

SUE CRAFTON

Newspaper articles dated April 24, 1976. (1) The upholding of Sue Crafton's conviction by the state court. Concerns failure to make required disposition of funds in 1974, involving cancelled trip to Las Vegas.

(2) Letter dated May 12, 1975 from Thomas Connolly to Carla Fountain re: Sue Crafton Travel Agency. Enclosure: News release.

(3) Letter dated April 29, 1975. From Carla Fountain (Penboss Associates, Ltd.) to Better Business Bureau of Pittsburgh. Concerns attempt to collect bad debt from Sue Crafton. Enclosure correspondence with this agent. (3.a.) Balance of \$957.60 (Ruth Auten group). (3.b.) 1/28/75 letter from Carla Fountain to Mrs. Betty Crunkleton requesting information concerning B.B.B. (3.c.) Memo from Betty Crunkleton to Carla Fountain. Re: Sue Crafton. (3.d.) Letter dated 12/9/74 from Carla Fountain to Mrs. Crafton re: Ruth Auten group. Requesting check. (3.e.) letter dated 8/7/74 from Carla Fountain to Ms. Crafton re: Bermuda cruise Ruth Auten, request from Penboss for check for \$957.60. (3.f.) Letter dated 2/4/74 from Carla Fountain to Ms. Crafton re: Bermuda cruise information concerning various tour alternatives. (3.g.) letter dated 1/28/74 from Sue Crafton to Penboss Associates re: Bermuda cruise May 14-21, 1974.

(4) Copies of all material from 3.a. - 3.g.

(5) Customer experience record of Sue Crafton processed 10/16/74 complaint filed by William C. and Dorothy M. Rentz. Concerns failure to pay wholesaler. Request refund of \$300.00. (5.b.) Letter dated Sept. 7/74 from Dorothy Rentz to Bureau of Consumer Protection. Concerns cancellation of tour by Sue Crafton. Request for \$300.00. (5.c.) Letter from Rentz's dated July 11, 1974 to Sue Crafton. Concerns validity of cancellation fee. (Second copy of this.) (5.d.) Letter from the Rentz's to Sue Crafton cancellation of VIP European tour. Requesting refund (copy of this). (5.e.) Letter from Sue Crafton to Mr. and Mrs. William Rentz. Dated July 3, 1974. Re: Cancellation fee, (copy of this). (5.f.) Letter dated 1/17/74 from Sue Crafton to Mr. and Mrs. Rentz. Information concerning VIP European Holiday Tour, (copy of this). (5.g.) Letter dated August 2, 1974 from Lou D'Annoccf, director of group sales Eastern Region to Mrs. T. L. Turocy. Concerns Crafton's failure to make payments to Gateway. (5.h.) Brochure of Sue Crafton's VIP adventure in Europe. Newspaper article.

(6) Newspaper article dated 6/19/74 Post Gazette. Concerns conviction of Sue Crafton for mishandling funds.

(7) Newspaper article, Pittsburgh Press, 6/19/74 concerns Sue Crafton's conviction.

(8) 4/18/74 article, Post Gazette coverage of trial commencement. Re: cancellation of trip.

