

**TESTIMONY OF KENDALL CARVER  
BEFORE  
SUBCOMMITTEE ON COAST GUARD AND MARITIME  
TRANSPORTATION**

**"Crimes Against Americans On Cruise Ships"**

**HEARING SCHEDULED  
Tuesday, March 27, 2007 -- 10:00 a.m.  
Rayburn House Office Building  
Room # 2167**

**Presented by**

**Kendall Carver, President  
International Cruise Victims Association, Inc**

**704 228<sup>th</sup> Ave NE – PMB 525  
Sammamish, WA 98074**

**Office Phone 602 852 5896  
Cell Phone 602 989 6752**

I wish to thank the Subcommittee for the opportunity to present this testimony concerning "Crimes Against Americans On Cruise Ships" and to suggest needed changes in current practices of cruise lines. I am here today both as a victim and as President of International Cruise Victims (ICV), an organization formed by people who have experienced tragedies on cruises and who have been treated poorly by cruise lines.

As a victim, I have personally felt the pain, not only of losing our daughter, Merrian Carver, but also having to struggle with the cover-up by a major cruise line of the facts concerning her disappearance. She had been a passenger on a Celebrity Cruise Ship, which is owned by Royal Caribbean.

Each member that has joined ICV since it was founded in January of 2006 has had similar painful experiences. Having listened to the stories of these other victims, I feel that I now know something about what counselors must feel when they hear the tragic stories from their patients.

I would first like to review quickly the tragic events of our daughter's disappearance...

One year ago I testified at a Congressional Hearing chaired by Congressman Shays. Merrian's disappearance has been the subject of both TV programs and published articles around the world. A query to Google produces pages of articles concerning her disappearance and the subsequent cover-up by the cruise line.

### Our Experiences with a Cruise Line

- We found out that our daughter was missing when she did not answer or return repeated telephone calls that we made to her home in Cambridge, Massachusetts.
- We then filed a missing person report with the Cambridge police. They were able to trace her credit card transactions and found that she had purchased a ticket on a Celebrity Cruise Ship that left Seattle to tour Alaska and returned to Vancouver.
- When I asked the cruise line if Merrian had been on their ship, they got back to us three days later. They reported that she had been on their ship and that she had not used her cabin after the second night, but added that such behavior was not unusual. They also claimed that they could not confirm that she had left the ship at Vancouver at the end of the cruise.

- We then asked if there were any video records from surveillance cameras that might shed light on what had happened to our daughter, Merrian. They replied by stating that they had already erased the videotapes, even though it had only been three weeks following the cruise. They also claimed that they had given her personal belongings to charity and had placed her purse in storage, which contained her identification.
- After five weeks, they finally reported to the FBI that there had been no "*Oscar, Oscar, Oscar emergency on that voyage*". This implied that nothing had happened. Internal documents from the cruise line indicate that they knew Merrian had gone missing from the ship.

Since there was no investigation in process to interview any of the crewmembers, we decided that we needed to speak with the steward, who had serviced Merrian's cabin. We were forced to hire private investigators and law firms in Boston and Miami to obtain court orders, just to be able to ask questions of the steward. This exercise took five months to complete with costs in excess of \$75,000.

On January 16th and 17th of 2005, depositions were finally taken of Domingo Monteiro, the steward of Merrian's cabin, and Christos Hadjipetris, the hotel manager for the cruise ship. Those depositions convinced us that there had been a concerted effort by the cruise line to cover-up the details concerning Merrian's disappearance and the actions taken or not taken by the cruise line personnel.

The steward claimed that he had reported Merrian missing daily for five days to his supervisor during the cruise and had been told to "*just do your job*". At the end of the cruise, he was ordered to place her personal items into a bag and place them in the supervisor's locker. The cruise line then made no report of her disappearance to any authorities.

At the March 2006 Congressional Hearing, Chairman Christopher Shays asked Mr. Lawrence Kaye, the attorney for the cruise line industry, "*How did you react to Mr. Carver's testimony?*" to which he responded, "*I think what happened to Mr. Carver was absolutely horrible and inexcusable.*" When asked, in his judgment, if the supervisor was the one responsible, Mr. Kaye responded, "*I think he was one of the people responsible.*" Clearly, many people were involved in the decisions not to disclose the true facts of Merrian's disappearance.

