

[REDACTED] - CC# 297073

intercept_desk <intercept_desk@fedex.com>

Thu 5/12/2022 3:56 PM

To: Travel Ghana <travel@travelghana.net>

Hello Fred,

I have been advised -The shipments were erroneously stopped by FedEx's automated fraud models. Our models analyze multiple data points to assess a shipment's risk to FedEx. Shipments are intercepted when the models determine there is a high risk that FedEx will not be compensated for the shipping charges. The algorithms tied to the risk assessment are proprietary and cannot be shared. The automation has less than 1% false positive rate (e.g. legitimate shipments that should not have been stopped). This means customers with legitimate shipments intercepted should not change their shipping behavior due to incorrect fraud stops, unless otherwise noted. Our team continuously analyzes false positive events to improve models and prevent new false positive occurrences. In addition, we can add specific accounts to a positive list that excludes them from future risk assessment.

Tamara

From: Travel Ghana <travel@travelghana.net>

Sent: Thursday, May 12, 2022 2:26 PM

To: intercept_desk <intercept_desk@fedex.com>

Subject: [EXTERNAL] RE: [REDACTED] - CC# 297073

Caution! This email originated outside of FedEx. Please do not open attachments or click links from an unknown or suspicious origin.

Please can you send me something in writing explaining what happened? This issue is about to collapse our contract with the Government of Ghana, We cannot afford to let that happened, because if anything happens to our company, there will be some legal ramification. Please whatever explanation you have as to what cause this issue, please make it available as soon as possible,

Thank you.

From: intercept_desk <intercept_desk@fedex.com>

Sent: Thursday, May 12, 2022 10:56 AM

To: Travel Ghana <travel@travelghana.net>

Subject: RE: [REDACTED] - CC# 297073

Hello Fred,

I checked all of the tracking numbers sent over. Some of the shipments were delivered to their destination:

272771357450

272818306141

272818240545
272817981938
272817959590
272817585233
272816752458
272816348855
272815045336
272814256906
272814227895
272813936344
272813026739
272811148480
272859351199
272856462498
272856321922
272855030500
272853363952
272852949087
272851898720
272851121226
272850833921
272850779747
272850484288
272850397859
272849199175
272848700607
272848421754
272846839055
272824508638
272824431699
272823546790
272821796880
272821340305
272821295618

We are working to get the remainder of the shipments released from our holding facility as quickly as possible.

From: Travel Ghana <travel@travelghana.net>
Sent: Wednesday, May 11, 2022 3:14 PM
To: intercept_desk <intercept_desk@fedex.com>
Subject: [EXTERNAL] Re: FRED KWARTENG - CC# 297073

Caution! This email originated outside of FedEx. Please do not open attachments or click links from an unknown or suspicious origin.

Please see attached document with the shipment and their tracking numbers to be released

Thank you.

From: intercept_desk <intercept_desk@fedex.com>

Sent: Wednesday, May 11, 2022 4:05 PM

To: Travel Ghana <travel@travelghana.net>

Subject: [REDACTED] - CC# 297073

Hello Fred,

Please send me the list of tracking numbers that have yet to deliver to their intended destinations.

Tamara Stewart | Global Support Agent- Fraud & Security Control |