



Brian Carr &lt;carrbp@gmail.com&gt;

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**USPS addl reply**

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**Brian Carr** <carrbp@gmail.com>  
To: "Ward, Jennifer" <Jennifer.Ward@mail.house.gov>

Thu, Sep 16, 2021 at 2:43 PM

Ms. Ward,

Yesterday on September 15, 2021 in the morning I called USPS accounting services at 1-866-974-2733 referring to the previous incident number INC000026481346 which Ms. Scarpelli cited and which was apparently opened previously when I had called on September 1, 2021 to find out the information about the refund on May 5, 2021. I spoke with about three representatives who kept referring me to another representative until on the fourth reference the accounting services system hung up on me (trying to refer to the same incident I had originally called about).

This afternoon I started again and spoke with Alex of Accounting Help Desk at Accounting Service Center. He found that the refund ID was 6006595 but could not give me the bank transaction details. He opened a new incident number 26497709 and said that someone would call me back with the information I required. Later I did get a return call from Marvin XF6HD0 of Customer Service who referred me back to accounting services but could not give me the details I was seeking.

Can you ask that Ms. Scarpelli contact accounting services directly with the new incident number 26497709 and refund ID 6006595 and ask that they contact me directly with the bank transaction details. My phone number is 972-504-0679 and my email is [carrbp@gmail.com](mailto:carrbp@gmail.com). Thanks to you both for your help with this.

Brian

On 9/15/2021 9:48 AM, Ward, Jennifer wrote:

Mr. Carr,

Please find below the reply received from Ms. Scarpelli in response to your difficulties.

Jennifer L. Ward

Director of Constituent Services

Office of Congressman Marc Veasey-33CD-TX

6707 Brentwood Stair Rd., Suite 200

Fort Worth, Texas 76112

817-920-9086

817-920-9324 fax

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**From:** Scarpelli, J.  
**Sent:** Wednesday, September 15, 2021 8:56 AM  
**To:** Ward, Jennifer <Jennifer.Ward@mail.house.gov>  
**Subject:** RE: [EXTERNAL] Mr. Brian Carr

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Good morning Jennifer,

I can assure you that Vanessa and I have tried multiple times to get the information Mr. Carr is requesting. Due to privacy reasons they will not provide the information to us, other than to state the refund was issued to the original form of payment he used. My only other suggestion is for Mr. Carr to call our accounting service center at 1-866-974-2733 and refer to incident # INC000026481346.

I am sorry, but there is nothing more that can be done from here.

**Joann Scarpelli| Customer Relations Specialist| Texas District 1**



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