

cc: OS/OGC
BOS(2)
Pub

(Stamp)

FEDERAL MARITIME COMMISSION

FILED

DOCKET NO. 1945(F)

NOV 20 2014

Federal Maritime Commission
Office of the Secretary

OKOYE CHRISTIAN OGOCHUKWU

v.

EMEKA ONYECHI d/b/a DONEM INTERNATIONAL, LLC

CLAIMANT'S SUPPLEMENTAL RESPONSES

RECEIVED
NOV 20 PM 1:21
OFFICE OF THE SECRETARY
FEDERAL MARITIME COMMISSION

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

1 CLAIMANT RESPONDS TO SUPPLEMENTAL REQUESTS AS FOLLOWS:

2 1. Purchase of the medical equipment 21QSC113077/059 was completed on or before 7/5/13, at 6:31
3 pm. Bid was on 7/5/13. Payment was completed 7/09/13. Exhibits "A" & "B".

4 2.

5
6 A. No. Obioma Ukegbu did not act as my representative regarding transportation of the medical
7 equipment, because Obioma Ukegbe has claimed his equipment in Nigeria.

8 B. I am the person with a purchase license and purchased nine total equipments which I gave
9 Obioma Ukegbu four of the equipments which Obioma Ukegbe paid me \$1,345.33. The equipments
10 were to be shipped together to reduce costs. I negotiated on my behalf, while Obioma negotiated for
11 himself.

12 C. I, Ogochukwu initially discussed with the Respondent to ship the equipment by air freight. However,
13 Respondent later advised me that after packaging the equipments the weight was more than he
14 anticipated and that the cost of shipping by air freight will be more than what he already charged.
15 Therefore, Respondent will now ship the equipments by Ocean shipping.

16 D. Equipment was in custody of VA Medical Center New Jersey. Respondent was to pick up the
17 equipment and then shipped to Nigeria. There was no discussion about storage, because
18 Respondent made me to believe that he cargoes things to Nigeria on a weekly basis. Therefore, there
19 is no need for storage.

20 E. No. The medical equipment was never transported to Nigeria because Respondent to date never
21 produced a "Bill of Lading." Obioma Ukegbe later informed me that Respondent transported the four
22 equipments belonging to Obioma Ukegbe to Nigeria. I do not recall the exact time the equipments
23 were transported. This was after Complainant filed complaint against the Respondent with the
24 Business Bureau. Exhibit "C".

25 3.

26 A. Yes, Exhibit 2, is a photocopy of the original Authorization letter.

27 B. I faxed one authorization copy to the VA Medical Center, New Jersey with a misspelled name
28 DONEE CARGO, INC., instead of DONEM INTERNATIONAL, LLC.

1 One authorization copy was sent by fax to a fax number provided by the Respondent.

2 One authorization copy was forwarded to Obioma via email because Obioma owns 4 of the
3 equipments.

4 C. Donee Cargo, Inc. is what I understood at the time to be the spelling of Respondent's Company
5 name. When I spoke with the Respondent over the phone, Respondent gave me a name which
6 sounded like Donee Cargo, Inc. Respondent informed me that he does not know who in particular will
7 be going to VA Medical Center New Jersey to pick up the equipments and I should make the
8 authorization to Donne Cargo, Inc., Staff, so that anyone from Respondent's Company can pick up the
9 equipments. It turns out that Respondent's company's name is Donem International, Inc. error in
10 Spelling, which did not prevent Respondent from picking up the equipments.

11 4.

12
13 A. As I was searching for a shipping company from New Jersey in Internet to ship the equipments to
14 Nigeria, Obioma suggested to me that he knew someone that cargo things to Nigeria. Obioma
15 then gave me Respondent's phone number. I then called the Respondent on the phone number
16 given by Obioma. I then discussed with the Respondent about shipping the equipments to
17 Nigeria. Respondent advised me that he cargo things to Nigeria almost on a weekly basis.
18 Respondent then required that I send an authorization letter to him and the VA Medical Center,
19 New Jersey.

20 B. I contacted Respondent on the phone on or about 7/12/13 and after discussion with
21 Respondent, I then faxed the authorization letter on or about 7/15/13.

22 I asked Respondent if he cargos things to Nigeria, which Respondent said yes. And I then
23 explained to him about the equipments that I purchased from VA Medical Center, New Jersey.
24 Respondent indicated that there is no problem that the equipments should be cargo soon.

25 C. Yes. I initially negotiated with the Respondent to transport the medical equipments by air
26 freight. Respondent then gave me a quote later on how much transporting the equipment by air
27 freight will be. It was based on the quote by Respondent that I sent Respondent a check of
28 \$1,330.00 to air freight the equipments to Nigeria.

1 After several months after paying the Respondent, I was waiting for the Respondent to inform me
2 when my equipments will arrive in Nigeria. I never heard from the Respondent for these several
3 months. I was informed that Respondent traveled to Nigeria. When I contacted Respondent on
4 the phone in Nigeria, Respondent informed me that I should have patience, that he Respondent
5 was having issues with Customs Department in Nigeria, which created a back log of items
6 Respondent previously sent to Nigeria. Then sometimes in December 2013, Respondent came
7 up with the suggestion to ship the equipment through Ocean Freight, because after Respondent
8 packaged the equipment the weight came up higher than what Respondent expected. I called
9 Respondent's office several times, one of Respondent's employees, name unknown, who advised
10 me that Respondent should be contacted in Nigeria as she knows nothing about transporting my
11 equipment to Nigeria. Within these months, Respondent left my equipments and traveled
12 to Nigeria more than 2 times, which left my equipments without transport.

