

PONZIO TRAVEL

(1) Complaint Control Card. Pending dates 4/23/76-5/7/76. Registered by John Bruzzese. Misrepresentation - oral. Requests refund for ticket for trip to Italy. Forced to cancel due to father-in-law's illness. (1.b.) Information concerning Sons of Italy summer charters to Italy.

(2) Complaint Control Card. Pending dates 3/2/76-3/16/76. Registered by Anthony Mondì. Guarantee or contract not fulfilled. Requests refund of \$339.00.

(3) Letter dated Feb. 10/76 from American Arbitration Association. Arbitration between Mr. and Mrs. Bruno Zini, and Mr. R. J. Ponzio. (3.b.) The claim of Ponzio Intern's Travel Agency in the amount of \$54.00 is denied.

(4) American Arbitration Association. Dec. 18/75. Mr. and Mrs. Bruno Zini and Ponzio Intern'l. (4.a.) Submission agreement to arbitration. July 20/75. Request for reimbursement of \$54.00. (4.b.) Letter dated Nov. 6/75 from Ponzio to M/M Zini. Claims that a beach front cottage was never assured. (4.c.) Letter from B.B.B. to "company." Request for companies to reply to consumer dissatisfactions within 15 days. (4.f.) Letter dated Nov. 10/75 from Bruno Zini to Ponzio Intern'l Travel. Statement concerning the fact that misrepresentation occurred. Said he won't pay commission. (4.g.) Letter dated August 28/75 from Bruno Zini to Mr. Ponzio. Request for Ponzio to pay additional costs incurred in Bermuda. (4.h.) Letter dated Nov. 10/75 from Bruno Zini to the Haley Corporation. Expresses dissatisfaction with Ponzio Travel. (4.i.) Letter dated Nov. 10/75 from Bruno Zini to ASTA. Registers complaint concerning Ponzio. (4.j.) Letter dated Nov. 11/75 from Bruno Zini to B.B.B. requesting help. (4.k.) Sept. 15/75 check from Zini to Ponzio for \$96.00. (4.l.) Letter dated Oct. 10/75 from Sister Margaret Gorham to Ponzio. Reimbursement request. (4.m.) Arbitration sheet unsettled as of 11/3/75. Ponzio and Sister M. Rosaire. (4.n.) Complaint control card. Pending dates: 10/9/75 - 10/23/75 registered by M. Rosaire. Inadequate planning and accommodations, also misrepresentation. (4.o.) Itinerary for Sept. 12-19 trip of the Sisters of Charity to Rome, Italy. (4.p.) Arbitration sheet. Unsettled as of 11/3/75 Ponzio and Sr. Anne Matthia Gorham. (4.q.) Complaint control card. Pending dates 10/9/75-10/23/75 registered by Sr. Anne Matthia Gorham. (4.r.) Letter dated Sept. 26/75 from Sr. Anne Matthia Gorham S.C. to B.B.B. complaint against Ponzio and request for investigation.

(5) Letter dated Oct. 2/75 from Ponzio to Sr. M. Rosaire. Offers apologies and explanations.

(6) Letter dated Sept. 30/75. From William F. Vodde to Mr. Ponzio. Expresses disappointment and aggravation with pilgrimage.

(7) Complaint control card. Pending dates 9/26/75 - 10/10/75. Registered by Mrs. Betty Sargenti. Unsatisfactory installation or service, and other. Request \$389.00 refund for ticket to Italy. (7.b.) Letter dated Sept. 27/75 from Ponzio to B.B.B. re: Sargenti. Notification that a check of \$194.50 was sent to Sargenti.

(settled)

PONZIO TRAVEL (Cont'd)

(8) Arbitration sheet Ponzio and M. Farabaugh 'settled' as of 7/30/75.  
(8.b.) Complaint control card pending dates: 7/10/75-7/24/75 registered by M. Farabaugh. (8.c.) Letter dated June 23/75 from Farabaugh to the B.B.B. Statements that refund should be \$499.00 not \$199.00. (8.d.) Letter dated June 3/75 from Bob McMullen (ASTA) to Sgt. Farabaugh. Positive character witness. (8.e.) Letter dated June 6/75 from Ponzio to Louis Farabaugh. Concerns the refund, or lack of. (8.f.) Brochure, terms and agreements, and itinerary.

