20 Greenlawn Road

Huntington, NY 11743

May 8, 2013

Customer Services

Apple Inc.

1 Infinite Loop

Cupertino, CA 95014

To Whom It May Concern:

I have recently bought a new iPhone 5. The iPhone 5 however seems to whenever I turn it off and then on, the screen freezes and deletes all of my information. I have had to reload all of my applications, music, photos, videos and personal information three times already. I would appreciate if you would provide to me a new iPhone 5 or a discount on the iPhone 5S coming out next month. Please contact me back at the address I provided above.

Thank you for your understanding and time. I am looking forward to a reply.

Sincerely,

Steve Yeh