

To whom it corresponds,

I am here writing back in regards to what appears to be a transmittal ACL complaint No. R2-2017-1039.

From what I understand, is that I am being told to pay a fee of about \$14,000 after not paying the initial fee of \$5,000 and not appearing to a scheduled hearing/meeting to discuss the matters of why I was initially being charged in the first place. So on that note, I would like for you to hear my story as to why I have been having difficulties getting a hold of someone to discuss these matters.

Initially, I made attempts to call your department to try and speak to someone in Spanish, given that I am not to good in English, hence why someone is translating this letter for me. As the calls occurred neither party could answer the phone when reaching one another and I am asking if I could at least get 30 days, to prove to you that I did in a matter of fact made the effort to get this entire thing situated before it escalated the price.

I understand that there was a meeting scheduled to get this situation solved but do to an actual family emergency, I was unable to attend the meeting. Therefore I ask if I can get a chance to demonstrate that I made an effort to keep in contact with the department.

If this is not an option I understand that I will have to pay the fee, therefore could we at least discuss an installment plan that would allow me to pay you what you ask.

Once again I apologize for the miscommunication and I hope that we can get on the same page.

Thank you.

- Isaias Munoz