

## Karen Durrell

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**From:** Geoffrey Smith  
**Sent:** 17 September 2013 15:24  
**To:** Karen Durrell  
**Cc:** Julie Lynch; Tony Barr; Maureen Pensom  
**Subject:** Please go ahead and use this

Hi Karen,

Further to our conversation we have been contacted by our freight forwarders this morning advising of a serious problem with the delivery of one our shipments. Unfortunately your diary order is aboard a vessel that has caught fire in the middle of the ocean. Thankfully no life has been lost, and the ship is being repaired and the goods are still on the way to us. Essentially the diaries are now looking to be delivered to you on the 8<sup>th</sup> or 9<sup>th</sup> of October. I apologise for the delay but it really is out of our control and I can ensure you we are doing everything possible to get them to you as soon as physically possible.

I look forward to hearing from you, if I can assist in anyway further just let me know.

Best Regards

**Geoff Thomas-Smith**  
*Corporate Sales Manager*

**M:**  
**T:**  
**E:**

# Collins

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**From:** Matt Betts [<mailto:Matt@ebu.co.uk>]  
**Sent:** 21 August 2013 10:48  
**To:** Geoffrey Smith  
**Cc:** Karen Durrell  
**Subject:** Schedule

Hi Geoff,  
Just wanted to check that we're all on schedule for the diary to arrive on 20/9/13. All the best,

Best regards,  
Matt Betts  
Press and Communications Officer  
English Bridge Union  
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