13 D. Yes, Respondent after several months of inaction on my equipments, Respondent suggested
14 shipping the equipment via ocean on the fact that after packaging the equipment, Respondent
15 found out that the weight was not what he anticipated. I agreed for the Respondent to transport
16 the equipments via ocean out of frustration that my equipments which I invested are laying on
17 New Jersey without transportation. No other person participated in the discussion.

18 E. I did not provide any information about any shipper consignee, destination address to
19 Respondent. Respondent informed me that when the equipments arrive in Nigeria, Respondent
20 will provide me with the address, where to pick up my equipments.

21 F. Initial discussion was by air freight that within 10 days of picking up the equipments from the
22 VA Medical Center, New Jersey, the equipments will arrive in Nigeria, because Respondent
23 transports things to Nigeria every week. This was before Respondent failed to transport the
24 equipment and came with the suggestion to transport via ocean in December 2013.

25 Respondent never shipped the equipments, therefore, Respondent has never produced any Bill
26 of Lading to me.

27 G. With my license to purchase as a Respiratory Care Practitioner an intent form was signed to
28

1 inquire on what the equipments were meant for, which I indicated that the equipments were
2 meant for shipping to Nigeria.

3
4 5.

5 A. Respondent's website DONEM INTERNATIONAL SHIPPING AND COURIER, shows Donem
6 Internal Shipping-MSC is one of the companies Respondent cargo. See Exhibits "D", "E", "F" and
7 "G".

8 "Tracking"

9 "Our customers can always follow up their shipment with our efficient tracking system and can
10 always contact us if they need more assistance. One of our highly trained staff will always be
11 available to answer any of their questions.

12 Applicable links below to start tracking.

13 Cargo Lus

14 Virgin Atlantic Cargo

15 Delta Cargo

16 KLM Cargo

17 MAERISK Line

18 ACL

19 MSC Shipping

20 Maersk Line, ACL, MSC Shipping are all engaged in Ocean Transportation.

21 6.

22 A. Legal interest is 10% of any money owed.

23 $\$1,330.00 + \$3,027.00 = \$4,357.00$

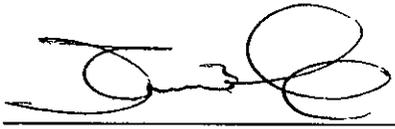
24 $10\% \text{ of } \$4,357.00 = \435.7

25 $\$435.70 \times 12 \text{ months} = \$5,228.40$

26 $\$4,357.00 + \$5,228.40 = \$9,585.40$

1 I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE UNITED STATES OF AMERICA
2 THAT THE FOREGOING IS TRUE AND CORRECT.

3 EXECUTED THIS 19th DAY OF NOVEMBER 2014, AT LOS ANGELES, CALIFORNIA.
4

5
6
7 
8

9
10 DECLARANT

11 OKOYE CHRISTIAN UGOCHUKWU
12

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28

EXHIBIT "A"

[Terms & Conditions](#) [FAQ](#) [Subscribe](#) [Contact Us](#) [Payment Options](#) [DC Area Fixed Price Sales](#)



All Categories /

Warning: In order to view the most up-to-date information, please click the refresh button on your browser.

Item Information

GE MAC 5000 SYSTEM W/COLOR DISPLAY

Sale-Lot Number: 21QSC113077059

City, State: Lyons, NJ

[Remove from favorites](#)

Current Bid: 3.027 USD

Bidders: 3

Close Time: 07/05 06:31 PM CT (Closed)

Time Remaining:

[Description](#) [Bidding Details](#) [Bid History](#) [Item Location](#)

GE MAC 5000 SYSTEM W/COLOR DISPLAY GE MAC 5000 SYSTEM WITH COLOR DISPLAY. PROMO MAC ADVANCE 2004. TROLLEY MAC SYSTEM. UPGRADE MOBILILINK WIRELESS. MAC5KUPG1 BAR CODE READE ENGLISH. MAC 500 CLINICAL TRAINING KIT (9 EA) -USED- *****PLEASE NOTE: THIS SALE REQUIRES INFORMATION BE PROVIDED PRIOR TO A BID BUTTON BEING ASSIGNED. THE SUCCESSFUL BIDDER MUST BE LICENSED TO OWN AND/OR OPERATE THIS EQUIPMENT. PROOF OF LICENSE MUST BE PROVIDED PRIOR TO BIDDING. TO RECEIVE A BID BUTTON TO BE ASSIGNED THE INFORMATION MUST BE MAILED TO GSA, PROPERTY, ATTN, TOMMY PRUITT, 20 NORTH 8TH STREET, PHILA . PA 19107. OR FAXED TO TOMMY PRUITT AT 215-446-5117. THE STATEMENT OF INTENT MUST BE RECEIVED BY 1:00 P.M. EST FRIDAY, JULY 5, 2013 ALONG WITH THIS INFORMATION, BIDDERS MUST SEND THEIR MAILING ADDRESS, THEIR ON-LINE BIDDERS NAME, AND THEIR DAYTIME TELEPHONE NUMBER. ONCE THIS INFORMATION HAS BEEN RECEIVED AND EVALUATED, A BID BUTTON WILL BE ASSIGNED AND THE BIDDER WILL BE INFORMED THAT THEY MAY BEGIN TO BID. **ALTERNATE POINT OF CONTACT, TANYA KIMBROUGH, TANYA.KIMBROUGH@VA.GOV. 908-647-0180 X4203.** 36220131330004