At the same hearing Congressman Shays asked Captain Wright, Representative for Royal Caribbean Cruise Lines, why the cruise line had not cooperated with

the family and provided necessary information to the family. Under oath, he testified that, "*It is my understanding that we did our best once we were aware of the disappearance of Mrs. Carver.*" (Documents attached to this statement show that officials of Royal Caribbean decided in September of 2004 to cover-up facts relative to Merrian's disappearance.) We received nothing from the cruise line to assist us, until I finally wrote to each member of their Board of Directors in February of 2005. Even then, we still have not received items that were requested and subpoenaed in 2004 and 2005.

Our questions to the cruise line included the following:

- Why was Merrian not reported as missing?
- Why did they dispose of her property at once (when their protocol calls for property left on a ship to be held for 90 days)?
- Why did they state that there were no video records (when their protocol calls for retention of 30 or 90 days)?
- Why did they make a report to the FBI indicating that nothing had happened on the cruise? (Their own internal documents show that during the third week in September their officials were planning a cover-up of the disappearance.)
- Why did they indicate to our Detectives that the steward had made no reports concerning Merrian (when we later learned through the depositions that he had reported her missing for five days during the cruise)?
- Why was it necessary for us to take court action in two states just to have our detectives and lawyers interview the steward?

In July of 2005, I read a book, "The Devil in the Deep Blue Sea" by Kristoffer Garvin. On page 246 he wrote, "*An examination of sexual cases found a pattern of cover-ups that often began as soon as the crime was reported at sea, in international water where the only police are the ship's security officers.*" I realized that our treatment fell within this pattern.

## **International Cruise Victims**

After the first Congressional hearing in December of 2005, I concluded that we needed to organize a group of victims in order to have a chance to make changes in the practices of the cruise industry. I contacted other known victims, and together, we decide to form International Cruise Victims. After 15 months of existence, this group now has members in 10 different countries with a separate chapter in Australia. Members of this subcommittee and their staff members can review the stories of these victims on our website at [www.internationalcruisevictims.org](http://www.internationalcruisevictims.org).

When I and other victims testified at the hearing in March of last year, we shared our stories to show the need for substantial changes in cruise line practices and presented a 10-point program developed by ICV members to improve safety on cruise ships.

During the last year, we have reached a number of conclusions, including the following:

- We agree with the statement on page 246 of "The Devil in the Deep Blue Sea" that for cruise lines, *"Avoiding negative publicity, it seemed, was a higher priority than seeing justice done."*
- Cruise lines take the position that they have no legal obligation to investigate any crime. They also indicate that they do not have the technical staff to examine crimes committed on ships. Purely, on a voluntary basis, they notify the FBI. Since the nearest FBI agent may be hundreds of miles from the scene of the crime on a moving ship, it is not possible to take immediate steps to protect the victim, secure a crime scene, or start an investigation. There may also be a jurisdiction problem.
- If cruise line officials make efforts to cover-up crimes, there appears to be no penalty, even if such efforts are discovered. This means that they can continue the same practice, as they did in the cases of Merrian and other victims. We hope Congress will take action to help change this situation.

- There is an established pattern of cover-ups. A few examples include:

1. In 1999 a federal investigation of illegal dumping by Royal Caribbean Cruise Lines resulted in a fine of \$27,000,000 and more than twenty felony convictions. Quoting from the press conference (See attached) held on 7/21/1999 by Attorney General Janet Reno, she indicated the following, *"It worked like this; the company's cruise ships were rigged with secret bypass pipes. Engineers on the ships used the pipes to dump their bilge waste overboard, often in the darkness of night. And to make matters worse, the company routinely falsified the ship's logs so much so that it's own employees referred to the logs with a Norwegian term meaning Fairy Tale Book."*

2. In response to a request from the Congressional hearings held in December of 2005 to disclose all sexual crimes occurring on cruise ships during the period from 2003 through 2005, the entire cruise line industry reported 168 cases. An investigation by the Los Angeles Times published on January 20, 2007 revealed that Royal Caribbean had reported 66 cases. However, in response to a court order in June of 2006, Royal Caribbean, which represents approximately 25% of the cruise lines capacity, listed 300 cases. The article goes on to quote Maritime Lawyer, James Walker. *"They redefined things and in the process, magically 'poof' what used to be a crime no longer existed," Walker said. "Then they served up these numbers and thought they could get away with it."*

3. In my daughter's disappearance and in other victim's cases, major efforts were made to keep the facts from coming out.

