2 Smart Case. However, the Highway Department inventory delivered by Robert Miller to Andrew Gasser of does not contain either an iPad Air 2 or an iPad Air 2 Smart Case. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit I was not in the township offices, moreover, no I Pad Air 2 or or iPad Air 2 Smart case has been found in the premises of Algonquin Township after diligent search.



27. Attached hereto as Exhibit J there are records of the use of the Algonquin Township American Express Platinum Business Credit Card on July 3, 2014 for the purchase of another Levenger bag in the amount of \$211.44. The item shown on Exhibit J was not contained on the inventory of Algonquin Township Highway Department delivered by Robert Miller to Andrew Gasser. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit J was not in the township offices.

28. Attached hereto as Exhibit K there are records of the use of the Algonquin Township American Express Platinum Business Credit Card to purchase women's clothing from Orvis. After Plaintiff took office as the Highway Commissioner, a diligent search of the Premises of Algonquin Township was conducted and the item shown in Exhibit K was not in the township offices or premises of the township. The items shown on Exhibit K were not contained in the inventory delivered by Robert Miller to Andrew Gasser.

29. Attached hereto as Exhibit L are records of the use of the Algonquin Township American Express Platinum Business Credit Card to purchase airplane tickets for Rebecca Lee and another person with the family name Lee. Upon information and belief, the additional passenger shown on Exhibit L is the granddaughter of Robert and Anna May Miller. The flight cost \$375.00 for each passenger from Chicago to New Orleans. Plaintiff is not aware of any employment record identifying Rebecca Lee or her minor child as employees of Algonquin Township. The payment for air fare in connection with transportation of MILLER and ANNA MAY's Daughter and Grandchild is of no public purpose.

30. MILLER used an e-mail account ([bobmiller@mc.net](mailto:bobmiller@mc.net)) at all times relevant to the operation of the Highway Department to conduct the business of the Algonquin Township

Highway Department. As shown in Group Exhibit M, the private e-mail account was used in connection with a township highway department business. See Group Exhibit M.

31. ANNA MAY used a personal e-mail account to conduct the business of the Algonquin Township Highway Department.

32. LUKASIK has articulated that she intends to destroy various records of Algonquin Township, presumably including records of MILLER's use of official credit cards for personal use.

33. Upon information and belief, credit cards were used by employees of Algonquin Township to purchase gift cards that were in turn used to purchase personal goods unrelated to the business of government at Algonquin Township.

34. Upon information and belief, a scheme and artifice was utilized by employees of Algonquin Township to receive additional compensation beyond salaries as well as "bonuses".

35. No person in the Algonquin Township government has the authority to authorize the use of public monies for personal use.

36. Upon information and belief, the pattern and practice of the use of credit cards as described herein extends many years into the past. Documents provided in the aforementioned anonymous package date back to 2012 and end in December, 2016.

37. Plaintiff seeks to preserve the records to ascertain if the amounts charged to the Algonquin Township Highway Department served any lawful purpose.

38. Preserving the records of MILLER's and ANNA MAY's e-mails may aid in the investigation and identification of potential criminal conduct (i.e. the misuse of government money).

39. **Authorization and Instigation:** The aforementioned breach of the public trust has occurred with and at the authorization, sanction, advice, encouragement, and/or instigation of MILLER. At present, it is unknown to what extent the conduct referenced herein has taken place. Moreover, the authenticity of the documents delivered is currently being examined.

40. **Damages, Irreparable Injury and Need for Equitable Relief:** If Defendants, LUKASIK, ANNA MAY AND MILLER, and their agents and employees are not restrained from destroying any records related to Algonquin Township and the Algonquin Township Highway Department, there is no adequate remedy at law and the People of Algonquin Township, including Plaintiff, will suffer irreparable harm. Plaintiff and the People of Algonquin Township will suffer additional irreparable harm in that Plaintiff will be deprived of the very protections afforded under state law for the delivery of records and assets associated with his office.

41. **Injunction is in the Public Interest:** An injunction is in the public interest because Defendants, LUKASIK, ANNA MAY AND MILLER, have a public duty to preserve the records that they either have had control over or continue to have control over. If they were not so enjoined, the destruction of public records would undermine the rule of law and create a threat to the enforcement of the right of the People to open government.

42. **No Adequate Remedy at Law:** The named Plaintiff has no adequate remedy at law. Although there are laws to prevent the destruction of public records, Plaintiff cannot without the intervention of the court protect and preserve the government records and the dispute cannot be remedied solely by remedies at law. Further, in the event further government records are either destroyed or concealed, Plaintiff and the People of the State of Illinois and the People of the United States of America will not be able to ensure the integrity of the records of

Algonquin Township. Granting the relief requested herein serves to aid the protections afforded to all of the People of the State of Illinois and the United States of America.

43. **Balancing of the Rights, Interests and Injuries:** The balancing of the interests of the parties is entirely in favor of Plaintiff. This is because the activities which the Plaintiff seeks to restrain are unlawful acts to begin with, and the denial of injunctive relief would serve to require Plaintiff and the people of Algonquin Township to suffer additional injury. In fact, Defendants, LUKASIK ANNA MAY AND MILLER, will suffer no injury if restrained from destroying government records because Defendants do not possess the right to destroy government records.

44. **Prior Application:** There has been no prior application for injunctive relief to this Court or any other court for or in connection with the contractual violations set forth herein.

45. Illinois law governing townships provides that upon the change of office, the prior office holder shall deliver to the newly elected officer all of the records of office. In particular, 60 ILCS 1/55-55 provides:

It is the duty of every person going out of office, whenever required under Section 55-45 or 55-50, to deliver up, on oath, all the records, books, and papers in his or her possession or in his or her control belonging to that office. The oath may be administered by the officer to whom the delivery is to be made. It shall also be the duty of every supervisor and commissioner of highways going out of office, at the same time, to pay over to his or her successor the balance of moneys remaining in his or her hands as ascertained by the trustees of township accounts.

46. The Local Records Act also provides for the preservation of records.

All public records made or received by, or under the authority of, or coming into the custody, control or possession of any officer or agency shall not be mutilated, destroyed, transferred, removed or otherwise damaged or disposed of, in whole or in part, except as provided by law. Any person who knowingly, without lawful authority and with the intent to defraud any party, public officer, or entity, alters, destroys,

defaces, removes, or conceals any public record commits a Class 4 felony. 50 ILCS §205/4; see also id. §205/7. (Except as otherwise provided by law, no public record shall be disposed of by any officer or agency unless the written approval of the appropriate Local Records Commission is first obtained.”)

47. The Local Records Act defines “public record” as, inter alia, “any ... digitized electronic material . . . regardless of physical form or characteristics, made, produced, executed or received by any agency or officer pursuant to law or in connection with the transaction of public business and preserved or appropriate for preservation by such agency or officer, or any successor thereof, as evidence of the organization, function, policies, decisions, procedures, or other activities thereof, or because of the informational data contained therein.” Id. §205/3.

48. The Illinois State Archivist’s for Local Government Agencies? Further explains that an email or instant message may be a public record under the Local Records Act depending on the information contained? therein; If the information in the definition above of a public record as described in the Local Records Act, then the information is subject to the provisions of the Act regardless of the media the data is maintained the messages have a bearing on actions or decisions taken or not taken, then they would be classified as a public record under the Local Records Act. See Jesse White, Ill. Secretary of State, Ill. State Archives: FAQs for Local Government Agencies.

49. E-mails and text messages sent or received on the “personal” telephone or e-mail accounts that pertain to public business and reflect the policies and decisions, and other information concerning Robert or Anna May Miller’s official activities, would be appropriate for preservation, and are public records within the meaning of the Local Records Act. No measures

have been taken to preserve these e-mail records, and, upon information and belief, many of MILLER's and ANNA MAY's e-mails have not been preserved.

**COUNT I**  
**ACCOUNTING**

50. Plaintiff restates and re-alleges the allegations of paragraphs 1-48 as if fully set forth in this paragraph 49.

51. Article VIII, section 1(a), of the Illinois Constitution, provides that "Public funds, property or credit shall be used only for public purposes." See People v Howard, 888 N.E.2d 85, 228 Ill.2d 428 (2008).

52. Payment of government money for admission to Disneyland serves absolutely no legitimate lawful public purpose in connection with the function of Algonquin Township Highway Department.

53. Payment of government money for purchases of cashmere sweaters serves absolutely no legitimate lawful public purpose in connection with the function of Algonquin Township Highway Department.

54. Use of private e-mail to conduct the business of Algonquin Township serves absolutely no legitimate purpose and only serves to prevent the public from having access to records that are clearly within the realm of public inquiry.

55. Use of public money to pay for the air travel for the daughter and grandchild of MILLER and ANNA MAY serves absolutely no legitimate lawful public purpose in connection with the function of Algonquin Township Highway Department or any other governmental purpose.

56. It is the duty of all persons in government to preserve records of the public body.

57. Plaintiff is charged with the preservation of records in his office.

58. Plaintiff is further responsible for accounting for all of the assets of the office of the Highway Commissioner. Obtaining records related to the use of government money to obtain assets will allow Plaintiff to account for all assets of the Highway Department.

WHEREFORE, Plaintiff prays that this Honorable Court grant the following relief:

- A) Grant an accounting to allow the Plaintiff to account for all of the records and assets of the Office of the Highway Commissioner.
- B) Order Defendants Robert Miller and Anna May Miller to turn over the e-mails contained on each of their email accounts used while employed by the Algonquin Township to Plaintiff and to the clerk of Algonquin Township.
- C) For such other and further relief as this Court deems just and equitable.

**COUNT II**  
**INJUNCTION**  
**AS TO ALL DEFENDANTS**

59. Plaintiff restates and re-alleges the allegations of paragraphs 1-49 as if fully set forth in this paragraph 58.

60. It is the duty of all persons in government to preserve records of the public body.

61. At present, sufficient cause exists based on the exhibits to this First Amended complaint to demonstrate the need to preserve records.

62. There can be no legitimate reason to destroy any record when the Local Records Act cited above prohibits the destruction of any records.