THE CONDITION OF THE PROPERTY IS NOT WARRANTED

Additional Documents

21QSC113077059

Special Inspection Information

Access to some federal facilities is now impacted by the Real ID Act. If using a driver's license or state issued identification card as identification, it will need to comply with the requirements of the Real ID act at those locations. Refer to www.dhs.gov/real-id-public-faqs for more information on the REAL ID Act. Individuals without licenses from compliant jurisdictions may present alternative forms of identification - such as a U.S. Passport - accepted by the agency. Some agencies may have additional

EXHIBIT "A"

processes to accommodate individuals lacking the prescribed identification documents.

**INSPECT./REMOVAL BY APPOINTMENT ONLY. CONTACT CUSTODIAN TO
SCHED. AN APPT. INSPECTION IS STRONGLY RECOMMENDED. ALT. POC:
TANYA KIMBROUGH, 908-647-0180 X4203. CLOSED: 7/4/13.**

Please contact the custodian for inspection dates and times and for removal arrangements.

PROPERTY REMOVAL: Due to security issues at property locations, successful bidders are required to contact the custodian prior to entering the facility to remove property, and at times, they are not permitted to use security phones. Therefore, successful bidders must communicate with the custodians in advance to make arrangements for removal and/or have a cell phone with them to contact them once they arrive at the secured location.

Successful bidders are cautioned that they will be responsible for loading, packing and removal of any and all property awarded to them from the exact place where the property is located, as indicated below.

Property Location and inquiries/questions regarding property inspection and/or removal:

Va New Jersey Health Care System
151 Knollcroft Road
561/90) Bldg. 13
Lyons, NJ 07939

Contact: Angela Li
Phone: 908-647-0180 ext 4246
Fax: 908-604-5851
Y:PING LI@VA.GOV

For inquiries/questions regarding payment, contact the following sales office:

GSA, FAS, 4QSCC
SALES OFFICE
77 FORSYTH STREET
ATLANTA, GA 30303

Phone: 404-331-0040
Fax: 404-331-7584

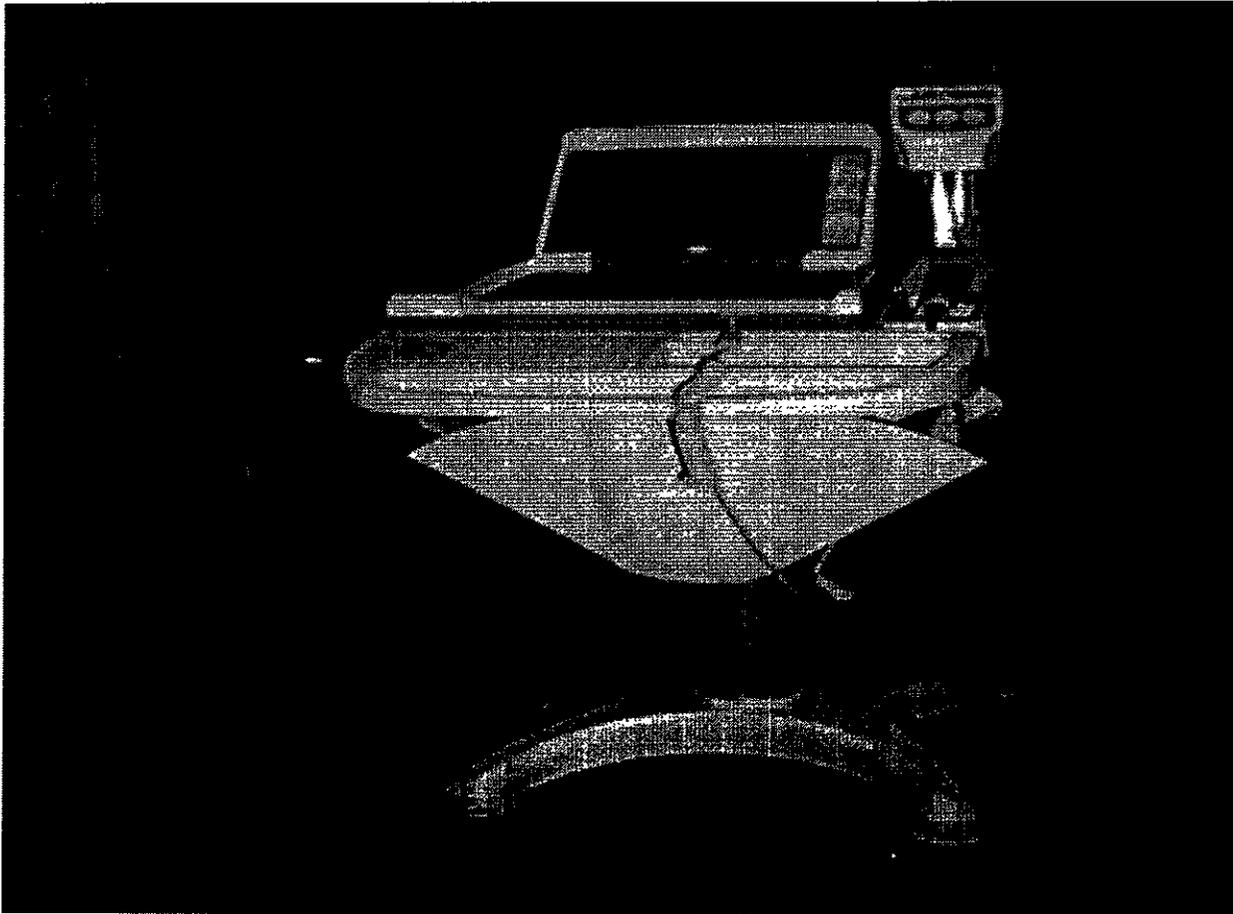
For inquiries/questions regarding contractual issues, contact the following sales contracting officer/property disposal specialist:

Tommy Pruitt
Phone: 215-446-5078
tommy.pruitt@gsa.gov

(*) Possible Extension. See Bidding Rules

Item Photos





Go Green... Reuse is Recycling!

Carbon savings for this item are not available.

Select an Equivalency:

Gallons of Gasoline Used

[Click here for additional information.](#)

[About GSA Auctions](#)
[Help](#)
[FAQ](#)
[Sales Abbreviations](#)

[Payment Options](#)
[RSS](#)
[System Status](#)

[Federal Acquisition Service](#)
[GSA Fleet Vehicle Sales](#)
[GSA Surplus Sales](#)

[Real Property Disposal](#)
[Public Buildings Service](#)

[Terms & Conditions](#) [Protecting Your Privacy](#) [Accessibility Policy](#) [Contact Us](#)

Copyright © 2001 U.S. General Services Administration

2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

EXHIBIT "B"



Christian Okoye <okoyechris1967@gmail.com>

Purchaser's Receipt to Bidder for Sale/Lot 21QSCI13077/059 - Register No P2310560

3 messages

GSAAuctions.Northeast.Caribbean@gsa.gov
<GSAAuctions.Northeast.Caribbean@gsa.gov>
To: OKOYECHRIS1967@gmail.com
Cc: GSAAuctions.Northeast.Caribbean@gsa.gov, GSAAuctions.SoutheastSunbelt@gsa.gov

Tue, Jul 9, 2013 at 9:04 AM

**GSA FEDERAL ACQUISITION SERVICE
OFFICE OF PERSONAL PROPERTY MANAGEMENT**

PURCHASER'S RECEIPT AND AUTHORITY TO RELEASE PROPERTY

- | | |
|-----------------------------|------------------------------------|
| 1. FROM: | 2. PAYMENT INFORMATION |
| GSA, FAS, 3QSCA-2 | A. TYPE |
| THE STRAWBRIDGE BLDG. | N REFUND DUE Y PAID IN FULL |
| 20 NORTH 8TH ST, 10TH FLOOR | B. AMOUNT: C. FORM OF PAYMENT: M |
| PHILADELPHIA | \$3027.00 55423 679555 |
| PA 19105 | D. REGISTER/REPORT NO. |
| Tommy Pruitt | (INTERNAL USE ONLY) |
| TEL: (215)446-5078 | P2310560/362201-3133-0004 |
| FAX: (215)446-5116 | E. REG TYPE: O (INTERNAL USE ONLY) |
| tommy.pruitt@gsa.gov | 3. DEPOSIT INFORMATION |
| | A. APPROPRIATION ACCOUNT NUMBER |
| | 3630160-395 |

ACKNOWLEDGEMENT IS MADE OF PAYMENT IN FULL FOR THE PROPERTY LISTED BELOW. RELEASE OF PROPERTY AT THE REQUEST OF THE PURCHASER IS AUTHORIZED. PURCHASER MUST PRESENT THIS DOCUMENT AT TIME OF REMOVAL.

