

From: Garrett Loo

To: Hung Le

Date: December 19, 2019

Subject: Request for Info - File # 2173-EX-ST-2019

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Message:

Payment cannot be completed. Repeated attempts to request help from various entities did not produce a result. Request via website was met with a suggestion to contact OET. OET indicates it is a payment error.

If it is easiest to cancel the STA and start again, please advise the process to accomplish this.