63. Plaintiff is entitled to all of the records of the Highway Department and he is mandated by law to secure those records as well as the assets purchased with the funds of the Highway Department.

WHEREFORE, Plaintiff prays that this Honorable Court grant the following relief:


- A) Grant an order prohibiting the Defendants from destroying any record associated with

Algonquin Township for a period of 24 months after the conclusion of this case.

B) For such other and further relief as this Court deems just and equitable.

Respectfully submitted,

ANDREW GASSER, Plaintiff

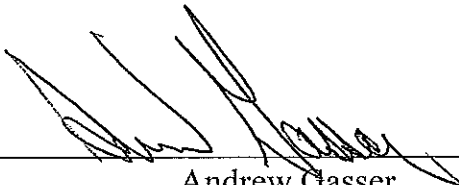
By:   
Robert T. Hanlon, one of his attorneys

Robert T. Hanlon, ARDC #6286331  
LAW OFFICES OF ROBERT T. HANLON  
& ASSOCIATES, P.C.  
131 East Calhoun Street  
Woodstock, IL 60098  
(815) 206-2200



### **VERIFICATION**

Under penalties as provided by law pursuant to Section 1-109 of the Code of Civil Procedure, the undersigned certifies that the statements set forth in this instrument are true and correct, except as to matters therein stated to be on information and belief and as to such matters the undersigned certifies as aforesaid that he verily believes the same to be true.



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Andrew Gasser

Exhibit A  
(Purchase of Purse/Totebag)



š. 3/16

Account Ending 6-21007

**Effective March 1, 2015, Carey will no longer participate in the OPEN Savings program. Any amounts that are charged to your account for Carey purchases on or after March 1, 2015, will not be eligible for the OPEN Savings benefit.**

## Summary

## Defa

Payments	Amount
11/16/14 PAYMENT RECEIVED: THANK YOU	\$2,085.49

## Summary

	Total
of New Charges	\$2,120.30

## Details

**ROBERT J MILLER**  
Card Ending 5-21007

DATE	DESCRIPTION	LOCATION	AMOUNT
0/29/14	AMAZON MKTPLACE PMTSAMZN.COM/BILL WA BOOK STORES	WA	\$209.00
0/31/14	AROUND THE CLOCK 103CRYSTAL LAKE IL 815-459-2100	IL	\$47.39
1/01/14	AMAZON.COM AMZN.COM/BILL WA MERCHANDISE	WA	\$79.00
1/01/14	MCDONALD'S M723] ORGARY IL 847-6391181	IL	\$34.66
1/04/14	WHITEPAGES.COM 800-336-1327 WA 800-336-1327	WA	\$19.95
1/07/14	HARBOR FREIGHT TOOLS CRYSTAL LAKE IL 805-388-1000 Description HARDWARE/TOOLS	IL	\$121.90
1/07/14	LEVENGER CATALOG/WEB DELRAY BCH FL BOOKS/SUPPLIES/GIFTS	FL	\$384.52
1/1	CHESAPEAKE SEAFOOD HSPRINGFIELD IL 217-322-5220 TIP	IL	\$81.67 \$15.00

Continued on reverse

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 LD( BOB MILLER  
 3702 HWY 14  
 CRYSTAL LAKE, IL 60014

SHIP TO BOB MILLER  
 3702 HWY 14  
 CRYSTAL LAKE, IL 60014



Online charges on partial shipments and back orders are prorated so that you pay no additional shipping.  
 Ship back orders as soon as they're available and charge credit card orders only when the merchandise ships.

WHSE. LOC	QTY.	ITEM #	DESCRIPTION	PRICE EACH	TOTAL PRICE
1A08D002	1	AL13100-6PB	You Bag, You Buy 100's Grand/Black	329.00	329.00
31ET50	1	LEVGC-50-GR	Levenger Gift Card - \$50 GNP	0.00	0.00

1/07/14 408A002N4JAB05A 11/09/14 0001797329 03 01

CA GL

Net Product \$ 329.00  
 Sales Tax 22.62  
 P & H 32.90  
 Total Shipment \$ 384.52  
 Amt. Charged to AC 384.52

See Important sales tax information on back

FREE HOLIDAY SHIPPING \$100 Purchase

EMAIL SIGN-UP

WHAT'S NEW

CUSTOMER FAVORITES

GIFT GUIDE

OUTLET

LEVENGER

What can we help you find?

SEARCH

My Account

Checkout

800-544-0880

Bag 0 Items | \$0.00

[Circa Notebooks](#) [Pens & Refills](#) [Bags](#) [Paper](#) [Journals & Folios](#) [Cases](#) [Wallfets](#) [Collections](#) [Reading](#) [Desk Accessories](#) [iPad](#)Enjoy 25% off your entire order (no minimum purchase required) [See Details](#)

## MORE OPTIONS

## Color:

[Brown/Black \(1\)](#)  
[Grape/Black \(1\)](#)  
[Oxblood/Black \(1\)](#)

## Select a Category

[Women's Bags \(1\)](#)

We found 1 products for \$13100

Results per page: 38 | 48 | 72

Sort by: [Relevancy](#) ▼

Page: 1

miller



New

Your Bag, Your Way Tote

Price: \$329.00



Page: 1

 Submit

Make an  
IMPRESSION  
Distinctively different  
personalized items



Request a  
CATALOG



Give a  
GIFT CARD  
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Exhibit B

(Purchase of Disneyland Tickets)



Platinum Business Credit  
ALGONQUIN TOWNSHIP HWY  
ROBERT J MILLER  
Closing Date 07/27/12



p. 3/11

Account Ending 5-21007

## Payments and Credits

### Summary

	Total
Payments	-\$4,356.63
Credits	-\$129.05
Total Payments and Credits	-\$4,485.68

### Detail

Payments	Amount
07/15/12* PAYMENT RECEIVED - THANK YOU	-\$49.02
07/15/12* PAYMENT RECEIVED - THANK YOU	-\$4,307.61
Credits	Amount
07/02/12 THE ORVIS CO CATALOG 800-635-7635 VT CATALOG MERCHANDISE	-\$129.05

## New Charges

### Summary

	Total
Total New Charges	\$6,578.40

### Detail

ROBERT J MILLER  
Card Ending 5-21007

	Amount
06/14/12 CRESTLINE CO INC 207-777-7075 ME PROMOTIONS	\$595.72 ✓
06/15/12 CRESTLINE CO INC 207-777-7075 ME PROMOTIONS	\$1,035.25 ✓
06/26/12 THE ORVIS CO CATALOG 800-635-7635 VT MAIL ORDER/SPORTING GOODS	\$136.00 ✓
06/27/12 AMERICAN PUBLIC WORKS KANSAS CITY MO 816-472-6100 Description PUBLIC WORKS	\$850.00 ✓
06/29/12 Disneyland Tickets ANAHEIM CA DIRECT MKTG MISC	\$182.00 ✓
06/30/12 PAPA JOHN'S #3780 30CARY IL 8475165000	\$147.34 ✓
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Gatorade, water, coffee

Continued on reverse



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Page 1 of 3  
AGES 10+

# Disneyland® RESORT

1-Day PARK HOPPER® Ticket

EXPIRES THIRTEEN (13) DAYS AFTER: 8/22/2012

Confirmation #: DOL75230158402

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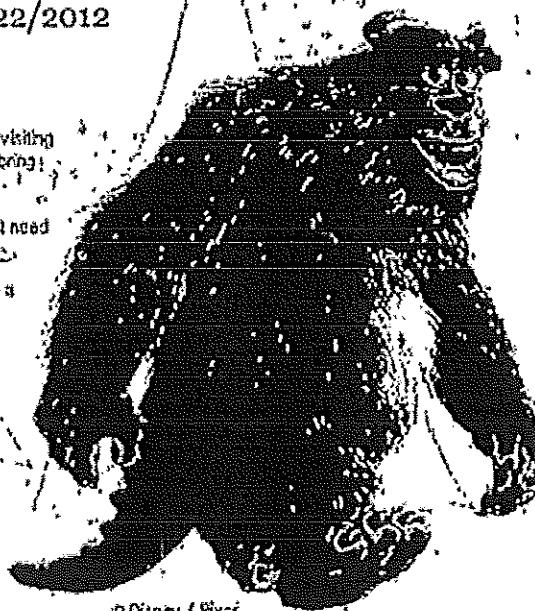
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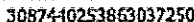
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**Q. Olney / Pica**

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## Exhibit C

(a long sleeve “v neck” Merino cardigan and  
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FREE SHIPPING WITH A \$50 MINIMUM PURCHASE. See Promo Code: SPRING & SH 2706. Details

Homepage > search for "42437"

NARROW SELECTION BY:

Specific Size

Shew#41

Color

Shew#41

Fabric

Shew#41

Style

Shew#41

Sort By: Recommended

MATCHING ITEMS



Quick View



Woman's Long Sleeve Merino Blend Shippe Long V-neck Sweater

Was \$74.00 Now \$44.99

Rating **4.5** **4.5** **4.5**



Quick View



Woman's Long Sleeve Merino Blend Shippe Long V-neck Sweater

Was \$74.00 Now \$44.99

Rating **4.5** **4.5** **4.5**

Sort By: Recommended

Get Exclusive Offers + News

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Guaranteed, Period.®

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FAQs

Get Live Help

A helpful Customer Care Specialist is just a click or call away.

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Careers

As Seen In

Sustainability

Newsroom

Affiliate Program

SPECIALTY SHOPS

LE Business Outfitters

Gifts

Women's Plus Sizes

Women's Petite Sizes

School Uniforms

Swimwear

International Websites

POLICIES

Privacy

Security

Shipping

Returns

California Transparency Act

LANDS' END

SHOP OUR E-CATALOG

Environmentally friendly, easy to shop and always at your fingertips.

Twitter 10.3K

Like

in

Items 1 - 2 of 2 . 24 per pag.

SHIP YOUR WAY REWARDS

Make every purchase rewarding. Join today. Earn today. It's free.

