



State of North Carolina

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June 9, 2015

Clay C. Wheeler, Esq.
Kilpatrick Townsend
Suite 1400
4208 Six Forks Road
Raleigh, NC 27609
Via Electronic Mail and U.S. Mail

Re: Ritz Carlton "CIAA service charge"

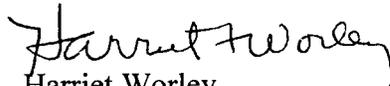
Dear Clay:

Attached is a courtesy copy of a draft complaint we intend to file in the near future against your client the Ritz Carlton.

We appreciate that you and your client have met with us, provided information, and shared your client's perspective regarding the "CIAA service charge" that the Ritz Carlton added to customers' bills during the CIAA basketball tournament weekend in Charlotte. However, we began discussing this issue more than two months ago, and, at this point, the issues and concerns we have raised remain largely unresolved and, in our view, the Ritz Carlton has not taken sufficient steps to fully address the issue and to ensure that this type of problem does not occur again going forward. We are disappointed that your client does not seem to be interested in expeditiously providing a resolution to this issue outside of formal legal channels.

As a result of the lack of progress made in resolving the matter, we feel that we have no choice but to take formal legal action against your client and to seek appropriate injunctive relief, consumer restitution, and penalties from a court. We intend to file the attached complaint in fourteen (14) business days. If the Ritz Carlton would like to try to resolve the issue prior to that time, we are still open to discussing the matter.

Sincerely,


Harriet Worley
Special Deputy Attorney General

cc: Katharine Towt, Esq., USDOJ Civil Rights Division
Enclosure