- | | |
|--|--|
| 4. DATE PURCHASER MUST REMOVE
PROPERTY BY, UNLESS NOTIFIED
BY GSA: 07/19/13 | 5. COLLECTION OFFICER
/S/ DIANA DANIEL
07/09/13 |
| 6. PURCHASER
BIDDER NO.: 213059
OKOYE
CHRISTIAN O
14133 LEMOLI AVE APT E204
HAWTHORNE
CA 90250
TEL: (310)648-1081
FAX:
OKOYECHRIS1967@GMAIL.COM | 7. OWNING AGENCY OR REPORTING OFFICE
VA NEW JERSEY HEALTH CARE SYSTEM
151 KNOLLCROFT ROAD
561/90) BLDG. 11
LYONS
NJ 07939
ANGELA LI
TEL: (908)647-0180 EXT. 4246000
FAX: (908)604-5851
yiping li@va.gov |

8B. SIGNATURE OF PURCHASER
OR DESIGNATED PERSON

EXHIBIT "B"

8A. PROPERTY LOCATION (ACCOMPANIED WITH WRITTEN AUTHORIZATION)
 VA NEW JERSEY HEALTH CARE SYSTEM _____
 151 KNOLLCROFT ROAD
 561/90) BLDG. 13
 LYONS
 NJ 07939
 ANGELA LI
 TEL: (908)647-0180 EXT. 4246
 FAX: (908)604-5851
 YIPING.LI@VA.GOV

8C. DATE _____

8D. EXCEPTIONS NOTED BELOW

_ YES _ NO

9. PROPERTY DESCRIPTION

A. SALE NO.	B. LOT NO.	C. CONTRACT NO.	D. QUANTITY	E. UNIT
21QSCI13077	059	GS02F13FBE3252	1	LT

GE MAC 5000 SYSTEM W/COLOR DISPLAY
 GE MAC 5000 SYSTEM WITH COLOR DISPLAY, PROMO MAC
 ADVANCE 2004, TROLLEY MAC SYSTEM, UPGRADE
 MOBILILINK WIRELESS, MAC5KUPG1 BAR CODE READE
 ENGLISH, MAC 500 CLINICAL TRAINING KIT (9 EA)

-USED-

*****PLEASE NOTE: THIS SALE REQUIRES INFORMATION
 BE PROVIDED PRIOR TO A BID BUTTON BEING ASSIGNED.
 THE SUCCESSFUL BIDDER MUST BE LICENSED TO OWN
 AND/OR OPERATE THIS EQUIPMENT. PROOF OF LICENSE
 MUST BE PROVIDED PRIOR TO BIDDING. TO RECEIVE A
 BID BUTTON TO BE ASSIGNED. THE INFORMATION MUST
 BE MAILED TO GSA, PROPERTY, ATTN. TOMMY PRUITT,
 20 NORTH 8TH STREET, PHILA., PA 19107, OR FAXED
 TO TOMMY PRUITT AT 215-446-5117. THE STATEMENT OF
 INTENT MUST BE RECEIVED BY 1:00 P.M. EST FRIDAY,
 JULY 5, 2013. ALONG WITH THIS INFORMATION,
 BIDDERS MUST SEND THEIR MAILING ADDRESS, THEIR
 ON-LINE BIDDERS NAME, AND THEIR DAYTIME TELEPHONE
 NUMBER. ONCE THIS INFORMATION HAS BEEN RECEIVED
 AND EVALUATED, A BID BUTTON WILL BE ASSIGNED AND
 THE BIDDER WILL BE INFORMED THAT THEY MAY BEGIN
 TO BID.

**ALTERNATE POINT OF CONTACT: TANYA KIMBROUGH,
 TANYA.KIMBROUGH@VA.GOV, 908-647-0180 X4203.**

GSAAuctions.Northeast.Caribbean@gsa.gov

<GSAAuctions.Northeast.Caribbean@gsa.gov>

To: OKOYECHRIS1967@gmail.com

Cc: GSAAuctions.Northeast.Caribbean@gsa.gov, GSAAuctions.SoutheastSunbelt@gsa.gov

Tue, Jul 9, 2013 at

12:01 PM

[Quoted text hidden]

Christian Okoye <okoyechris1967@gmail.com>

To: ukaegbe@yahoo.com

Mon, Jul 15, 2013 at 3:22 PM

[Quoted text hidden]

- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28

EXHIBIT "C"



BBB Complaint ID #9908663

Complaint Information

Complaint ID: 9908663
Date Filed: 1/31/2014

Filed with: BBB
 1262 Whitehorse Hamilton Square
 Road, Building A, Suite 202
 Hamilton, NJ 08690
Phone: (609) 588-0808
Fax: (609) 588-0546
Email: info@newjersey.bbb.org
URL: http://www.newjersey.bbb.org

Consumer Information

Name: Christian Ogochukwu Okoye
Address: 14133 Lemoli Avenue Apt E205
 Hawthorne, CA 90250
Daytime Phone: 310-648-1081
Evening Phone: 310-978-3973
Fax: None Provided
Email: okoyechris_o@yahoo.com

Business Information

Business Name: Donem International LLC
Address: 1901 East Linden Avenue, Suite 16
 Linden, NJ 07036
Phone: (908) 275-3675

Complaint Details

I contracted with one Mr. Emeka Onyechi to collect some medical equipment which I purchased from VA New Jersey Health Care System in 07/05/2013 on my behalf, and cargo them to Nigeria for collection. I have since paid him the agreed amount but to my greatest disbelieve, the said items have not been either delivered in Nigeria, nor has it been returned to me. I have made several attempts to contact the Director of this company by the name of Mr. Emeka Onyechi, but will either be told he travelled to Nigeria, or when you finally get him on the line you will be threatened not to call him nor bother him regarding this transaction, according to him, that he will notify you when the item arrives its destination. He has neither agreed to providing me with the tacking information of the cargo or the shipping vessel as her later claimed to have shipped it rather than cargo based on our agreement.

