



Brian Weiss &lt;brianweiss77@gmail.com&gt;

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**Car Payment**

19 messages

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**Ryan P Wetsel** <ryan\_p\_wetsel@carmax.com>  
To: "brianweiss77@gmail.com" <brianweiss77@gmail.com>

Fri, May 14, 2021 at 12:01 PM

Hi Mr. Weiss,

Thank you for taking the time to speak with me today. Please send me your car payment and a good address so we can send this to you.

Thank you,

Ryan Wetsel

Analyst, Customer Relations

800-519-1511



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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Fri, May 14, 2021 at 12:34 PM

\$156.97 is my May payment.

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**2 attachments** **image001.png**  
4K **image001.png**  
4K

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Fri, May 14, 2021 at 12:35 PM

My mailing address and car registered to:

4066 Bon Homme Rd  
Calabasas, Ca 91302

On Fri, May 14, 2021, 12:01 PM Ryan P Wetsel <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)> wrote:

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**Ryan P Wetsel** <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)>  
To: Brian Weiss <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>

Fri, May 14, 2021 at 12:40 PM

Thank you for such a quick response. I've connected with my senior management with these details. I'll let you know as soon as I have an update.

Enjoy your Friday afternoon in the meantime!

[Quoted text hidden]

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**Brian Weiss** <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>  
To: Ryan P Wetsel <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)>

Fri, May 14, 2021 at 12:48 PM

Sounds good, thank you.

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**Ryan P Wetsel** <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)>  
To: Brian Weiss <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>

Mon, May 17, 2021 at 8:04 AM

Good morning Brian,

I hope you had a nice weekend! Our accounting team is processing this check for you and we will have it sent today via FedEx to your address at [4066 Bon Homme Road, Calabasas, CA 91302](#). I will have the tracking number for you a little bit later.

Thank you,

Ryan

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**From:** Brian Weiss <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>  
**Sent:** Friday, May 14, 2021 3:48 PM  
**To:** Ryan P Wetsel <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)>  
**Subject:** Re: [EXTERNAL] Re: Car Payment

Sounds good, thank you.

On Fri, May 14, 2021, 12:40 PM Ryan P Wetsel <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)> wrote:

Thank you for such a quick response. I've connected with my senior management with these details. I'll let you know as soon as I have an update.

Enjoy your Friday afternoon in the meantime!

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**From:** Brian Weiss <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>  
**Sent:** Friday, May 14, 2021 3:36 PM  
**To:** Ryan P Wetsel <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)>  
**Subject:** [EXTERNAL] Re: Car Payment

My mailing address and car registered to:

[4066 Bon Homme Rd](#)  
[Calabasas, Ca 91302](#)

On Fri, May 14, 2021, 12:01 PM Ryan P Wetsel <[ryan\\_p\\_wetsel@carmax.com](mailto:ryan_p_wetsel@carmax.com)> wrote:

Hi Mr. Weiss,

Thank you for taking the time to speak with me today. Please send me your car payment and a good address so we can send this to you.

Thank you,

Ryan Wetsel  
Analyst, Customer Relations  
800-519-1511

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Mon, May 17, 2021 at 8:28 AM

Sounds good. Thank you. About how long will it take to fix all of this?

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**Ryan P Wetsel** <ryan\_p\_wetsel@carmax.com>  
To: Brian Weiss <brianweiss77@gmail.com>

Mon, May 17, 2021 at 9:30 AM

We are hopeful to have a resolution as soon as possible. We did speak to Hyundai last week about it and I will continue to follow up with accounting teams until we have confirmation that the funds have been correctly applied to your account. I will let you know as I hear more as Hyundai did ask for about 5-7 business days to review.

[Quoted text hidden]

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Mon, May 17, 2021 at 9:34 AM

Ok, thanks for the update.

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**Ryan P Wetsel** <ryan\_p\_wetsel@carmax.com>  
To: Brian Weiss <brianweiss77@gmail.com>

Mon, May 17, 2021 at 1:48 PM

Hi Mr. Weiss,

The FedEx tracking number for your check is 7737 3992 6432. Our FedEx picks up at 5pm EST today. I will let continue to update you later this week on the Hyundai payoff.

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Mon, May 17, 2021 at 2:27 PM

Great, thanks for the update.

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**Ryan P Wetsel** <ryan\_p\_wetsel@carmax.com>  
To: Brian Weiss <brianweiss77@gmail.com>

Wed, May 19, 2021 at 8:22 AM

Hi Brian,

I am checking in to ensure you received the check that we sent on Monday. I'm sure you have plenty going on since you are traveling soon so I appreciate any confirmation.

I am following up with our accounting teams as well regarding the payoff. Hyundai requested 7-10 business days to investigate, but if I hear anything sooner I will let you know.

[Quoted text hidden]

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Thu, May 20, 2021 at 4:54 PM

Yes, we received it. Thank you.

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>

Mon, May 24, 2021 at 2:36 PM

Hello Ryan,

What is the latest and when will this be settled? This is crazy that this is taking this long. Thanks

Brian Weiss

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**Ryan P Wetsel** <ryan\_p\_wetsel@carmax.com>  
To: Brian Weiss <brianweiss77@gmail.com>

Tue, May 25, 2021 at 8:07 AM

Good morning Brian,

We followed up with Hyundai regarding this yesterday and requested it be reviewed asap as they did not have any news for us yet.

I'll continue to keep you updated regarding this.

I hope you're enjoying your vacation!

Best,

[Quoted text hidden]

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Ryan P Wetsel <ryan\_p\_wetsel@carmax.com>, bill\_nash@carmax.com

Wed, Jun 2, 2021 at 10:08 AM

Unfortunately for you I will be filing a lawsuit against you and Carmax as this is ridiculous as well as will be filing reports with every state agency we can find and ripoff report.

On Fri, May 14, 2021, 12:01 PM Ryan P Wetsel <ryan\_p\_wetsel@carmax.com> wrote:

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**2 attachments**

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**Brian Weiss** <brianweiss77@gmail.com>  
To: Stacy\_Cullivan@carmax.com, bill\_nash@carmax.com

Wed, Jun 2, 2021 at 10:25 AM

Hello Stacy,

Please help me so I don't have to deal with filing a lawsuit against Bill Nash and Carmax as this is becoming ridiculous. You should be able to issue a new check and move on as now I am being screwed because of your company and that is

not fair. Not fair at all. Please contact me at your earliest convenience.

Brian Weiss  
[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)  
323-445-8058  
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**2 attachments**

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**Brian Weiss** <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>  
To: [stacy\\_cullivan@carmax.com](mailto:stacy_cullivan@carmax.com)

Wed, Jun 2, 2021 at 10:28 AM

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**2 attachments**

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4K

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4K

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**Brian Weiss** <[brianweiss77@gmail.com](mailto:brianweiss77@gmail.com)>  
To: [stacy\\_h\\_cullivan@carmax.com](mailto:stacy_h_cullivan@carmax.com)

Wed, Jun 2, 2021 at 10:42 AM

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