## Exhibit D

(Print Drape Ballet, a Drop shoulder Tuck,  
and two more sweaters)

Amount  
- \$1,060.38

Amount  
- \$256.90

Amount  
- \$256.90

AMAZON MKTPLCE PMTSAMZN.COM/BILL WA  
DIRECT MKTG MISC

New Charges

Total  
\$2,777.94

New Charges

Detail

ROBERT J MILLER  
Card Ending 5-21007  
Amount  
\$180.05

1/02/13 AMAZON MKTPLCE PMTSAMZN.COM/BILL WA  
MERCHANDISE  
\$85.98

01/03/13 AMAZON.COM AMZN.COM/BILL WA  
MERCHANDISE  
\$73.98

01/03/13 SHEPLERS INC 800-833-7007 KS  
CLOTHING/ACC  
\$495.60

01/04/13 HARBOR FREIGHT TOOLSCRYSTAL LAKE IL  
805-388-1000  
Description  
HARDWARE/TOOLS  
\$199.95

01/04/13 PAYPAL \*CHUMMER188 4029357733 CA  
402-935-7733  
Description  
PROFESSIONAL SERVICE  
\$169.99

01/09/13 AMAZON MKTPLCE PMTSAMZN.COM/BILL WA  
MERCHANDISE  
\$256.90

01/10/13 AMAZON MKTPLCE PMTSAMZN.COM/BILL WA  
MERCHANDISE  
\$110.77

01/10/13 LANDS END INTERNET 9800-332-4700  
6994018 53595  
DIRECT MARKETER  
\$24.95

01/11/13 VOICIS INC 0089 PALO ALTO CA  
650-515-3633  
Description  
COMP RELATED SVC

Continued on reverse

Let us explain about a Backorder: You may have ordered a popular item that's temporarily out of stock. It will be shipped to you on or before the date listed.

On behalf of everyone at Lands' End, thank you for your order. We hope you love getting this as much as we love sending it... see you soon! Questions? Please call 1-800-800-5800.

Merchandise	Tax	S&H	Gift Box	Total	Cash	Payment	Credit
	104.26	6.51		110.77		110.77	
<b>TOTAL:</b>							

## RETURN FORM

Reason* Item Number	Customer Number	Order Type	Order Date	Order Number	Shipment Date
	10826-0853-0	AMERICAN EXPRESS	01/09/13	6994018-1	01/10/13

Reason* Item Number	Size	Color	Description	Price
42402-8AG1 3634891 001	L	N39 FLO	WR LS PRINT DRAPE BALLE	17.49
42234-9AG8 3582676 002	12	MDN DOT	WR DRP SHLDR TUCK BLS	9.79
42427-0AG9 3641013 003	M	N39 FLO	WR LS MERINO FLRL CN CAR	45.49
42426-7AG7 3653802 005	M	34U STR	WR LS MER BLND STR VN CR	31.49



699401810010089

### REASON FOR RETURN

Returns can be made with your packing slip at U.S. Sears stores where Lands' End is sold. Or mail your return using the return label below (see reverse side of this form for instructions). Promotional savings may be deducted from your return. For fastest service on reorders, call 1-800-800-5800.

ORIG

\* Please indicate reason for return by placing a reason code in space provided above. Reason codes are listed at right.

SIZE	QUALITY/SATISFACTION	SERVICE	COLOR
TOO SMALL	30 - Defective	40 - Wrong item shipped	50 - Did not like color
TOO LARGE	31 - Misjudged size	41 - Monogram not as requested	51 - Color not as shown
10 - Chest	32 - Did not like styling	42 - Inserting not as requested	52 - Coordinates did not match
11 - Waist	33 - Did not like fabric	43 - Performance	53 - Did not coordinate with items already own
12 - Seat/Hip	34 - Fabric/material	44 - Returning a gift	
13 - Overall	35 - Performance	45 - Fill out office section on the back of this form	
14 - Sleeve	36 - Returning a gift		
15 - Length	37 - Returning a gift		
16 - Width	38 - Returning a gift		
17 - Overall	39 - Returning a gift		

ROBERT MILLER  
3702 US HIGHWAY 14  
CRYSTAL LAKE IL 60014

Tear Here For Easy Return Label

ROBERT MILLER  
3702 US HIGHWAY 14  
CRYSTAL LAKE IL 60014

BMC ZIP-USPS PARCEL RETURN SVC

610 14 60014 1414 0 006994018

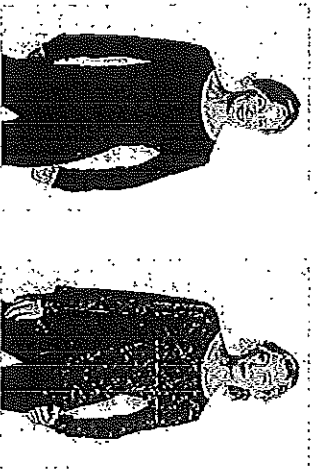
PARCEL SELECT RETURN SERVICE  
PERMIT NO. 27090

LANDS' END RETURNS  
PARCEL RETURN SERVICE  
BULK MAIL CENTER 66001

V14



Color  
Show All  
Fabric  
Show All  
Style  
Show All



Quick View



Women's Long Sleeve Print Drope  
Baldernack Top  
Was \$49.00 Now \$24.99

Rating

Quick View



Women's Long Sleeve Print Drope  
Baldernack Top  
Was \$49.00 Now \$24.99

Sort By: Recommended



Items 1 - 2 of 2 24 per page

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Careers  
As Seen In  
Sustainability  
Newsroom  
Affiliate Program

#### SPECIALTY SHOPS

LE Business Outfitters  
Gifts  
Women's Plus Sizes  
Women's Petite Sizes  
School Uniforms  
Swimwear  
International Websites

#### POLICIES

Privacy  
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Returns  
California Transparency Act



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always at your fingertips.

SHIP  
YOUR WAY  
REWARDS

SHOP YOUR WAY REWARDS®  
Make every purchase rewarding. Join  
today. Earn today. It's free.

View Mobile Version

© Copyright 2013 Lands' End

## Exhibit E

(Prana Living described as only “men’s  
Women clothing.)

**Platinum Business Credit Card**

ALGONQUIN TOWNSHIP HWY

ROBERT J. MILLER

Closing Date 11/27/16 Next Closing Date 12/28/16



Account Ending 5-211

**New Balance** **\$2,705.07**

**Minimum Payment Due** **\$35.00**

**Payment Due Date** **12/22/16†**

† **Late Payment Warning:** If we do not receive your Minimum Payment Due by the Payment Due Date of 12/22/16, you may have to pay a late fee of up to \$38.00 and your APRs may be increased to the Penalty APR of 29.49%.

**Membership Rewards® Points**

Available and Pending as of 10/31/16

**24,741**For up to date point balance and full program details, visit [membershiprewards.com](http://membershiprewards.com)**Account Summary**

Previous Balance \$1,188.50

Payments/Credits \$1,378.70

New Charges +\$2,895.20

Fees +\$0.00

Interest Charged +\$0.00

**New Balance** **\$2,705.07**

**Minimum Payment Due** **\$35.00**

Credit Limit \$22,000.00

Available Credit \$19,294.90

Cash Advance Limit \$3,400.00

Available Cash \$3,400.00

Days In Billing Period: 30

**Customer Care**

**Pay by Computer**  
[open.com/pbc](http://open.com/pbc)

**Customer Care****Pay by Phone**

1-800-521-6121

1-800-472-9297



See Page 2 for additional information.

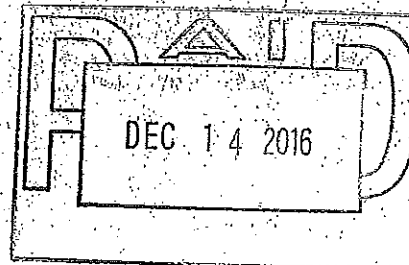
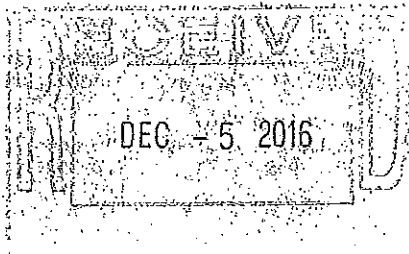
**Minimum Payment Warning:** If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges and each month you pay:	You will pay off the balance shown on this statement in about:	And you will pay an estimated total of:
Only the Minimum Payment Due	10 years	\$4,792
\$92	3 years	\$3,321 (Savings = \$1,471)

If you would like information about credit counseling services, call 1-888-733-4139.



See page 2 for important information about your account.



↓ Please fold on the perforation below, detach and return with your payment ↓



**Platinum Business Credit Card**  
 ALGONQUIN TOWNSHIP HWY  
 ROBERT J MILLER  
 Closing Date 11/27/16

**OPEN**<sub>SM</sub>

p. 3/10

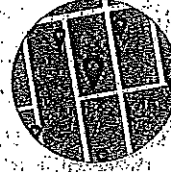
Account Ending 5-21007

**NOW THERE ARE MORE PLACES TO SHOP WITH YOUR CARD  
 IN THE CHICAGO AREA.**

Over 40,000 more places in the Chicago area started  
 accepting American Express® Cards between 2013 and 2015.



Check out [shopsmallnow.com/chicagobiz](http://shopsmallnow.com/chicagobiz)  
 to find local places that now accept your Card.