(9) Letter dated July 14/75. Bob McMullen to Tom Connolly (B.B.B.) concerns Farabaugh's complaint and Ponzio's actions. (9.b.) Complaint control card. Pending dates: 5/7/75-5/21/75. Registered by Katherine Batola. (9.c.) Customer experience record - consumer complaint - Batola. Wants full refund. (9.d.) Letter dated April 25/75 from Allamagna to B.B.B. claims only \$149.00 can be issued as refund. (9.e.) Itinerary and general information and conditions. (9.f.) Application to Continental Casualty Company - Katherine Batola. (9.g.) Three checks from Batola to (1) Equibank (1/3/75)\$449.00 (2) Rev. Robert McBride (Oct.8/74 - \$100.00) (3) Ponzio 3/1/75 - \$10.00). (9.f.) Deposit receipt for Mrs. Katherine Batola. (9.g.) Doctor's note attesting to the illness of Mrs. Batrla. (9.h.) Notification of cancellation - 2/3/75, and substitution. (9.i.) Pan Am March 9th charter seat chart. (9.j.) Letter dated May 18/75 from Thomas Batrla to the B.B.B. (Pittsburgh). Expresses disappointment because of lack of action on the part of the B.B.B.

(10) Customer experience record. Consumer complaint. Registered by Dr. T. J. McDermott. Guarantee or contract not fulfilled. Requests \$100.00 reimbursement for accomodations. (10.b.) Boat plans. (10.c.) Cruise rates per person in U. S. dollars. (10.d.) Letter dated Jan. 8/69 from Ponzio to Dr. T. J. McDermott. Accomodations information. (10.e.) Statement of McDermott regarding complaint against Ponzio. (10.f.) Death (10/31/75) announcement of Michael Ponzio (Oct. 28). (10.g.) Letter dated Oct. 28/65. From Helen V. Nedlik to B.B.B. criticism of Ponzio. (10.h.) Letter dated Oct. 6/65 from Ruth C. Duff (B.B.B.) to Miss Helen V. Nedlik. Statement that there is no further recourse. (10.i.) Better Business Bureau form 9/5/65. States that Ponzio had to depend on his foreign correspondent. (10.j.) Letter dated Sept. 17/65 from Helen V. Nedlik to Richard Ponzio. Doubts Mr. Ponzio's statement concerning misrepresentation and changes made while on the tour. (10.k.) Letter dated Sept. 8/65 from Ponzio to Nedlik. Commenting that no change or misrepresentation occurred. (10.l.) Letter dated Sept. 7/65. From Ruth C. Duff, B.B.B. to Ponzio - Re: Nedlik. Request reply concerning Nedlik's complaint. (10.h.) List of hotels and restaurants - evidence that change in accommodations occurred. (10.n.) Letter dated Aug. 24/65 from Helen Nedlik to Ponzio, Re: U.C.C. Iberian Holiday. Request for refund as accommodations were not "first class and superior." (10.o.) U.C.C. Iberian Holiday Itinerary, hotel list and addresses.

(settled)

(Batrla  
not  
Batola)

*Super Sting*

Mrs. Friday

Believes qualifications for ATC-IATA approval have slipped. Cites approximate 164 agents in Greater Pittsburgh area.

Says within last two weeks has learned of industry movement to employ private investigatory concern to check out agents.

Says big money made in "override" payments (kickbacks), since normal profit margin only 7-11% on tickets

Holiday Tours not appointed

<u>Trans-International</u>	)	
<u>Capitol</u>	)	Non-scheduled or
<u>Laker</u>	)	"Supplemental"

Uses operators:

- 1. Royal Travel (Roy Davis)
- 2. Travel Ent. (New York - Ronald Tolkin)

Corporation of eight agencies formed some three years ago (Pittsburgh International Travel)

She belongs - Goal - bring Pittsburgh - departure tours here. Came to life 12/2/75 at advent of OTC's

Feels Ponzio and Executive speculated unwisely on Super Bowl

Has misgivings about Montreal Olympics - Claims Montgomery Wards had control of tickets now getting gun shy and dumping remainder - havoc could result. Executive Travel advertises packages. General good (appointed) agent, but running aground on sporting events.

Rumors of duplicate tickets.

ATC-IATA Bond based on volume of business - hers \$47,000 (pro-rate three best months in preceding year)

She carries \$1,000,000 E and O insurance