\* \* \* \*

We need to address solutions to this problem, in order to protect future passengers. The goal of ICV is not to damage cruise lines but to hold them accountable for the safety of future passengers and crewmembers and to require prompt and accurate reports to authorities of crimes, deaths, disappearances and other matters that would normally be investigated if they had occurred on land.

We are also extremely pleased that during this past year two major organizations have joined ICV in our efforts to assure that necessary reforms are made to this industry. These two organizations include the National

Association for Victims of Crimes and Rape, Abuse & Incest National Network (RAINN). Their partnerships are most important, as we move forward in our goal for reform.

ICV has proposed a 10-point program to make needed changes. In Australia, Mr. Peter Ratcliffe, CEO, P&O/Princess Division, said, at a press conference held on February 22, 2007, that *"We are also focusing our attention on the proposals from the ICV advocacy organization headed in Australia by Mr. Brimble. We recognize that these proposals reflect the legitimate interests of the people involved in the safety and security of passengers on board our vessels."*

While the cruise lines keep saying that they are the safest form of transportation, our conclusion, based on the disclosures in the LA Times article, is that their crime rates are actually higher than the general population. Our website shows detailed proposals for controlling the sale of alcohol and, in addition, ICV has proposed the establishment of an independent security force on all ships. Details of this program can be also found on our website. (We have attached a position paper supporting the need for such an organization.)

ICV has a clear interest in the safety and fair treatment of passengers. Many of our members have been assaulted or have had loved ones who were injured, killed, or who disappeared at sea. We want improvements in the practices of cruise lines. Such improvements will also be good in the long-run for the cruise line business.

I thank you again for the opportunity to present our statement, and I would be happy to review our proposals with members of the Subcommittee and /or their staff.

**SUPPLEMENTAL ATTACHMENTS SUBMITTED BY**

**KENDALL CARVER**

***Before "SUBCOMMITTEE ON COAST GUARD & MARITIME  
TRANSPORTATION"***

**"CRIMES AGAINST AMERICANS ON CRUISE SHIPS"**

- **ICV 10-POINT PROGRAM**
  
- **ICV POSITION PAPER – INDEPENDENT SECURITY**
  
- **ICV LAW ENFORCEMENT SURVEY**
  
- **ATTORNEY GENERAL JANET RENO PRESS CONFERENCE**  
(Pages 1-3 of 8 pages)
  
- **ROYAL CARIBBEAN INTERNAL E-MAILS**  
(9/23/2004 to 9/30/2004 Re: Merrian Carver's Disappearance)

**ICV 10-Point Program**

**U.S. CONGRESSIONAL HEARINGS  
MARCH 27, 2007**

**Suggestions Submitted By:  
International Cruise Victims Association, Inc.**

**\*\*\* INCREASING SECURITY & PASSENGER SAFETY \*\*\***

- **BACKGROUND CHECKS (Crewmembers/Officers)**
  - Create a MAIN database for reporting all terminated individuals/employees, ensuring that the same employee(s) will not be rehired by another cruise line.
    - a) Tighter security checks and screening of all employees
    - b) Although the cost of vacation cruises may increase, reliable personnel should be stationed on all decks and all the time.
  
- **INTERNATIONAL POLICE/U.S. MARSHALLS**
  - An International police force should be established at the expense of the cruise lines, connected to Interpol or another international police organization:
    - a) Such authority should not be affiliated with the cruise line or its' crew.
    - b) U.S. Marshals to be present on cruise ships.
    - c) When a crime is not reported to the appropriate authorities by the cruise lines, and in a timely manner, substantial fines should be imposed.
    - d) All crimes must be made public - Not voluntarily, but mandatory.
    - e) Require protocol for filing any form of incident and to be immediately processed through specific channels.
  