**Payments and Credits**

**Summary**

	Total
Payments	-\$1,188.51
Credits	-\$190.19
<b>Total Payments and Credits</b>	<b>-\$1,378.70</b>

**Detail** \*Indicates posting date

	Amount
7/14/16* PAYMENT RECEIVED - THANK YOU	-\$1,188.51
<b>Credits</b>	<b>Amount</b>
2/21/16 PRANA LIVING	-\$190.19
CARLSBAD CA	
760-566-1070	
Description	
MEN'S WOMEN'S CLOTH	

**New Charges**

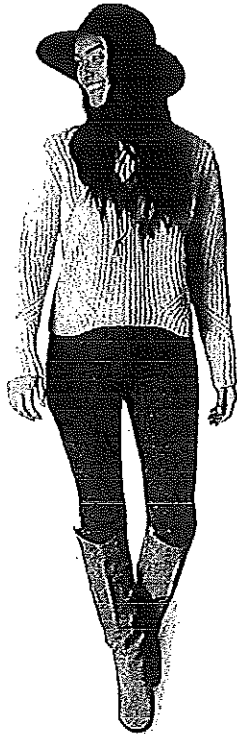
**Summary**

	Total
<b>Total New Charges</b>	<b>\$2,895.26</b>

**Detail**

<b>ROBERT J MILLER</b> Card Ending 5-21007					<b>Amount</b>
28/16	#03496 JEWEL 000000000674600	CARY	IL		\$29.77 ✓
	8476393599	kou Marché mfg			
29/16	PEARL AUTOMATION 000000001	SCOTT VALLEY	CA		\$499.99 ✓
	8775199522				
	Description				
	REFER TO RECEIPT				
29/16	DOMINO'S PIZZA	CARY	IL		\$141.31 ✓
	5626631400				
	Description				
	RESTAURANT CHARGES				
30/16	AMAZON.COM	AMZN.COM/BILL	WA		\$34.99 ✓
	MERCHANDISE				
12/16	AMAZON.COM	AMZN.COM/BILL	WA		\$29.99
	MERCHANDISE				

Continued on reverse



TRINITY CORD PANT

SHOP NOW



JADA JEAN

SHOP NOW



## WHO ARE YOU SHOPPING FOR?

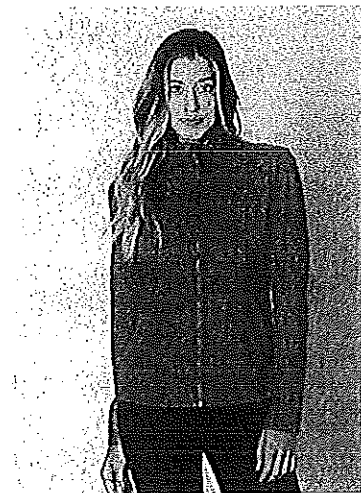
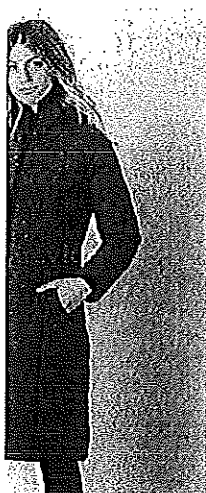
The drive is there, the ideas are not.  
We've got you covered with our  
Holiday Gift Guide.

GIFTS FOR HER

## Traveling This Winter?

FIND THE PERFECT COAT, FROM LIGHTWEIGHT TO HEAVYWEIGHT  
FOR YOUR NEXT ADVENTURE.

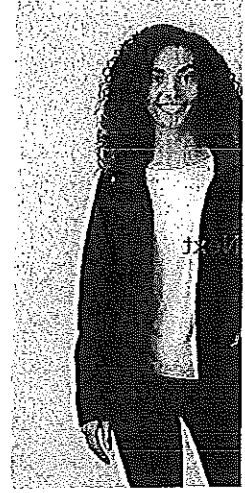
SHOP ALL



MAYVE JACKET



MILLY JACKET



HALLE JACKET

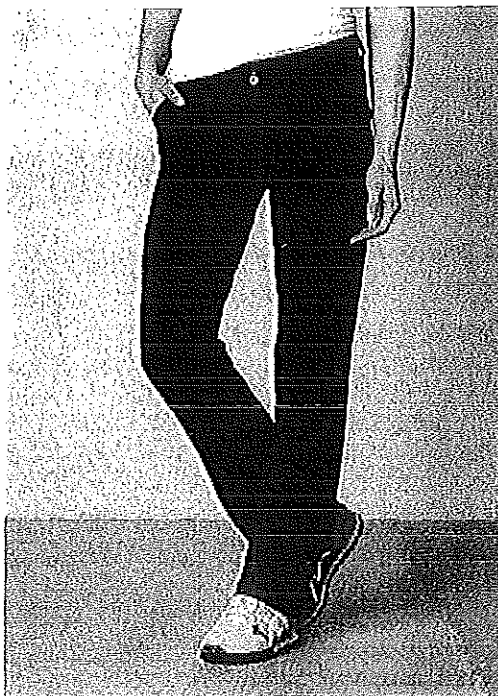
## YOUR CURATED STYLES

Previous



**KARA JEAN**  
\$89.00

(620)



**HALLE PANT**  
\$85.00

(809)

**BR**  
\$85.00

## CUSTOMER SERVICE

866-915-6457

Contact Us

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Returns &amp; Exchanges

International Shipping

International Returns

FAQ

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Gift Cards

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**INFLUENCER PROGRAM**

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Careers

Press

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**FIND A STORE**




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# Exhibit F

(Purchase of Gift Cards)

**Platinum Business Credit Card**

ALGONQUIN TWN SHP HWY

ROBERT J MILLER

Closing Date 06/27/16



p. 8/10

Account Ending 5-21007

**Payments and Credits****Summary**

	Total
Payments	-\$1,524.97
Credits	\$0.00
<b>Total Payments and Credits</b>	<b>-\$1,524.97</b>

**Detail**

\*Indicates posting date

Payments	Amount
06/11/16* PAYMENT RECEIVED - THANK YOU	-\$1,524.97

**New Charges****Summary**

	Total
<b>Total New Charges</b>	<b>\$4,088.50</b>

**Detail**

ROBERT J MILLER

Card Ending 5-21007

	Amount
05/28/16 DOMINO'S PIZZA CARY IL 5626631400 Description RESTAURANT CHARGES	✓ \$126.34
05/31/16 WXWORX ONLINE ACCT. WXWORX ONLINE A HUNTSVILLE AL 256-319-9679	✓ \$403.01
06/02/16 AMAZON.COM AMZN.COM/BILL WA MERCHANDISE	✓ \$41.97
06/02/16 #03496 JEWEL 000000000674600 CARY IL 8476393599	✓ \$160.90
06/02/16 #03496 JEWEL 000000000674600 CARY IL 8476393599	✓ \$210.90
06/03/16 WHITEPAGES PRO (800)336-1327 WA 800-336-1327	\$19.95
06/05/16 AMAZON MKTPLCE PMTS AMZN.COM/BILL WA BOOK STORES	✓ \$124.49
06/06/16 COSTCO WHSE #0774 000000000990774 LAKE IN THE HILLS IL 8479609909	✓ \$440.00

Continued on reverse

# Jewel-Osco

696 NORTHWEST HWY  
CARY, IL 60013  
Phone # (847) 639-3599  
Store Director Rich Wolenberg

Cashier: Michelle

06/02/16

14:30:5

## MISCELLANEOUS

A EXPRESS GC 100.00	7675006886	100.00
+GIFT CARD FEE		5.95
AM EXPRESS GC 50.00	7675006885	50.00
+GIFT CARD FEE		4.95
HOME DEPT GC 50.00	7675006559	50.00
SUBTOTAL		210.90
TOTAL TAX		00

TOTAL 210.90

Amex TENDER 210.90  
Acct:XXXXXXXXXXXX1007  
APPRVL CODE 824445  
Cas Ref# 22593  
Cash CHANGE .00

NUMBER OF ITEMS

Phone/Gift Card 100.00  
XXXXXXXXXXXXXXXX0823  
Activation Online to Host  
AA APPROVED

Phone/Gift Card 50.00  
XXXXXXXXXXXXXXXX9745  
Activation Online to Host  
AA APPROVED

Phone/Gift Card 50.00  
XXXXXXXXXXXXXXXX9528  
Activation Online to Host  
AA APPROVED

Trx:59 Oper 315 Term: 99 Store: 3496  
06/02/16 14:32:17

Thank You For Shopping At  
JEWEL-OSCO

Pharmacy Phone # (847) 639-3652

\*\*\*\*\*  
JEWEL STOCK YOUR  
BULLPEN 2016  
NO. PARTICIPATING ITEMS  
PURCHASED FOR STOCK YOUR  
BULLPEN TICKETS  
\*\*\*\*\*

www.jewel-osco.com

Customer Questions  
on Party Tray Orders  
1-877-276-9637

\*\*\*\*\*  
Your Opinion Matters  
We invite you to complete our  
CUSTOMER SATISFACTION SURVEY

Enter to be a weekly winner  
of a \$100 gift card  
Go to www.jewelsurvey.com

\*\*\*\*\*

# Jewel-Osco

696 NORTHWEST HWY.  
CARY, IL 60013  
Phone # (847) 639-3599  
Store Director Rich Wolenberg

Cashier: Michelle

06/02/16

14:28:2

## MISCELLANEOUS

AM EXPRESS GC 50.00	7675006885	50.00
+GIFT CARD FEE		4.95
A EXPRESS GC 100.00	7675006886	100.00
+GIFT CARD FEE		5.95
SUBTOTAL		160.90
TOTAL TAX		.00

TOTAL 160.90

Amex TENDER 160.90

Acct:XXXXXXXXXX1007

APPRVL CODE 806238

Cas Ref# 22593

Cash CHANGE .00

NUMBER OF ITEMS 4

Phone/Gift Card 50.00

XXXXXXXXXXXXXXXX6256

Activation Online to Host

AA APPROVED

Phone/Gift Card 100.00

XXXXXXXXXXXXXXXX0898

Activation Online to Host

AA APPROVED

Trx 58 Opal 315 Term 99 Store 3496

06/02/16 14:30:14

Thank You For Shopping At  
JEWEL-OSCO

Pharmacy Phone # (847) 639-3652

\*\*\*\*\*  
JEWEL STOCK YOUR  
BULLPEN 2016  
NO. PARTICIPATING ITEMS  
PURCHASED FOR STOCK YOUR  
BULLPEN TICKETS  
\*\*\*\*\*

www.jewel-osco.com

Customer Questions  
or Party Tray Orders  
1-877-276-9637

\*\*\*\*\*  
Your Opinion Matters  
We invite you to complete our  
CUSTOMER SATISFACTION SURVEY  
Enter to be a weekly winner  
of a \$100 gift card  
Go to www.jewelsurvey.com  
\*\*\*\*\*

We are prohibited from giving  
refunds or exchanges on Gift Cards  
Gift Cards may take up to  
24hrs to activate

# Exhibit G

(Hooters restaurant in Brookfield

Wisconsin.)

