

AMERICAN EXPRESS

AMERICAN EXPRESS COMPANY, EXECUTIVE OFFICES, 65 BROADWAY, NEW YORK, NEW YORK 10006
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May 17, 1972

Henry Blackburn, M.D.
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Hygiene
Stadium Gate 27
Minneapolis, Minnesota 55455

file

Dear Dr. Blackburn:

Mr. Morton has asked me to acknowledge his copy of your letter addressed directly to the Card Division dated May 12, 1972.


This interim letter is merely to let you know that we are very concerned about your personal difficulties and experiences with our Card service.

I am certain an investigation was promptly initiated on the receipt of the original letter. However, I have indicated the interest of the Executive Office. Although you will be hearing directly from the Card Division, we will be given a report.

It is possible, however, that in the meantime you may receive other communications that are not in direct response to your letter and until the inquiry is completed, we hope you will bear with us.

We sincerely appreciate your taking the time to bring this matter to the attention of the Executive Office.

Yours very truly,


R.C. Bilborough
Administrative Assistant