- **SECURITY – Crime Scenes**
  - Certified security training and security enhancements with documented procedures and check-off lists in place for the following:
    - a) Roping off/securing the crime scene
    - b) Securing surveillance videos
    - c) Taking pictures of the crime scene
    - d) Avoiding physical handling of evidence
    - e) Properly bagging and securing such evidence
    - f) Immediately interviewing and obtaining names of witnesses
    - g) Documenting statements and details from witnesses
    - h) Recording time frames for each step of the investigation
    - i) Requiring a sign-off for each step
    - j) Distributing photos of missing passengers (Recent photos, not video)
    - k) Inspecting all cabins and all compartments throughout the ship
    - l) Contacting authorities immediately (Coast Guard, FBI, etc.)

□ **STRUCTURAL ENHANCEMENTS**

- Increase the height of various places on the outside of each ship, making it difficult for passengers to go overboard:
  - a) Higher glass walls
  - b) Other design changes

□ **VIDEO/SURVEILLANCE CAMERAS**

- Upgrade existing surveillance systems and increase the number of cameras:
  - a) Strategically place cameras in all areas, where passengers may frequent, i.e. decks, outside railings, non-glass elevators, etc.
  - b) Monitor system and cameras 24/7
  - c) Ensure and install proper lighting for image quality
  - d) Require daily inspections and monitoring to ensure proper functionality

□ **ACCESS/SECURITY BRACELETS**

- Bracelets to be issued just prior to boarding the ship:
  - a) Designed to include microchips
  - b) Worn by passengers throughout the entire cruise (onshore & offshore)
  - c) Bear the name of the ship and identifying each passenger; thus, if an individual is missing, falls overboard, etc., their location will be detected (similar to those on house arrest, microchips for our dogs, our children, and our vehicles).

□ **MISSING or OVERBOARD PASSENGER(S)**

- When a passenger is reported missing/overboard, the ship must stop immediately and complete a search:
  - a) Rail alarms to go off if an individual should go overboard.
  - b) Station 24/7 lifeguards on each side of the ship's decks.
  - c) Require a full accounting of the # passengers who board vs. exit  
*NOTE: The airlines do not permit someone to be missing from their seat on an aircraft without accountability, and flights are only for hours, not days.*

□ **RAPE KITS/RAPE REPORTING**

- Rape kits MUST BE available on all ships:
  - a) Doctors, who have a license to practice medicine, must be available 24/7.
  - b) No requests should be refused or taken lightly.
  - c) Written documentation to be provided, signed, and issued to the patient.

□ **EXCURSIONS – SOLD & PROMOTED**

- Cruise lines have selected specific on-shore companies for passenger excursions from which they obviously receive promotional revenue/commission:
  - a) Since the cruise lines select and promote various excursions, they should be held accountable for the safety of their passengers, who purchase such excursions through them.
  - b) Weather conditions should be verified, prior to allowing passengers to purchase excursions, such as sightseeing tours, scuba diving adventures, water-skiing etc.

□ **CRUISE LINES' ACCOUNTABILITY & U.S. CONGRESS INTERVENTION**

- Legislation changes must be made to hold cruise lines accountable for the safety of U.S. Citizens
- Maritime Law was intended to protect countries and jurisdictions during wartime and boundaries of these countries. It was NEVER the intent for individual cruise line companies to hide under this Law and not be held accountable.
- Cruise lines need to acknowledge the following:
  - a) Agree to move forward with Congress to make changes for the safety of all passengers, as the cruise line industry continues to become the number one vacation preference for many thousands of people.
  - b) Create consequences that are stricter for those who engage in foul play and for those who dismiss it, including these cruise ship companies, which are just shrugging their shoulders at the expense of so many families.

**ICV POSITION PAPER – INDEPENDENT  
SECURITY**

# **The Need for Independent Security Monitoring on Cruise Ships**

International Cruise Victims (ICV) proposes that Independent Security Monitoring personnel be present onboard all cruise ships. With the cruise ships having their own security staff, you may question why this is necessary.

Following a number of high-profile reports, ICV has concluded that the onboard management (cruise line employees) is lacking in the prevention of incidents, and also subsequent responses to a number of incidents that have impacted their passengers and crew.