**Platinum Business Credit Card**

ALGONQUIN TWN SHP HWY

ROBERT J MILLER

Closing Date 02/26/16 Next Closing Date 03/28/16

**OPEN** SM

p. 1/9

Account Ending 5-21007

**New Balance** \$2,528.37**Minimum Payment Due** \$35.00**Payment Due Date** 03/22/16\***Membership Rewards® Points**

Available and Pending as of 01/31/16

**25,256**For up to date point balance and full program details visit [membershiprewards.com](http://membershiprewards.com)**Account Summary**

Previous Balance	\$1,242.84
Payments/Credits	-\$1,242.84
New Charges	+\$2,528.37
Fees	+\$0.00
Interest Charged	+\$0.00

<b>New Balance</b>	<b>\$2,528.37</b>
<b>Minimum Payment Due</b>	<b>\$35.00</b>

Credit Limit	\$22,000.00
Available Credit	\$19,471.63
Cash Advance Limit	\$3,400.00
Available Cash	\$3,400.00
Days in Billing Period	29

**Customer Care**
**Pay by Computer**  
[open.com/pbc](http://open.com/pbc)

<b>Customer Care</b>	<b>Pay by Phone</b>
1-800-521-6121	1-800-472-9297

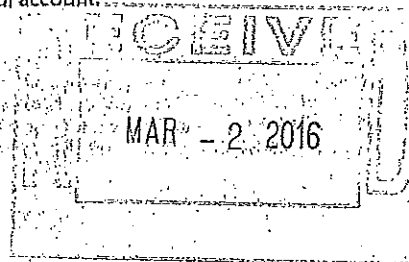
See Page 2 for additional information.

**Minimum Payment Warning:** If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges and each month you pay:	You will pay off the balance shown on this statement in about:	And you will pay an estimated total of:
Only the Minimum Payment Due	10 years	\$4,423
\$87	3 years	\$3,134 (Savings = \$1,289)

If you would like information about credit counseling services, call 1-888-733-4139.

See page 2 for important information about your account.



Please fold on the perforation below, detach and return with your payment ↓

**Payment Coupon**

Do not staple or use paper clips.

**Pay by Computer**[open.com/pbc](http://open.com/pbc)**Pay by Phone**

1-800-472-9297

**Account Ending 5-21007**Enter 15 digit account # on all payments.  
Make check payable to American Express.

MB 01 004372 00667 B 25 B

ROBERT J MILLER  
ALGONQUIN TWN SHP HWY  
ALGONQUIN TWN SHP HWY  
3702 US HIGHWAY 14  
CRYSTAL LAKE IL 60014-8204**Payment Due Date****03/22/16****New Balance****\$2,528.37****Minimum Payment Due****\$35.00**Check here if your address or phone number has changed.  
Note changes on reverse side.AMERICAN EXPRESS  
BOX 0001  
LOS ANGELES CA 90096-8000\$ 2,528.37  
**Amount Enclosed**

0000349990990914915 000252837000003500 24 H



Platinum Business Credit Card  
ALGONQUIN TOWNSHIP HWY  
ROBERT J MILLER  
Closing Date 02/26/16

OPEN

p. 3/9

Account Ending 5-21007

## Payments and Credits

### Summary

	Total
Payments	-\$1,242.84
Credits	\$0.00
<b>Total Payments and Credits</b>	<b>-\$1,242.84</b>

### Detail

\*Indicates posting date

Payments	Amount
2/14/16* PAYMENT RECEIVED - THANK YOU	-\$1,242.84

## New Charges

### Summary

	Total
<b>Total New Charges</b>	<b>\$2,528.37</b>

### Detail

ROBERT J MILLER  
Card Ending 5-21007

	Amount
2/28/16 BRUNCHCAFEFOXRIVERGROVE FOXRIVERGROVE IL 8475160409 FOOD/BEVERAGE \$163.43 TIP \$25.00	\$188.43 ✓
2/28/16 HOOTERS OF BROOKFIELD LLC 1164 BROOKFIELD WI RESTAURANT Description 502006	\$288.92 ✓
2/29/16 WWW.BLINKFORHOME.COM ANDOVER MA 7819151920	\$299.00 ✓
2/02/16 AMAZON MKTPLACE PMTS AMZN.COM/BILL WA BOOKSTORES	\$269.97 ✓
2/03/16 WHITEPAGES PRO (800)336-1327 WA 800-336-1327	\$19.95
2/10/16 GODADDY.COM 480-505-8855 AZ (480)505-8855	\$19.60 ✓
2/11/16 AROUND THE CLOCK REST 103001002340461 CRYSTAL LAKE IL 815-459-2100	\$40.09 ✓

Continued on reverse

## Exhibit H

(Womens' Classic Cashmere Jacquard  
Cardigan Sweater, Supima Stripe Pocket  
Cardigan Sweater, and Women's boiled  
Wool Walker Coat.)



LANDS' END

135

## ORDER

Customer Number  
10826-0853-0Order Date  
10/21/14Order Number  
3927547-1

10

Item Number	Size	Color	Description	Item Status	Price
44747-3AE9	L	F24 WIN	WR CLSC CSH LS CNCD JQRD	IN THIS SHIPMENT	156.75
44688-8AE4	L	BLA STP	WR LS FG STRP PCKT CARD	IN THIS SHIPMENT	59.25
44374-5AE8	12	NEP BLU	WR BOILED WOOL WALKR COAT	IN THIS SHIPMENT	111.75

Anna Miller  
TWSP  
C.C.

On behalf of everyone at Lands' End, thank you for your order. We hope you love getting this as much as we love sending it... see you soon! Questions? Please call 1-800-800-5800.

Merchandise	Tax	S&H	Gift Box	Total	Cash	Payment	Credit
327.75	20.48			348.23		348.23	

TOTAL:

Customer Number	Order Type	Order Date	Order Number	Shipment Date
10826-0853-0	VISA	10/21/14	3927547-1	10/22/14

## RETURN FORM

Reason*	Item Number	Size	Color	Description	Price
	44747-3AE9	4080398 001	L	F24 WIN WR CLSC CSH LS CNCD JQRD	156.75
	44688-8AE4	4077603 002	L	BLA STP WR LS FG STRP PCKT CARD	59.25
	44374-5AE8	3991726 003	12	NEP BLU WR BOILED WOOL WALKR COA	111.75



3927547110010089

Returns can be made with your packing slip at U.S. Sears stores where Lands' End is sold. Or mail your return using the return label below (see reverse side of this form for instructions). Promotional savings may be deducted from your return. For fastest service on reorders, call 1-800-800-5800.

ORIG

## REASON FOR RETURN

SIZING	QUALITY/SATISFACTION	SERVICE	COLOR
* Please indicate reason for return by placing a reason code in space provided above. Reason codes are listed at right.	30 - Defective 31 - Misjudged size 32 - Did not like styling 33 - Did not like fabric 34 - Fabric/material 35 - Performance 36 - Returning a gift (Fill out gift section on the back of this form)	40 - Wrong item shipped 41 - Monogram not as requested 42 - Inseaming not as requested	50 - Did not like color 51 - Color not as shown 52 - Coordinates did not match 53 - Did not coordinate with items I already own

ROBERT MILLER  
3702 US HIGHWAY 14  
CRYSTAL LAKE IL 60014

Tear Here For Easy Return Label

ROBERT MILLER  
3702 US HIGHWAY 14  
CRYSTAL LAKE IL 60014

USPS PARCEL RETURN SERVICE



9202 3901 0070 5593 1041 34



610 14 60014 1414 0 003927547

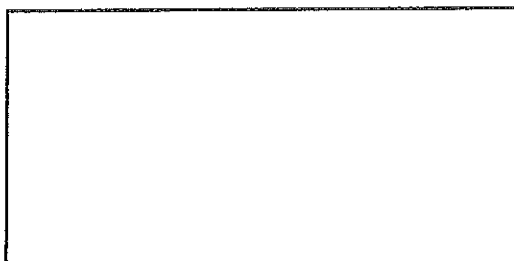
PARCEL SELECT RETURN SERVICE  
NEWGISTICS, INC.

PERMIT NO: 77000

LANDS' END RETURNS  
PARCEL RETURN SERVICE  
56901

V14

08 6 3204 12



WOMEN

MEN

KIDS

OUTERWEAR

HOME

UNIFORMS

SALE

GIFTS

My Bag 0

Help Center ▾ Store Locator Gift Cards Business Outfitters

Ship To My Account ▾

La

FREE SHIPPING EVERY DAY ON ORDERS \$50+  
\$5 MORE FOR UPS 2 DAY

Enter Keyword or Style #

**30% OFF REG. PRICED ITEMS + 20% OFF SALE**

Use Promo Code: CANDY & Pin: 1624 See details

Home Page > searched for "44747-3ae9"



Women's Classic Cashmere  
Jacquard Cardigan Sweater

[Write a review](#)

\$209.00

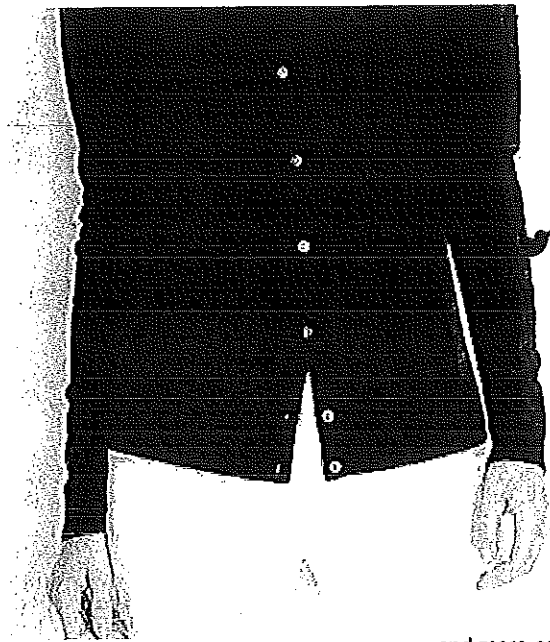


Celestial Blue Windowpane

CUSTOMERS  
ALSO  
BOUGHT



Women's  
3/4-sleeve  
Textured Front  
Top  
\$69.00



IN STOCK

ADD TO BAG



#### EMININE LANDS' END

These cardigans for the most style without compromising. Knit from yarns spun from the best wools to meet some of the highest standards around. We inspect our cardigans with care to ensure a prettier, softer

and more comfortable sweater than others you can find. Fully fashioned in 100% cashmere.

