

[REDACTED]

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From: Luis Palomo (C)  
Sent: Monday, January 14, 2019 8:59 AM  
To: 'Matt Norris'  
Subject: [REDACTED]  
Attachments: Release of Claim [REDACTED]

Hello Matt,

Attached please find a copy of the release of claim and the offer letter. Please have both signed and returned to me as soon as possible, thank you.

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: Saturday, January 12, 2019 8:38 AM  
To: Luis Palomo (C)  
Subject: [REDACTED]

Hi Luis, we are settled. The registration is attached. Thank you.

Matt

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From: Luis Palomo (C) <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)>  
Sent: Friday, January 11, 2019 11:08 AM  
To: Matt Norris <[matt@lemonlawnc.com](mailto:matt@lemonlawnc.com)>  
Subject: RE: [EXTERNAL] RE: [REDACTED]

Hello Matt,

Please see attached. Also can you send me a copy of [REDACTED] registration so I can generate the release.

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, January 10, 2019 5:13 PM  
To: Luis Palomo (C)  
Subject: [EXTERNAL] RE: [REDACTED]

Luis, he will compromise and agree to meet you in the middle at \$10,000.00, even. We are bending over backwards to get this done here. Please confirm.

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From: Luis Palomo (C) <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)>  
Sent: Thursday, January 10, 2019 12:53 PM  
To: Matt Norris <[matt@lemonlawnc.com](mailto:matt@lemonlawnc.com)>  
Subject: RE: [EXTERNAL] RE: Re: [REDACTED]

Hello Matt,

I apologize for the delay; however please see attached for our next offer.

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, January 03, 2019 5:49 AM  
To: Luis Palomo (C)  
Subject: [EXTERNAL] RE: [REDACTED]

Luis, good morning. Following up on this. Thank you.

Matt

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From: Matt Norris  
Sent: Friday, December 28, 2018 10:53 AM  
To: 'Luis Palomo (C)' <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)>  
Subject: RE: [EXTERNAL] Re: [REDACTED]

Luis, good morning. He will resolve the matter for \$16,000.00. 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: Thursday, December 27, 2018 8:34 AM  
To: Matt Norris <[matt@lemonlawnc.com](mailto:matt@lemonlawnc.com)>  
Subject: RE: [EXTERNAL] [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: Monday, December 24, 2018 12:25 PM  
To: Luis Palomo (C)  
Subject: [EXTERNAL] Re: [REDACTED]

He has authorized me to settle the matter for \$17,000.

Sent from my iPhone

On Dec 24, 2018, at 11:57 AM, Luis Palomo (C) <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)> wrote:

Hello Matt,

I am following up on the offer sent to you on 12/20/18. Please advise.

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 2:56 PM  
To: Luis Palomo (C); Matt Norris  
Subject: [EXTERNAL] RE: [REDACTED]

Hi Luis, thanks. We would need to get higher than that. He will settle it for \$18,000.00. Please advise. Thanks.

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From: Luis Palomo (C) <[luis.1.palomo@gm.com](mailto:luis.1.palomo@gm.com)>  
Sent: Thursday, December 20, 2018 3:30 PM  
To: Matt Norris <[matt@lemonlawnc.com](mailto:matt@lemonlawnc.com)>  
Subject: RE: Eick [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:** [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:** 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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