Sue Crafton - Cont'd

- (9) Customer Experience Record - 3/12/74 complaint by Mrs. Carmin Derisco request full refund. Contains addresses of those to be refunded.
- (10) Sue Crafton Travel Service Inc. Re: Mr. and Mrs. James Bergman, February 7, 1974 from Mr. and Mrs. James Bergman to B.B.B. (10.a.) Letter January 30, 1974. Request \$100.00 deposits returned to entire group. (10.b.) Contains Las Vegas North Park Sportsmen's Club tour. (10.c.) Letter dated 12/12/73 from Sue Crafton to "Fellow Traveler". Discussion of changes in the tour. (10.d.) Deletions of North Park Las Vegas Tour. (10.e.) Travel receipts. (10.f.) Letter dated 2/7/1974 from Tom Connolly, Consumer Division (B.B.B. of Western Pa.) Re: The Bergmans introduces letter of complaint.
- (11) Customer Experience Record. Complaint registered by Mrs. Stanley Rathva. Requests funds totalling \$507.96 12/73.
- (12) Customer complaint Mr. and Mrs. Kormos. (12.b.) Letter dated Oct. 25, 1973 from Sue Crafton to "Travel Friend" discussed trip mishaps. (12.c.) Letter dated Oct. 29/73 from Sue Crafton to Mr. and Mrs. Kormos. Notification that a refund will be sent. (12.d.) Two checks from Western Pa. National Bank, one for \$458 and one for \$12.00 to Ellen Milne. (12.e.) Newspaper article concerning payments by Sue Crafton to Consumers.
- (13) Consumer complaint registered by Mrs. Chockla request payment in full \$229 refund plus \$6 for insurance 11/19/73. (13.a.) Letter dated Oct. 25, 1973 from Sue Crafton to "Travel Friend" -- Refund pending. (13.b.) Notes from Sue Crafton 10/22/73. (13.c.) Letter to B.B.B. re: Eileen Chockla dated Nov. 21, 1973 from Sue Crafton--claims that she is caught in the middle. (13.d.) Two checks from Eileen Cockla \$50.00 and \$179.00. (13.e.) Travel receipt for Eileen Chockla. (13.f.) Itinerary for tour. Information and form letter.
- (14) Consumer complaint registered by Carolyn Sherrill processed 11/16/73 wants \$235.00. Accompanied by the Sue Crafton form letters. Letter dated Nov. 18, 1976 from Sue Crafton's secretary to Carolyn Sherrill concerning previous phone conversations.
- (15) Consumer complaint to B.B.B. registered by Mary Graham. Charges Sue Crafton with false advertising, and failure to provide services as agreed. Dated Nov. 4, 1973. (15.b.) Statement "Just back and we'll do the rest-- exhibit for false advertising. (15.c.) Information concerning Crafton Tour alternatives. (15.d.) Letter from Sue Crafton to Mary Graham. Contains receipt for deposit. (15.e.) Directions to "Hawaiian pre-tour party." (15.f.) Letter dated Sept. 25, 1973 from Sue Crafton to Mary Graham concerning date of change of pre-tour party. (15.g, h, i) Clothes list itinerary, and check for \$7.40 from Mary Graham to Sue Crafton Travel Service.
- (16) Customer Experience Record - Consumer complaint registered by Mrs. Robert McMinn. Requests refund of \$236.00 from Sue Crafton Travel Service. Processed 11/6/73. Accompanied by itinerary, tour alternative list, Oct. 29, 1973 refund letter, apology letter dated Oct. 25, 1973, To Whom It May Concern letter (from Sue Crafton concerning the money received, 10/22/73. Also B.B.B. memo dated Nov. 19, 1973. It concerns Mrs. Robet McMinn complaint. Sent to Sue Crafton.