#### FEATURES

- Intarsia knit design in 100% Inner Mongolian cashmere
- Resists pilling, but feels softer over time
- Fine gauge fabric is easy to layer
- Waist shaping creates a feminine silhouette
- Grosgrain-trimmed underplacket
- Rib crewneck, bottom and cuffs
- Long sleeves
- Mid-hip length

#### MORE INFORMATION

Unfamiliar with a word? [See the Lands' End Glossary](#)

[Fit & Size Information](#) | [Item Dimensions \(.pdf\)](#)

Now \$49.99



Women's Petite 3/4-sleeve Supima Raglan... \$69.00



Women's 3/4-sleeve Supima Texture Stripes... \$69.00



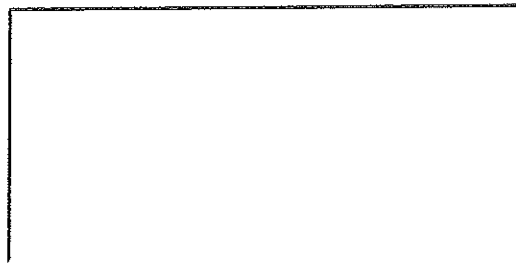
Women's 3/4-sleeve Loft Blend Cable Marl... \$69.00



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Email Address

SIGN UP



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FREE SHIPPING EVERY DAY ON ORDERS \$50+  
\$5 MORE FOR UPS 2 DAY

Enter Keyword or Style #



**30% OFF REG. PRICED ITEMS + 20% OFF SALE**

Use Promo Code: CANDY & Pin: 1624. [See details](#)

Home Page > searched for "44688-8ae4"



na Stripe Pocket  
er

WS

\$79.00

[calculate your size](#)

CUSTOMERS  
ALSO  
BOUGHT



Women's Short  
Sleeve Supima  
Stripe Sweater  
\$59.00



M (10-12)

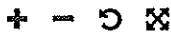
L (14-16)

Black Stripe

SONAL ?

Quantity 1 ☒ IN STOCK

ADD TO BAG



#### A NEW TAKE ON YOUR FAVORITE SUPIMA® CARDIGAN.

Colorblock stripes, gold anchor buttons, and welt pockets takes your favorite classic crew cardigan into the sharp, feminine sporty look trending this season. The matching short sleeve jewelneck sweater make this a perfect layered set ready for jeans, chinos or skirts. Made with the best cotton grown in America with superior finishing touches — like fully-fashioned knit construction for perfectly-matched seams and ribbed hems and cuffs that keep their shape — to bring you the softest, best fitting sweaters. The extra-long fibers feel smoother, hold dye better, and last longer than lesser cotton. The perfect weight and style for every day. 100% Supima cotton. Machine wash, dry flat. Imported.

#### FEATURES

- Superior Supima cotton
  - Lightweight fine gauge knit
  - Contemporary colorblock stripe styling
  - Gold anchor buttons
  - Functional welt pockets with button detailing
  - Pairs with the striped Supima short sleeve jewelneck
  - Falls to the mid hip, approximately 25" in size
- Medium

#### MORE INFORMATION



Women's Tall Short Sleeve Supima Stripe...  
\$69.00

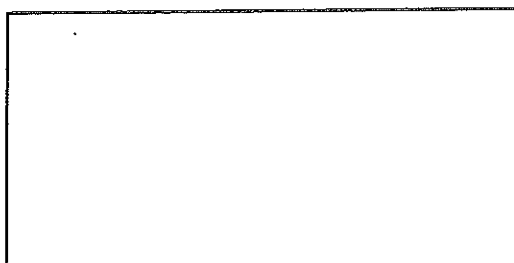


Women's Petite Supima Stripe Pocket...  
\$79.00



Women's Supima Pocket Cardigan Sweater -...  
\$79.00





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MEN

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FREE SHIPPING EVERY DAY ON ORDERS \$50+  
\$5 MORE FOR UPS 2 DAY

Enter Keyword or Style #



**30% OFF REG. PRICED ITEMS + 20% OFF SALE**

Use Promo Code: CANDY & Pin. 1624. [See details.](#)

Home Page > searched for "443745ae8"



1 Wool Walker Coat

WS

\$149.00

y magazine



CUSTOMERS  
ALSO  
BOUGHT



Women's Luxe  
Wool Car Coat  
\$229.00



Heptune Blue



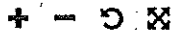
GET A FREE SWATCH

Quantity 1 ☒ IN STOCK

ADD TO BAG



, SOFT SHAPING, STEP  
.ISH.



Boiled wool is so versatile, don't be surprised to see it popping up in unexpected places. It is actually the result of wool that is knit, then gently boiled. Lightweight and remarkably warm, this tighter, denser weave, with its unique look and feel, lends itself well to more tailored styles, like this coat. And the soft, felted fabric has natural ease, yet retains its shape beautifully. Plus it's the perfect canvas to showcase such rich colors. And although tailored like a dressier coat for "refined" moments, this coat knows how to keep it casual too. 51% wool/49% rayon. Dry clean. Imported.

#### FEATURES

- Lightweight, soft boiled wool
- Princess seams and back darts for feminine shaping
- Clean front lines provide a smooth drape, prevent bunching
- Back vent allows moving room
- Discreet side pockets
- Fully lined for neatness and comfort
- Above knee
- TEMPERATURE RATING – WARM: +10° to +30° Fahrenheit. Use this as a comfort range for the type of climate you'll be wearing this Boiled Wool Walker Coat in with a typical winter wardrobe. [Learn more](#)

#### MORE INFORMATION

Unfamiliar with a word? [See the Lands' End Glossary](#)

[Fit & Size Information](#) | [Item Dimensions \(.pdf\)](#)



Women's  
Tweed Wool  
Car Coat  
\$239.00



Women's Boiled  
Wool Parka  
~~\$139.00~~  
Now \$119.99



Women's Boiled  
Wool Hooded  
Parka  
\$149.00



## Exhibit I

(an e-mail confirmation was sent to Robert  
Miller for a Apple iPad Air 2 Smart Case.)



Bob Miller

**From:** auto-confirm@amazon.com  
**Sent:** Thursday, October 30, 2014 4:49 PM  
**To:** Robert J. Miller  
**Subject:** Your Amazon.com order of "Apple iPad Air 2 SMART CASE...".



[Your Recommendations](#) | [Your Account](#) | [Amazon.com](#)

## Order Confirmation

Order #108-4996804-3387433

Hello Robert J. Miller,


Thank you for shopping with us. We'll send a confirmation once your item has shipped. Your order details are indicated below. If you would like to view the status of your order or make any changes to it, please visit Your Orders on Amazon.com.

Your guaranteed delivery date is:  
**Monday, November 3, 2014**

Your shipping speed:  
**Prime Two-Day Shipping**

Your order will be sent to:  
**Robert Miller**  
**3702 US Highway 14**  
**Crystal Lake, IL 60014-8204**  
**United States**

[Order Details](#)

GET \$70 INSTANTLY when you get the Amazon.com Rewards Visa Card  [Learn more](#)

## Order Details

Order #108-4996804-3387433

Placed on Thursday, October 30, 2014



Apple iPad Air 2 SMART CASE BLACK  
Personal Computers  
Sold by Amazon.com LLC

**\$79.00**



SDB8P7WVKK

amazon.com

Order of October 30, 2014 (Order ID 108-4996804-3387433)

Item	Item Price	Total
Apple iPad Air 2 SMART CASE BLACK Personal Computers (** P-2-H142J2 **) B00DO9YPG8 388462016964	\$79.00	\$79.00
Item completes your order.	Subtotal	\$79.00
Feedback on how we	Order Total	\$79.00
helped your order? Tell us at	Paid via credit/debit	\$79.00
amazon.com/packaging.	Balance due	\$0.00

is Are Easy! Most items can be refunded, exchanged, or replaced when returned in original and unopened condition. Visit <http://www.amazon.com/returns> to start your return or <http://www.amazon.com/help> for more information on return policies.

Item Subtotal:	\$79.00
Shipping & Handling:	\$0.00
Total Before Tax:	\$79.00
Estimated Tax:	\$0.00
Order Total:	\$79.00

## Exhibit J

(purchase of another Levenger bag)

1 p.m. local time in U.S. dollars.  
 2 next day.  
 3 unit number. If you have a bank card, it will be a banking system. If you have a particular rate is required. We accept will have no effect on unpaid. You may pay more than revolving interest charges.