Desired Outcome/Settlement

Desired Settlement: Other (requires explanation)

At this moment, I am beginning to suspect that he has swindled me of both my items and money. I do ask that Better Business Bureau to assist me in either have him deliver my items as agreed, or refund the money paid into his account and the items in his possession.

Complaint Details

Nature of Complaint: Delivery Issues Delivery Issues
Date Problem Occured: 9/16/2013 12:00:00 AM
Date(s) Complained: Not Provided
Purchase Date: Not Provided
Salesperson: Not Provided

Complaint Details (cont.)

Christian Okoye
1133 Lomoli Avenue Apt 5205
Newhome, CA, 90250

Dear Christian Okoye:

This message is in regard to your complaint submitted on 1/31/2014 2:26:05 PM against Donem International LLC. Your complaint was assigned ID 9908663.

Your complaint has been sent to the business for their response. The business will be asked to answer within 14 days, and if a response is not received, a second request will be made. You will be notified of the business's response when we receive it (or notified that we received no response). In the meantime, if the complaint gets resolved, please send us a message to inform us.

The text of your complaint may be publicly posted on BBB's Web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when contacting us regarding this dispute. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Regards,

Stephanie Scharko

Customer Representative

Christian Okoye
14133 Lemoli Avenue Apt E205
Lawthorne, CA, 90250

Dear Christian Okoye :

This message is in regard to your complaint submitted on 1/31/2014 2:26:05 PM against Donem International LLC. Your complaint was assigned ID 9908663.

Recently, we received additional comments submitted by you and requested an updated response from Donem International LLC. As we haven't received further feedback from the company, we have closed this case as "unresolved" and it will appear as such in the business's BBB Reliability Report.

Please let us know if the company has been in contact with you directly to resolve your concerns.

If you wish to pursue your complaint, we suggest you contact:

NJ Division of Consumer Affairs

142 Halsey Street

Newark, NJ 07102

Consumer Hotline

973-504-6200

Toll Free 800-242-5846 (New Jersey only)

www.nj.gov/nag/ca/comp.htm (online complaint form)

askconsumeraffairs@lps.state.nj.us

If you have any further questions, please contact us as soon as you can. For more information about the BBB's services related to complaint handling, please visit www.trenton.bbb.org. Thank you for your interest in an ethical marketplace.

Regards,

Stephanie Scherko

Senior Representative

Complaint 9908663

I am rejecting this response because:

I write to bring to your notice that I have been made to understand that Mr. Emeka Unyechi has finally ~~clear~~ ^{cleared} the items through Nigeria Customs, but have refused to furnish me with information or contact details of who I should contact to collect 111 items. I have since sent him a text message requesting the information, but he didn't.

This is to bring the notice of your office the attempts I have so far made to collect the items before the said 7days which he said that after which, he will start charging me storage fee. And with I don't think I will responsible for any storage charges since 110 information was provided to me on how to pick up the items.

Finally, I still ask to use your offices to get Mr. Emeka Unyechi and Donem International LLC release my items to me without further delay.

Thanks Yours truly

Regards,

Christian Okwe

Christian Okoye
 14133 Lemoli Avenue Apt E205
 Hawthorne, CA, 90250

Dear Christian Okoye,

This message is in regard to your complaint submitted on 1/31/2014 2:26:05 PM against Donem International LLC. Your complaint was assigned ID 9908663.

The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of the message are below or attached. Please respond within 10 days via the website, email or postal mail; all responses will be copied to the company. If we do not hear from you the complaint will be closed as assumed resolved.

The text of your complaint may be publicly posted on BBB's Web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when contacting us regarding this dispute. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Regards,

Stephanie Starke

Service Representative

MESSAGE FROM BUSINESS:

Donem International LLC 1803 East Linden Avenue, #16 Linden, NJ, 07036 Friday, February 25, 2014 Better Business Bureau For New Jersey 1262 Whitehorse-Hamilton Square Road Building A, Suite 202 Hamilton, NJ, 08590 RE: Complaint with ID of 9908663 Donem Int'l LLC has no contract whatsoever with Christian Ogochukwu Okoye of 14133 Lemoli Avenue, Apt E205 Hawthorne, CA 90250. However, the referenced transaction was done through another person the name of Obioma Ukegbe of California whom we still update on his shipment status with us. Obioma Ukegbe contacted us to pick up the said medical equipment from VA New Jersey Health Care System sometime in July 2013 and forward them to Nigeria on his behalf. Obioma was told by our company immediately that we only offer AIR CARGO services and not SEA CARGO. Much hesitation, he agreed and requested for immediate pick up because the storage fee was about to start accruing at VA New Jersey. The medical equipment was picked up on July 19 2013, we contacted Obioma Ukegbe with the billing information but the story changed immediately, it was there that he told me that all the equipment was not just for him and that some belong to his friend Christian Okoye. I was told to hold on so that he can talk to his friend on the way forward. Later, Christian Okoye called and explained that he was going through some stress and that he was not in a very good financial position at that moment as he was still struggling to settle some bills as a result of his wife having a baby. After few months, Christian and Obioma called that they were ready to cargo the equipment and paid the money for just shipping of the equipment and not storage fees into our accounts. I let them know that for the equipment to ship by AIR, the equipment have to be crated and packaged properly and that crating of the equipment will be the owner's responsibility because we have to contract another crating company for that service. I personally advised them to send someone to pick up those equipment from our warehouse since I don't have any vessel in shipping them. Their representative in New Jersey later came to inspect the equipment on their behalf and resolved to ship them via ocean to save money on crating and rebacking. The equipment were picked up by another shipping company I contracted on their behalf around December 19 2013, the shipping vessel with those equipment left the port in January 2014, it takes 4-8 weeks to ship and clear container in Lagos Nigeria and not 2 weeks. The container is at this moment undergoing Custom's clearing in Nigeria. Obioma Ukegbe is constantly being updated with the status of the container because he is the main contact as far as we are concerned. As a policy, we don't give tracking information on consolidated shipment in a container for security reasons but can update customers with (Estimated Time of Arrival) and contact them whenever their goods are ready for pick up. Bill of Lading would have been given to Obioma Ukegbe if the whole container was leased by them. I believe that Christian Okoye and Obioma Ukegbe in order to avoid storage charges by VA New Jersey Care System, pretended to be interested in our AIR CARGO service, made us pick up equipment up from the VA facility, and then abandoned the equipment in our warehouse for more than 5 MONTHS. When contacted about storage charge that they owe to Donem Int'l, Obioma Ukegbe split the total amount and paid half he

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

EXHIBIT "D"



MEDITERRANEAN SHIPPING COMPANY

EXHIBIT "D"

Home > Tracking & Tracing

Search by: Container / Bill Of Lading : ENTER A CONTAINER, B/L O

[FAQ](#) [HELP](#)

MSC Tracking system results are for reference only, see [Disclaimer](#). The latest movement of the container **may not be up-to-date**. Please [contact your local agent](#) for the latest information. Thank you.

© 2014 MSC Mediterranean Shipping Company S.A., Geneva, Switzerland.

[Back](#) | [Top](#)

MSC Mediterranean Shipping Company, S.A.
12-14, Chemin Rieu - CH-1208, Geneva - Switzerland
Tel : +41 22 703 8888 - Fax: +41 22 703 8787 - [Contact Us](#)

Copyright © 1996-2014 - MSC S.A.
All Rights Reserved

2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

EXHIBIT "E"



- Home
- Core Services
- Tracking

Welcome to our website.

As one of the leading freight forwarders in the United States, you can always rely on Donem's first class shipping services at very competitive rates to ensure the fastest connection of your shipments by Air/Sea from United States to Africa and beyond.

Donem's main goal is to provide you with excellent services while making sure that your time and money are well preserved. By virtue of our exclusive agreements and commitments with leading carriers in both Air and Sea, we enjoy special rates on all of our shipments and confirmed space in every booking which we will pass to you to guarantee a speedy and hassle-free delivery.



Core Services

Donem's International provides the following services with professionalism:



- ☛ Door to Door and Door to Airport
- ☛ Courier and Express
- ☛ Pick Ups
- ☛ Warehousing and Storage
- ☛ Packaging and Inspection
- ☛ Custom Clearance



DONEM'S Worldwide Ocean freight services include:

- ☛ Direct pick of container from any location, factory, warehouse, home etc.
- ☛ Frequent sailing with most reliable shipping lines.
- ☛ Efficient custom clearance and forwarding.
- ☛ Roll on and Roll Off services.
- ☛ L.C.L. Consolidation.
- ☛ F.C.L. Consolidation.

[Know more](#)

Our great achievements in the shipping industry have enabled us to be the choice of all kinds of clients ranging from one-time shippers to frequent and experienced professionals in private, public, and corporate sectors. Donem's priority is to deliver satisfactory service in terms of quality and cost to all its customers because we know that in this constantly changing world, speed and reliability are of utmost important and only very few freight forwarders can meet up with these challenges, DONEM is on top that list

Donem International Shipping and Courier,
 1901 East Linden Avenue, Suite # 16
 Linden, NJ 07036
 Phone. +1 908 275 3675
 Fax +1 848 628 0207
 Email : info@donemcargo.com.

Lagos-Nigeria contact,
 54/56 Okota Road,
 Isolo- Lagos
 Phone. 0708 238 6861, 0703 818 8855, 0817 158 9176
 Email : info@donemcargo.com

[Home](#) | [Core Services](#) | [Tracking](#)

Copyright 2009 Donem International Shipping and Courier - All rights reserved

Web Design by: HWS. All rights reserved. [Login](#)

EXHIBIT "E"

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

EXHIBIT "F"



Tracking

Our customers can always follow up their shipments with our efficient tracking system and can always contact us if they need more assistance. One of our highly trained staff will always be available to answer any of their questions.