- (17) Letter dated June 18, 1973. From Sue Crafton to Mr. Charles R. Burke, President of B.B.B. complaint concerning information given out by B.B.B. regarding Sue Crafton Travel Service. (17.b.) Letter dated June 18, 1973 from Sue Crafton to Bureau of Consumer Affairs. Re: Mrs. L. C. Robinson's complaint. (17.c.) Letter dated Oct. 9, 1972 from Sue Crafton to Mr. and Mrs. L. C. Robinson, information concerning Hawaiian trip. (17.d.) From Sue Crafton to Mrs. Harry Heller letter dated Oct. 17, 1972 contains check from Crafton to Heller for \$91.00. (17.e.) Letter dated Oct. 24, 1972 from Crafton to Mr. Norman Sosner - Hawaiian Holidays, Inc. concerning complaints registered by tour participants while in Hawaii. Accompanied by a request (Oct. 31, 1972) for \$477.72 from Hawaiian Holidays for lack of services (itemized). (17.f.) Welcome home letter from Sue Crafton explaining some of the problems that occurred on the trip. (17.g.) Letter from Leslie Diam, executive assistnat manager (Kora Hilton) to Sue Crafton. Return of money order as participants did not arrive in time. (17.h.) Letter dated Oct. 27, 1972 from Augusto Siv (Food & Beverage Manager, Sherton Mavi, to Sue Crafton. Return of \$91.00. (17.i.) Letter dated Nov. 30, 1972 from Sue Crafton to Mr. and Mrs. L. C. Robinson. Concerns refund of \$76.00 (17.j.) Letter dated Feb. 7, 1973 Re: Oct. 14, 1972 from Hawaiian Holidays, Inc. to Sue Crafton. Itemized refund check. (17.k.) Letter dated Feb. 26, 1973 from Crafton to Hawaiian Holidays, Inc. thanking company for refund of \$106.00 (17.l.) From Sue Crafton to Jo Weller letter dated Oct. 31, 1972. Discusses what was sent to Weller. Money order for \$91.00, letter to Sheraton Mavi, check for \$137.00. (17.m.) Thank you letter from two tour participants to Sue Crafton.
- (18) Customer Experience Record - Consumer complaint registered by Jeffrey Stanley 8/73. Request refund of \$80.00. Information concerning departure and arrival plans plus costs incurred on trip.
- (19) Letter dated June 18, 1973. From Sue Crafton to B.B.B. Documents from (17) copied.
- (20) Customer Experience Record. Consumer complaint registered by Dorothy Windhorst. Processed 11/6/73. Wants refund of \$236.00 accompanied by the various form letters. (20.a.) Letter dated March 4, 1974 from Howard Voigt, Deputy Attorney General (Bureau of Consumer Protection) to Mrs. Windhorst. Concerns unsuccessful attempt to resolve Mrs. Windhorst's complaint.
- (21) Letter 12/19/72 from Mr. and Mrs. Bruce Steele to B.B.B. re: Sue Crafton Travel Sefvice. Request refund of \$1627.00 as the Steele had to cancel their trip due to their son's brain surgery.
- (22) Memo dated 9/22/72 - warning customers about Sue Crafton's past record.
- (23) Customer Experience Record - Consumer Complaint registered by L. C. Robinson. Requests adjustment of \$500.00 for misrepresentation - advertised. (23.b.) Letter dated Dec. 18, 1972 from L. C. Robinson to B.B.B. registration of complaint. List of what went wrong.
- (24) Customer Experience Record - Consumer Complaint registered 8/3/72 by H. Leipzig. Request for \$150.00 refund.
- (25) Letter dated April 26, 1972 from Sue Crafton to B. B. B. Re: Erwin J. Marks explanation concerning his complaints want refund of \$240.00 plus \$75.50 compensation for services not performed (itemized). (25.b.) Prepaid hotel tour order in account with Lvcayan Beach Hotel, Feb. 10, 1972.

(26) Customer Experience Record - Consumer complaint registered by Mrs. C. Adams April 16, 1971. Wants adjustment of \$1265.35, due to cancellation because of illness, also passport not returned.

(27) Letter dated June 17, 1969 from Margaret M. Fitzgerald to Mildred V. Shaffer. Acknowledgment of recent injury. (27.b.) Letter dated Nov. 13, 1969 from Schaffer to Fitzgerald recommending Sue Crafton. (27.c.) Letter dated May 31, 1969 from Mildred Shaffer to B. B. B. requesting information concerning Sue Crafton Travel Service.

(28) Consumer Complaint registered by Mary Power concerning Sue Crafton. 1/17/69. Received incorrect accommodations. Complaints registered by Betty Palma (11/13/68, Mrs. W. D. Shielos, Jr. 4/26/68, Emperor Tours/Sky Traveler 9/27/68 -- Not concerned with Hawaiian concerns earlier tours.

(29) Business information form re: Sue Crafton Tours 8/30/66.

(30) Newspaper article about Sue Crafton's Las Vegas tour disaster from The Pittsburgh Forum 3/29/74.

7/13/76

Travel Int. (1)

I. Jerome Meyers, Esq.

Wilmerding group had arranged own short tours for some time.

Wanted to take big trip to Vegas. Tried to arrange, but got too big. Chief brought in Crafton, who offered \$10/head kickback.