# Business Credit Card

JOHN TOWNSHIP HWY

J MILLER

Date 07/28/14

**OPEN**<sub>SM</sub>

p. 3/7

MJ

Account Ending 5-21007

57

Price

.00

Credit

ent Date  
09/14

Price

9.00

at U.S.  
mail your  
verse  
tional  
For fastest

POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES

RVICE

ST NO: 77000

V14

## Payments and Credits

### Summary

Total

Payments	- \$5,217.02
Credits	\$0.00
<b>Total Payments and Credits</b>	<b>- \$5,217.02</b>

### Detail

\*Indicates posting date

Amount

07/13/14*	PAYMENT RECEIVED - THANK YOU	- \$5,217.02
-----------	------------------------------	--------------

## New Charges

### Summary

Total

<b>Total New Charges</b>	<b>\$13,402.15</b>
--------------------------	--------------------

### Detail

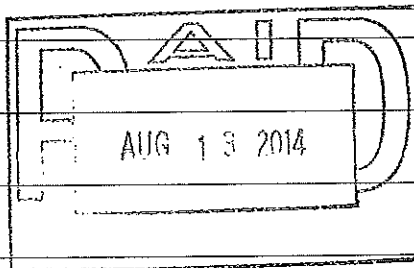


ROBERT J MILLER

Card Ending 5-21007

Amount

06/26/14	NORTHERN TOOL 800-222-5381 MN LIGHT INDUST	\$11,499.99 ✓
06/28/14	DOMINO'S 2974 000002CARY IL 5626631400 Description RESTAURANT CHARGES	\$93.08 ✓
06/28/14	AMAZON MKTPLACE PMTSAMZN.COM/BILL WA BOOK STORES	\$155.04 ✓
07/03/14	LEVENGER CATALOG/WEBDELRAY BCH FL BOOKS/SUPPLIES/GIFTS	\$211.44 ✓
07/04/14	WHITEPAGES.COM 800-336-1327 WA 800-336-1327	\$19.95
07/09/14	LANDS END INTERNET 9800-332-4700 7744721 53595 DIRECT MARKETER	\$41.44 ✓
07/10/14	SXMSIRIUSXM.COM/ACCT888-635-5144 NY XM SATELITE	\$229.50
07/10/14	AMAZON.COM AMZN.COM/BILL WA MERCHANDISE	\$230.28 ✓
07/17/14	SXMSIRIUSXM.COM/ACCT888-635-5144 NY XM SATELITE	\$49.99
07/18/14	USPS 161344001300740CARY IL 800-2758777	\$294.00 ✓
07/22/14	AMAZON.COM AMZN.COM/BILL WA MERCHANDISE	\$8.99 ✓
07/23/14	ASURION WIRELESS INS866-667-2535 TN 866-667-2535	\$99.00



Continued on reverse

MJ

er	57
-0	
atus	Price
IPMENT	39.00

LEVENGER®

this as much as

lyment	Credit
1.44	
umber	Shipment Date
1-0	07/09/14
	Price
	39.00

th your packing slip at U.S.  
ds' End is sold. Or mail your  
n label below (see reverse  
instructions). Promotional  
d from your return. For fastest  
all 1-800-800-5800.

4  
0014

ACCOUNT # 0072902034 ORDER # P590300100017  
BOB MILLER  
3702 HWY 14  
CRYSTAL LAKE, IL 60014

SHIP TO

BOB MILLER  
3702 HWY 14  
CRYSTAL LAKE, IL 60014

Orders: 800-544-0880 • Fax: 800-544-6910  
Service: 800-545-0242 • E-mail: cservice@levenger.com  
International: 561-276-4141 • Fax: 561-274-0263  
levenger.com  
Click our stores on levenger.com for retail locations.

Offers on partial shipments and back orders are prorated so that you pay no additional shipping.  
Level orders as soon as they're available, and charge credit card orders only when the merchandise ships.



==4LET17

1 A11015 BRN

Majorca BriarBag - Brown

DESCRIPTION

PRICE EACH

TOTAL PRICE

199.00

199.00

07/06/14 0001766888 04 01  
C3706

Net Product \$ 199.00  
Sales Tax 2.00  
Total Shipment \$ 201.00  
Amt Charged to C 201.00

See important sales tax information on back

Tear Here For Easy Return Label

ROBERT MILLER  
3702 US HIGHWAY 14  
CRYSTAL LAKE IL 60014

USPS PARCEL RETURN SERVICE



9202 3901 0070 5561 9513 95



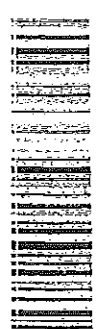
610 14 60014 1414 0 007744721

PARCEL SELECT RETURN SERVICE  
NEWGISTICS, INC. PERMIT NO: 77000

LANDS' END RETURNS  
PARCEL RETURN SERVICE  
56901

NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES

V14



601 71 06 0-724744

03 3 1000 00

\$6.05 for Return Shipping will reduce your credit from Lands' End

EMAIL SIGN-UP

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GIFT GUIDE

OUTLET

LEVINGER

What can we help you find?

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Checkout

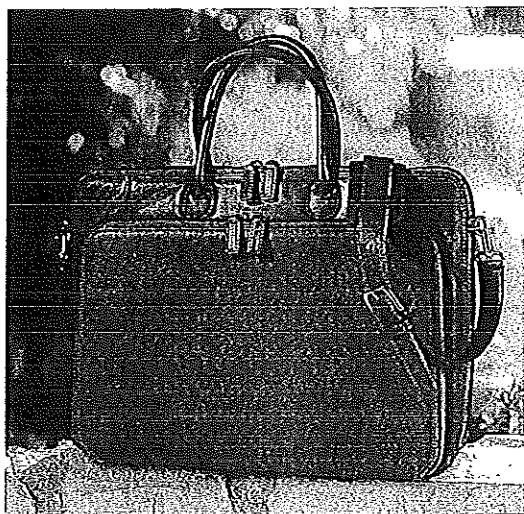
800-544-0880

Bag 0 items | \$0.00

Circa Notebooks Pens &amp; Refills Bags Paper Journals &amp; Folios Cases Wallets Collections Reading Desk Accessories iPad

Take 25% off your entire order during our Back to School, Back to Work Event [See Details](#)

Home&gt; Majorca Briefbag



Click arrows &lt; &gt; for more images and roll over to zoom in

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InformationCustomer  
ServiceEasy  
ReturnsCorporate  
Pricing**THE LEVINGER GUARANTEE**

We promise to deliver quality and value in every Levenger product. If you are not 100% satisfied, please let us know and we'll make it right.

**Majorca Briefbag**

Price: \$219.00



8+1

Tweet

Like 6

[Read all reviews](#) | [Write a review](#)

10 of 10 (100%) customers would recommend this product to a friend.

Item: AL11015

In stock for immediate delivery

**1. CHOOSE COLOR****2. CHOOSE QUANTITY**

1

**3. SHIP TO**☒ Me☐ OtherAdd Complimentary Note ☐[Add to Bag >](#)**YOU MIGHT ALSO LIKE**Fortunata Tote  
Price: \$279.00St. Tropez Leather Tote Bag  
Price: \$199.00Levenger Tech Backpack  
Price: \$299.00**PRODUCT DESCRIPTION****Our most popular women's leather briefcase**

You could well find the trim Majorca leather briefbag replacing your handbag and your briefcase. Legal-size files fit in the gusseted main compartment. The organizational panel in front has a key fob and pockets for your smartphone, business cards, 3 x 5 cards and two pens.

**Now in silky, textured leather**

The Majorca is now crafted in softly textured full-grain leather with a silky-soft hand, *au naturel* to bring out the natural expressiveness of the grain.

- Can accommodate your iPad, Kindle, Nook or other electronic reader, and legal- or letter-sized files
- Inside zippered pocket for valuables
- Double zippers allow for full expansion
- Dual padded handles
- Detachable, adjustable shoulder strap with extra padding and a drop length of 16 to 18 inches
- Gusseted main compartment for larger items
- Organizational section in front for smaller items
- Two slots hold pens
- Silky, textured, *au naturel* full-grain leather
- Nickel hardware
- 15W x 3 1/2D x 11 1/2H; 2 pounds

Our slim Majorca Briefbag is all business...and all beauty

**ADD YOUR REVIEW**

Great Upscale Briefbag!, July 31, 2014

By [Sue29](#) [\(read all my reviews\)](#)Function: ☒ ☒ ☒ ☒ ☒Quality: ☒ ☒ ☒ ☒ ☒Style: ☒ ☒ ☒ ☒ ☒

Choose A Sort Order



Exhibit K

(Orvis Purchases)



# ORVIS

## Order Summary

Dear Robert Miller,

This shipment includes merchandise from order 050813-417-33 shipped on May 9, 2013.  
From the Orvis Service Center in Roanoke, Virginia, it has been our pleasure to serve you!

**Ordered By:**  
Robert Miller  
3702 Us Hwy 14  
Crystal Lake, IL 600148204

**Delivered To:**  
Robert Miller  
3702 Us Hwy 14  
Crystal Lake, IL 600148204

RC	QTY	Item Number	Color	Size	Description	Unit Price	Ext. Price	Comment
	1	5R8T-3452	Lturq	M		49.00	49.00	Included in this Carton
	1	6P34-1752	Pk/Bl	M		49.00	49.00	Included in this Carton
	1	3T8Y-1052	Blktn	M		49.00	49.00	Included in this Carton
	1	5T70-0352	Ltocr	M		69.00	69.00	Included in this Carton
					IL Sales Tax		14.67	
					Shipping and Handling		18.95	
					Total amount for this shipment		249.62	

Please write reason code for your return in the RC column:

1-wrong size/fit; 2-item/quality not as expected; 3-product damaged;  
4-overall dissatisfaction; 5-changed my mind; 6-wrong item.

EASY EXCHANGE with Free Standard Shipping - To make an exchange fast, call 1-800-635-7635 anytime and we will waive standard shipping charges. See "Easy Exchange" details on reverse side.

RETURNS MADE EASY - Use the enclosed UPS label and we will simply deduct \$6.95 from your refund. Instructions on reverse side.

Did you know there may be an Orvis Company store near you? Cast a rod, try on a jacket, or just get in touch with the Orvis lifestyle. Our associates are ready to assist you with any of your shopping needs including returns and exchanges. Visit the web at [orvis.com/stores](http://orvis.com/stores) for store locations.

Use this label when making a return.

Page 1 of 1

Keep this for your records

Form PROD ORVISFckSp

Robert Miller  
3702 Us Hwy 14  
Crystal Lake, IL 600148204

Please  
Affix  
Postage

Your Account Number: 330861014  
Your Order Number: 050813-417-33  
Your Shipment Number: 0016466675  
Your Carton Number: 00081234560076471462

**The Orvis Company, Inc.**  
1711 Blue Hills Drive  
Roanoke, VA 24012-8693

**Contact Orvis:**  
Phone: 1-800-635-7635  
E-mail: [customerservice@orvis.com](mailto:customerservice@orvis.com)



Customer Service: 888-235-9763 | Stores | Catalog Quick Order

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Orvis / Women's Clothing / Tees &amp; Polos

Save up to 40% on our Futon Dog Bed!

