

[REDACTED]

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From: Luis Palomo (C)  
Sent: Thursday, December 20, 2018 2:30 PM  
To: 'Matt Norris'  
Subject: RE: [REDACTED]  
Attachments: [REDACTED]

Please see attached.

Sincerely,  
Luis | – Legal Advisor  
Business Resource Center  
Alorica on behalf of General Motors, LLC  
PHONE: 800-231-1841, [REDACTED]  
Fax: 866-215-6750

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From: Matt Norris [<mailto:matt@lemonlawnc.com>]  
Sent: Thursday, December 20, 2018 1:23 PM  
To: Luis Palomo (C); Matt Norris  
Subject: [EXTERNAL] RE: [REDACTED]

Hi Luis, Mr. Eick has authorized a settlement of \$18,500.00. Please advise when you can. Thank you.

Matt

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From: Luis Palomo (C) <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)>  
Sent: Wednesday, December 19, 2018 4:10 PM  
To: Matt Norris <[matt@lemonlawnc.com](mailto:matt@lemonlawnc.com)>  
Subject: RE: [REDACTED]

Please see attached.

Sincerely,  
Luis | – Legal Advisor  
Business Resource Center  
Alorica on behalf of General Motors, LLC  
PHONE: 800-231-1841, ext: [REDACTED]  
Fax: 866-215-6750

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From: Matt Norris [<mailto:matt@lemonlawnc.com>]  
Sent: Wednesday, December 19, 2018 1:17 PM  
To: Luis Palomo (C)  
Subject: [EXTERNAL] [REDACTED]

Luis, good afternoon. My client has authorized me to resolve the matter for \$19,000.00, inclusive of fees and costs. Please advise when you can.

Thank you,

Matt

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From: Luis Palomo (C) <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)>

Sent: Friday, December 7, 2018 10:22 AM

To: Matt Norris <[matt@lemonlawnc.com](mailto:matt@lemonlawnc.com)>

Subject: [REDACTED]

[REDACTED]

Y,M,M: 2017 Chevrolet Volt

Hello Matthew,

Please see attached.

Sincerely,

Luis | – Legal Advisor

Business Resource Center

Alorica on behalf of General Motors, LLC

PHONE: 800-231-1841, [REDACTED]

Fax: 866-215-6750

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