## **Our reasons for proposing an Independent Security Monitoring Force are as follows:**

- 1. Currently cruise lines maintain the position that they are not obligated to investigate crimes, nor do they have the necessary technical expertise or crime laboratory.**
- 2. All crimes and missing passengers must promptly be reported, if a crime occurs or if a passenger goes missing on a cruise ship. In many high profile cases there have been significant delays before such cases have been reported.**
- 3. Criminal cases that occur on a cruise line must be properly handled resulting in the prosecuting of those who commit such crimes.**
- 4. An independent investigation organization will ensure that there is no 'conflict of interest' between the cruise line and the victims.**
- 5. With the added concern of terrorism, additional security is necessary to protect passengers and crewmembers.**

## **The following details address the above issues:**

- 1. Currently cruise lines maintain the position that they are not obligated to investigate crimes, nor do they have the necessary technical expertise or crime laboratory.**

Based on the outcome of many court cases, the cruise lines have maintained the legal position that they are under no obligation to investigate crimes that occur on their cruise ships. In other statements they have indicated that they do not have the technical expertise of a crime laboratory. On a voluntary basis, their only action is to contact the appropriate law enforcement agency, such as the FBI.

The cruise lines' stance for not investigating crimes appears to make a successful resolution of an incident extremely difficult. Criminologists will tell you that the most important aspects of a successful are the proper collection of evidence and timely interviews of all potential witnesses.

With several thousands people in an isolated area, especially strangers, there is no questions that crimes will occur. This could be related to a town of several thousand residents having no police force to contact to immediately investigate any alleged crime or a missing person.

- 2. All crimes must promptly be reported if a crime occurs or if a passenger goes missing on a cruise ship. In many high profile cases there have been significant delays before such cases have been reported.**

When the nearest enforcement agency, such as the FBI, is located hundreds of miles away at sea, this delays and inhibits any prompt investigation. In many cases, there have been significant delays in reporting missing passengers and/or or crimes against passengers and crewmembers. In addition, a recent front-page article of the January 20, 2007 issue of the Los Angeles Times indicated that sexual crimes on cruise ships have been under-reported by, at a minimum, by one of the major cruise lines.

The reality of what is being reported is also being interpreted by the cruise industry to their advantage. The discrepancy in the reported numbers supports the need of Independent Security Monitoring personnel on board all cruise lines. It forces us to question the accuracy of any report issued by a cruise line, and surprisingly, even when the information is in response to questions posed by the U.S. Congress.

- 3. Criminal cases that occur on a cruise line must be properly handled resulting in the prosecuting of those who commit such crimes.**

Convictions of criminal cases on cruise ships rarely, if ever, result in convictions. This is easier understood by the lack of any independent organization on board to investigate and prosecute crimes. Prompt action taken by Independent Security Monitoring personnel would help remedy this issue.

This emphasizes the real need to also introduce effective legislation by various national governments to protect their citizens, passengers and crewmembers onboard cruise lines. This need should include the publication of ACCURATE statistics to the public in the same manner that the cruise lines comply with the Vessel Sanitation Program of the Center for Disease Control and Prevention (CDC), and statistics of cruise ship illnesses. Public health inspections can be found on the CDC's public domain website of that US Federal organization.

- 4. An independent investigation organization will ensure that there is no 'conflict of interest' between the cruise line and the victims.**

Effective cruise ship security cannot be expected serve two masters. They cannot be expected to work and be financially compensated by the cruise lines, and at the same time, also be expected to aggressively protect passengers from crimes, etc. for which the cruise line would be held legally responsible.

- 5. With the added concern of terrorism, additional security is necessary to protect passengers and crewmembers.**

In the October 16, 2006 issue of the Insurance Journal, titled, "Maritime Terrorism Risk Extends to Cruise Ships and Ferry Boats", the article indicates that cruise ships and ferry boats need more protection against terrorist attacks that could kill and injure many passengers and cause serious financial losses. This conclusion is based on a new RAND Corporation report.

"Focusing solely on securing the container supply chain without defending other parts of the maritime environment is like bolting down the front door of a house and leaving the back door wide open", said Henry Willis, a RAND researcher and a co-author of the report. The very logic of having Sky Marshals on airlines that carry a few hundred people calls for the same protection for cruise lines with thousands of passengers at risk.

In spite of this risk, the cruise industry was successful in lobbying Congress to give them a waiver that would have required all passengers that enter the US to have a passport in 2007. In other words, a passenger can board a cruise ship in Mexico or the Caribbean and enter this country with no passport. Any other person that enters the country on other forms of transportation is required to have a passport as of January 23, 2007.