**Tawny Floral Henley**

Celebrate the season in our ladies knit floral Henley shirt.

Other Views

**SUMMER SALE**Annual Swim Sale  
In-Season Savings**FEATURED**Top Rated for Women  
New for Women  
Petites**SHOP BY CATEGORY**
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[Sweaters](#)  
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[Dresses](#)  
[Sweatshirts](#)  
[Vests](#)  
[Footwear](#)  
[Sleepwear](#)  
[Accessories](#)
**SHOP BY COLLECTION**
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[Women's Travel Wear](#)  
[ExOfficio](#)  
[Barbour of England](#)  
[Wrinkle-Free Collection](#)  
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[Gift Card](#)Next item number: **SI3T8Y1052****Buy It Now****Select an Item**• **\$49.00 Tawny Floral Henley (SI3T8Y)****Select Options****MEDIUM** : In stock**Specify Quantity** [Add to basket](#)[Live Chat](#) agent now available.This item earns **147 POINTS\*** and Standard Shipping is **FREE** with the Orvis Rewards Visa\*. [Learn more.](#)

\*At current price. Actual points vary if discounts or promotions are applied.

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Lavish tawny-belt blossoms on a rich black background add drama to a simple knit floral Henley shirt. Pure jersey-knit cotton. Rounded V-neckline with five-button placket. Agoya-shell buttons. Knit floral Henley shirt in black/tan. Pure cotton. Washable. Imported. Sizes: XS(4), S(6-8), M(10-12), L(14-16), XL(18-20); about 24" long.

Rating: 4.5

66 of 86 (77%) reviewers would recommend this product to a friend.

[READ ALL REVIEWS](#)[WRITE A REVIEW](#)**You might also be interested in:**
**Floral-Print Asymmetrical-Draped Tee**  
 ☆☆☆☆

☆☆☆☆


**Printed Boatneck Tee**  
 ☆☆☆☆

**Freeport Three-Quarter-Sleeved Ruffle Tee**  
 ☆☆☆☆

☆☆☆☆

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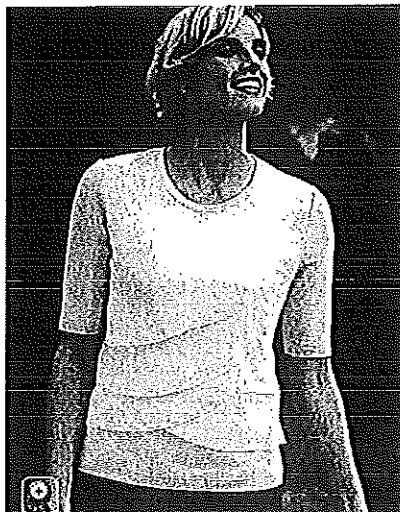
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## Elbow-Sleeved Ruffle-Tiered Tee

Dress up or down for any occasion with this women's ruffled shirt.



Click  
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Next item number: SI5T700352

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## Buy It Now

## Select an Item

\$69.00 Elbow-Sleeved Ruffle-Tiered  
Tee (SI5T70)

## Select Options

MEDIUM : In stock

LIGHT OCEAN : In stock

Specify Quantity 1

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Flirty poly-crepe ruffles crisscross in asymmetrical tiers across the front of this elbow-sleeved women's ruffled shirt. Styled with a body-skimming silhouette, our chic crewneck keeps pace with a dressy skirt or lends a bit of daytime glamour to your jeans-and-a-tee uniform. Women's ruffled shirt in light ocean, pearl, black. Rayon/polyester/spandex. Washable. Imported. Sizes: XS(4), S(6-8), M(10-12), L(14-16), XL(18-20); about 24" long.

Rating: ☆☆☆☆ 4.1 / 5

6 of 8 (75%) reviewers would  
recommend this product to a friend.

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## You might also be interested in:



Double-Layer Shirt

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## EXHIBIT L

(Purchase of airline tickets for Rebecca Lee &  
grandchild)

Prepared For  
ROBERT J MILLER  
ALGONQUIN TWN SHP HWY

Account Number  
XXXX-XXXXX5-21007

08/01/08  
New Activity continued  
TP TRANS  
ROBERT J MILLER  
ALGONQUIN TWN SHP HWY

**New Activity continued**

07/30/08	AMERICAN AIRLINES DALLAS, TX AMERICAN AIRLINES From: O HARE FIELD IL To: NEW ORLEANS LA O HARE FIELD IL Ticket Number: 00121453078684 Passenger Name: LEE/REBECCA Document Type: PASSENGER TICKET	Carrier: AA Class: SA AA N1 Date of Departure: 07/30	✓375.00
07/30/08	AMERICAN AIRLINES DALLAS, TX AMERICAN AIRLINES From: O HARE FIELD IL To: NEW ORLEANS LA O HARE FIELD IL Ticket Number: 00121453078695 Passenger Name: LEE/REBECCA Document Type: PASSENGER TICKET	Carrier: AA Class: SA AA N1 Date of Departure: 07/30	✓375.00
07/30/08	OFFICEMAX, INC. 0584 CRYSTAL LAKE IL OFFICE SUPPLIES 60014		□ 409.93
07/31/08	SPRINT DOWNLOAD&SVCS800-639-6111 CO WIRELESS SVC		3.95
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08/01/08*	TRANSACTION PROCESSED BY AMERICAN EXPRESS TRAVEL DELAY TKT NO. 00121453078684		9.95
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*Handwritten:* \$ 2,250.00

Continued on Page 6

**Premium Refunds for TravelAssure and TravelAssure Classic**—please consult the table below to determine how to process your refund.

Reason for Refund	How to Process Your Premium Refund for TravelAssure or TravelAssure Classic
Reason other than cancelled trip	(A) You're entitled to a full premium refund. Please deduct the total premium refund amount from your total balance due and return this form with your payment. Make sure you complete the grid on the front indicating the refunds you're requesting.
I Cancelled my trip	(B) If you don't expect a credit for your airline ticket charge, you're entitled to a partial* premium refund as follows: • For TravelAssure, please deduct \$10 from your total balance due for each premium charge you'd like refunded. • For TravelAssure Classic, please deduct \$8 from your total balance due for each premium charge you'd like refunded. Make sure you complete the grid on the front of this form indicating the refunds you're requesting, and return it with your payment. (C) If you expect credit for your airline ticket charge, you don't need to fill out this form. You'll automatically receive partial* premium refunds once your ticket has been credited on your American Express account. Refunds will appear as credits on your monthly statement.
Insurance premium was charged for a non-insurable person	(D) If you expect credit for your airline ticket charge, you're entitled to a full premium refund as follows: • For TravelAssure, deduct \$18.95 from your total balance due for each premium charge you'd like refunded. • For TravelAssure Classic, deduct \$11.95 from your total balance due for each premium charge you'd like refunded. Make sure you complete the grid on the front of the form indicating the refunds you're requesting, and return it with your payment. Note: you'll automatically receive the remainder of your premium refund once your airline ticket has been credited on your American Express account. The remainder refunds will appear as credits on your monthly statement. (E) If you don't expect a credit for your airline ticket charge, follow the method outlined in section (A) above.
<b>Premium Refunds for International Medical Protection</b> Deduct the total premium refund amount you're requesting from the total balance due and return this form with your payment. Please complete the grid on the front indicating the refunds you're requesting. If you expect a credit for your airline ticket charge, don't fill this form out. You'll automatically receive refunds once your ticket is credited on your American Express account. Refunds will appear as credits on your monthly statement. If you have any questions about requesting your refund, please call the number on the back of your American Express Card. * For cancelled trips, refunds aren't given for trip cancellation portion of premium since that coverage already went into effect. You'll receive partial refunds of \$10 per TravelAssure and \$8 per TravelAssure Classic charge. You can still submit claims to recover nonrefundable trip costs.	

## EXHIBIT M

(E-mails with Robert Miller's e-mail address)

## **Bob Miller**

---

**From:** kendal stephens <kendalst@comcast.net>  
**Sent:** Tuesday, July 09, 2013 5:54 PM  
**To:** 'Bob Miller'  
**Subject:** RE: Contact Us From Hit

You guys do a great job!

Thanks a lot  
Kendal Stephens

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

**From:** Bob Miller [<mailto:bobmiller@mc.net>]  
**Sent:** Friday, June 28, 2013 6:03 PM  
**To:** [kendalst@comcast.net](mailto:kendalst@comcast.net)  
**Subject:** RE: Contact Us From Hit

We noticed and will fix it as soon as we can.

Robert J Miller  
Highway Commissioner  
Algonquin Township Road District  
3702 US Highway 14  
Crystal Lake, IL 60014  
847-639-2700 ex. 6  
[www.algtwsp.com](http://www.algtwsp.com)

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

**From:** [kendalst@comcast.net](mailto:kendalst@comcast.net) [<mailto:kendalst@comcast.net>]  
**Sent:** Friday, June 28, 2013 7:14 AM  
**To:** [bobmiller@mc.net](mailto:bobmiller@mc.net)  
**Subject:** Contact Us From Hit

Message from Algonquin Township Road District contact us page.

Name: Kendal Stephens  
Last Name:  
Email: [kendalst@comcast.net](mailto:kendalst@comcast.net)

## Bob Miller

---

**From:** Clarke Customer Service <service@clarke.com>  
**Sent:** Tuesday, July 02, 2013 2:38 PM  
**To:** bobmiller@mc.net  
**Subject:** Backpack Larviciding Service Completed  
**Attachments:** \_Certification\_.htm



Property Name: Algonquin Township

This is a message from Clarke. This email is to notify you that your backpack larvicide application to mosquito breeding sites was performed on 07/01/2013.

If you have any questions please feel free to contact your control consultant:

George Balis (630) 671-3112 [gbalis@clarke.com](mailto:gbalis@clarke.com)

Providing integrated environmental aquatic service and mosquito control.

1-800-323-5727

[www.clarke.com](http://www.clarke.com)

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Service Order: T005287211  
Job No: 1  
Job Suffix: 0