Crafton proceeded to set up Affinity tour, advertised for additional members.

Set up thru Fun Time in N.Y.C., who worked thru Carefree (may be affiliated with Fun Time).

Supposed to set up thru TWA, but placed with non-scheduled airline.

None of the various promoters made hotel reservations.

About 4 days prior to trip Crafton, who had collected about \$60,000 had turned over only \$11,000 to Fun Time. Sent \$20,000 check to F.T. at their insistence. Kept trying to borrow to pay F.T. \$40-50 thousand fee.

Had people called night before, telling them the plane had crashed. Met remainder at airport next day, refunded some and bought round-trip tickets on scheduled airlines for others.

Meyers got constructive trust over \$11,000 she had paid to F.T. She declared bankruptcy. Trustee went after 11 grand, but Meyers saved. Got judgment for \$24,000. Class action in C. Pleas. Recovered about 9-10 thousand in cash against verdict.

Key - segregation of funds

Licensure? Appropriate = anal. to real estate agency. Needs prior control.

Jim Joseph Escapade - During suit, one client showed Meyers advertisement for local travel club that owned airplanes, with Joseph address, listing Crafton as tour guide (check out).

SCHNARENBURGER - Cont'd

Basil did brochures and sent S out to promote five day-four night @ \$199 + 20% 2/16/75

Says Basil insisted on taking waiting list passengers. Did not disclose to anyone that had to get larger plane from another city at higher cost. Let S believe that price per seat would be lower for larger plane (ordinarily would be)

Ripoffs:

Travel Sales

Dick Ponzio - was looking at first class rates for economy flights

Her definition of wholeslae - group (OTC)

retail - working tickets through approved agent

Met Ballistracce (Leisure Markets (Conn.) while both bidding on Allegheny Co.

Bar Association job.

Says B.A. got kickback

10, 12, 15% markups on wholesale (OTC) She would make 5% on gross (c. 1/2 of what wholeslaer makes)

Claims could make 25,000 per year if expanded territory.

HARRY STUMP - Feels Meyers wanted prosecution to push restitution

Should give the Bureau of Consumer Protection's investigators the power to file a complaint (same as cops) without having status of private complaint. Give immunity to civil liability. Only in certain instances - detailed.

Write ARD in as alternative - require reporting of ARD to Bureau. (Precedent: Drug Abuse Law; Report of Probation without verdict)

(World Citizens Travel) - Jim JOseph

Jim Joseph says: Crafton was an agent about 18 years, appointed for several years. Lost appointment over inability to comply with bookkeeping, other CAB

15.
Crayton
regulations. Had hearing some 4-5 years ago.

Generally stuck with groups.

Good at conducting tours. "Only thing she is good at"

Took up recruiting tours for operators.

Throws blame for her screw-up on disreputable wholesaler ("Fun-Time") which went through "Carefree" in New York City (or was otherwise affiliated). She never knew about Carefree.

Sets her net deficiency as dating back maybe 10 years (robbing Peter to pay Paul). The unbroken chain of operations kept her afloat. Sank when chain broken.

"Retail" agents generally incapable of setting up a charter-financially and technically.

Crafton grossing about \$30 per head, about \$7500 per tour, taking about 6 months to set each up.

When deal blew up, Carefree refused to return \$5,000 out of \$12,000 paid in. Crafton did not send final money; didn't realize had deficiency until about one week before take-off. Fun Time made her wary of submitting. Hotel had denied knowledge of reservations, TWA had said no charters set up. Fun Time said had made arrangements, but under name of Carefree. She had been inquiring so as to evoke wrong response from hotel and TWA.

Her cost \$50,000 for 250 people. Her price \$229.

Went out of business, worked for World Citizen's Travel Club, represented by Joseph, at his suggestion, went on tours.

Lent money to World Citizen's - in bad trouble. Down some \$80,000 when first counseled.

He lent \$2,500 for new engine and fuel money. Also represented Pegasus Club in Harrisburg

Non-profit corporation, violated CAB Bart 123 by selling memberships (\$40-45 per head)