Click the applicable links below to start tracking:

- [Cargolux](#)
- [Virgin Atlantic Cargo](#)
- [Delta Cargo](#)
- [KLM Cargo](#)
- [Maersk Line](#)
- [ACL](#)
- [MSC Shipping](#)



Core Services

Donem's International provides the following services with professionalism:



- [Door to Door and Door to Airport](#)
- [Courier and Express](#)
- [Pick Ups](#)
- [Warehousing and Storage](#)
- [Packaging and Inspection](#)
- [Custom Clearance](#)

DONEM'S Worldwide Ocean freight services include:

- [Direct pick of container from any location, factory, warehouse, home etc.](#)
- [Frequent sailing with most reliable shipping lines.](#)
- [Efficient custom clearance and forwarding.](#)
- [Roll on and Roll Off services.](#)
- [L.C.L. Consolidation.](#)
- [F.C.L. Consolidation.](#)

Know more

Donem International Shipping and Courier,
 1901 East Linden Avenue, Suite #16
 Linden, NJ 07036
 Phone +1 908 275 3675
 Fax +1 848 628 0207
 Email info@donemcargo.com

Lagos-Nigeria contact,
 54/56 Okota Road,
 Isolo- Lagos
 Phone: 0708 238 6661, 0703 818 8855, 0817 158 9176
 Email info@donemcargo.com

EXHIBIT 17

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

EXHIBIT "G"

Home DVIR
SUBMISSION LINK

Contact | Search



- SHIP WITH ACL
 - [Make a Booking](#)
 - [Rate Request Form](#)
 - [Shipping Instructions](#)
 - [Express Documentation](#)
 - [Payments](#)
 - [Tariff Rates Online](#)
 - [European Inland Tariff](#)
 - [Surcharges & Accessorials](#)
 - [Credit Agreement](#)
 - [Freight Forwarder Agreement](#)
 - [Bill of Lading Terms & Conditions](#)
 - [Dock Receipt](#)
- SCHEDULES
 - [Vessel Schedules](#)
 - [Transit Times](#)
 - [Cargo Cutoffs](#)
 - [North American Rail Cutoffs](#)
 - [Documentation Cutoffs to N. America](#)
 - [Documentation Cutoffs from N. America](#)
 - [Master Schedules](#)
- INFORMATION
 - [Vessel Specifications](#)
 - [Container Specifications](#)
 - [Hazardous Materials](#)
 - [AIM](#)
 - [Track Vessel](#)
 - [AES](#)
 - [EU Security Rules](#)
 - [EDI](#)
 - [Voyage Exchange Rates](#)
 - [Glossary](#)
 - [Firms & Port Codes](#)
- OVERSIZE & RORO CARGO
 - [What is RORO](#)
 - [Why RORO](#)
 - [Examples of RORO](#)
 - [RORO Equipment](#)
 - [RORO World Services](#)
- ABOUT ACL
 - [History](#)
 - [News](#)
 - [Careers](#)
 - [Quality](#)
 - [Security & Environment](#)

WELCOME TO ATLANTIC CONTAINER LINE

Since 1967, ACL has been a specialized carrier of containers, project and oversized cargo, heavy equipment and vehicles with the world's largest Roll-on Roll-off/Containerships. ACL offers weekly container and roll-on/roll-off service between North America and Europe as well as North America and West Africa. ACL also offers oversized service to the Mediterranean AND South America. ACL is a company of the Grimaldi Group of Naples, Italy.



LATEST NEWS

- [PORT AMERICA'S CARGO INSPECTION & REJECTION](#)
- [EU REGULATIONS ENFORCEMENT](#)
- [VIRGINIA PORT OPERATIONS CHANGE](#)
- [AMERICAN HONDA RECOGNIZES ACL WITH PREMIER PARTNER AWARD](#)
- [GENERAL RATE INCREASE ON THE NORTH ATLANTIC](#)

Track Cargo
Track Your Container Cargo By:
Shipment #
Enter Number.



For West Africa Shipments, click here



EXHIBIT "G"



© 2014 Atlantic Container Line. All rights reserved. [Privacy Policy](#) | [Web Linkage Policy](#) | [BCP Disclosure](#)

EXHIBIT "G"

PROOF OF SERVICE

STATE OF CALIFORNIA, COUNTY OF LOS ANGELES

I, the undersigned, am employed in the County of Los Angeles, State of California. I am over the age of 18, and not a party to the within action. My business address is 3255 Wilshire Boulevard, Suite 1602, Los Angeles, California 90010. I am "readily familiar" with employer's practice of collection and processing of correspondence and documents for mailing with the United States Postal Services, mailing via overnight delivery, transmission by facsimile machine, and delivery by hand.

On November 18, 2014, I served a copy of each of the documents listed below by placing said copies for processing as indicated herein:

1. CLAIMANT'S SUPPLEMENTAL RESPONSES

U.S. MAIL: The correspondence or documents were placed in sealed, labeled envelopes with postage thereon fully paid on the above date and placed for collection and mailing at my place of business to be deposited with the U.S. Postal Service at Los Angeles, California on this date in the ordinary course of business.

FACSIMILE:

PERSONAL DELIVERY:

PERSONS OR PARTIES SERVED:

ATTN.: EMEKA ONYECHI OGOCHUKWU

DONEM INTERNATIONAL SHIPPING & COURIER

1901 EAST LINDEN AVENUE, SUITE 16

LINDEN, NEW JERSEY 07036

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this date November 18, 2014.



EPHRAIM O. OBI