

From: info@kccllc.com <info@kccllc.com>
Sent: Wednesday, November 16, 2022 5:13 AM
To: Regina Brooks <Regina_Brooks@mab.uscourts.gov>; ALizotte@murphyking.com
Cc: ClaimResponse@TelexFreeClaims.com; help@telexfreeclaims.com
Subject: UNDELIVERED PAYMENTS from pzazah@gmail.com

CAUTION - EXTERNAL:

Dear Sir/Madam,

My name is Hellen Mugarura, Claim Number: 129524-000, Amount: \$ 5,518.58

I intend to address my complaint to the Judge of United States Bankruptcy Court, District of Massachusetts (Telexfree Case). I'm sorry if the email address I have used is not the correct one, but I'm sure you can forward my complaint to the right email address.

On behalf of my friends and on my own behalf, I want to seek for justice from your court, to kindly cause the released of our funds. We have patiently waited for eight years, and today many creditors have received their payments, while we are missing out without any clarification.

In April this year, we tried to seek for help from (help@telexfreeclaims.com) the response we got was "If specific action is required on your part you will be contacted with instructions. The process of distributions is rolling and if an approved payment is not completed during one month it will be attempted at the end of the next month. Unfortunately we do not have the exact date of release for individual payments."

We opened up a bank accounts purposely to receive these payments from that side. Now it has become very expensive for us to maintain the inactive bank accounts and the bank will be closing these accounts soon because we have no money to keep them active up to an indefinite date.

We have leant that the Trustee is now handling the second phase of distribution, yet there is no clarification for his refusal to release our first distribution by wire. On the BMC portal, our accounts were locked since the beginning of this year (2022). In the payment status it indicates that "Validation Complete, Payment Method (vBMCWire) to be processed. Your payment method selection has been locked for processing."

Now my request is for the judge to direct the parties concerned to release our funds.

Thanks.

Hellen Mugarura

Below please find a link to the following document filed in TelexFree, LLC:

Date Filed	Court Docket Number	Document Name
11/7/2022	3762	Letter to the Court by Ismael Vasquez re: Payment Status Inquiry (Filed by Creditor Ismael Vasquel)

