12 October 2021

Greetings Federal Maritime Commission, per your RFC vis-a-vis Docket No. 20-15, on PVO Financial Responsibility Rulemaking:

I paid $8295 to Cruise Builders for a "Cruise thru History with Glenn Beck" originally scheduled for March 23 through April 7th 2020, postponed to October 2021, then cancelled entirely September 2021. PLUS $572.07 to AIG Travel Guard for Trip Insurance.

Since the cancellation this September 2021 I have spent countless hours working to get my money refunded because I would never have spent this kind of money on a routine Cruise. They are offering vouchers for something that in no way resembles what I paid for:

1. The original Cruise thru History with Glenn Beck has been cancelled entirely
2. the original celebrities Glenn Beck, Bill O'Reilly, David Barton, Rabbi Daniel Lapin have cancelled
3. the original VIP access package upgrade no longer available
4. the original Itinerary for ports of call in Italy, Croatia, Israel, Greece, Kerkira is no longer offered

Besides the $8295 Cruise Builders kept without rendering what they sold me, I've spent hours & hours & *hours* – requiring time away from work - to complete the following tasks:

1. Read every detail of the original contract.
2. Collected mountains of paper work to file an Insurance Claim with AIG Travel Guard – This claim has been closed with no comments, which has required additional phone calls, so far without response.
3. Requested Full Refund from Cruise Builder - denied
4. Once Cruise Builder rejected my request for a full refund, I requested mediation per their Contract – no response
5. Filed complaint with Utah Division of Consumer Protection – no response
6. Filed dispute with my Discover card, which also required mountains of paperwork and loading them onto an ill-functioning website multiple times – resolution pending
7. Interviewing Attorneys who will represent my case – who have requested more documentation
8. Filed a local complaint with New 13 Investigates – pending
9. And now my letter to you secretary@fmc.gov

Alas, so far to no avail. **I implore (beg of) you: Please fix this for we the Consumers.**

Kind regards,
Shari Henry
[redacted]

Post script: Complete documentation available up on request.