In summary, and based on the above reasons, ICV aggressively suggests that independent security monitoring on board cruise ships is essential to protect passengers and crewmembers.

Citing concerns about their safety, many former passengers are now indicating that they will no longer take cruises as a traveling option. As a result, ICV believes that Independent Security Monitoring on ships will, in the long run, be beneficial for the cruise line industry. ICV has detailed proposals to address this matter, which may be viewed on the ICV website at [www.internationalcruisevictims.org](http://www.internationalcruisevictims.org)

It's time for a change!

**ICV LAW ENFORCEMENT SURVEY**

# LAW ENFORCEMENT SURVEY

## Details - Question #6

VICTIM #	QUESTION #6: Did the law enforcement agency provide you with any information regarding the investigation?
1	No. My assailant was not prosecuted, despite the assurance that they would do so. I was never notified that they had "closed" the case.
2	No I wasn't. Even though I did not have full cooperation from my daughter, she was willing to be examined. I needed physical proof in order to criminally go after the rapist. Time was of the essence. Anyone with any brain knew that. Upon finding out about the rape and spent the next three days going back and forth to the ship's doctor trying to get him to examine my daughter. He refused.
3	In the very least, a background check should have been done on my attacker to see if there had been previous complaints against him. If there were none, I would have liked to know that, too.
4	When we discovered our son missing from their daycare, 5-6 hours had already passed and the ship was leaving port. They stood there, looking stupid. And I remember telling them to stop the ship... and they just stared blankly. No one offered to help us look for him, so we split up and searched on our own. It was then that we knew we were not in a safe environment... and we never let our kids out of our sight after that moment.
5	We reserve comment.
6	I would have to reply no to all of your questions. Our situation is minor compared to those I have read about, but having said that, all acts of negligence by the cruise ship industry are inexcusable and it is high time they became accountable.
7	The FBI appeared to take whatever information the Cruise Line provided, without question and without any follow-up to investigate the matter for themselves. We have received limited information concerning their investigation.
8	We never heard from the cruise line. The FBI, in an ongoing investigation does not share information.
9	None.
10	Not really. While they seemed to rule the case an accident very quickly, they were impossible to reach and when finally reached they would not give any info about the case beyond that it was ruled accidental.
11	No. Unable to share details at this time due to potential litigation.
12	No, I was not satisfied at all. In my case they had a rape kit, my testimony, my clothes and the assailants name.
13	No response.
14	They did not keep the ship in the Key West Port in order to wait for the passenger that assaulted me to re-board. He was not questioned by another FBI Agent until the next day, 2 days after he had sexually assaulted me.
15	The U.S. Department made the decision to not prosecute the day the ship docked back in port, only five days after the incident had happened.
16	Never told what had happened.
17	Their hands were tied, because it was so long after the assault. (NOTE: Victim didn't come forward sooner, because she was threatened with death of her entire family.) The cruise ship should have notified the FBI, when inappropriate contact by the employee was made with a 12-year old.
18	I asked them if they used dogs in the search and they said, "NO". I asked them if they reviewed video tape (there are 500 video monitors in the disco, where Jim was last seen) and they said, "NO". My opinion is that they went on the ship with the preconceived notion that Jim's friend had murdered him. They interrogated him for 3 hours without his parents. When it was proven that his friend was with others the entire time, they just gave up and left the ship.
19	They have not even interviewed any of the witnesses at this time.
20	We had to locate a police office ourselves at the New Orleans Airport, the day of the incident. We were told to return to California and handle matters from home.
21	There are still people not questioned, as far as passengers and some crew members. There is definitely evidence not looked at yet which would more than likely tell us who was responsible for Annette's death. I have not been told everything as far as what they are looking at, the reason why, what they have to look at in evidence, (complete list), or any contact with me outside of "still under investigation". People have lied about time frames, drinks and she was also seen 15 to 20 minutes before incident talking with crew member, where is the videos? Just an example!!
22	The FBI was answering questions that we asked the cruise line about policies etc. They are US employees not cruise staff.
23	Because of the jurisdictional issues (international), territorial conflicts arose which led to a real lack of any action at all. No one could decide who was in charge so no one was! Our case was handled by both Mexico and the FBI. Mexico has been very helpful an extremely compassionate- everything our country's FBI agency has not!! What's wrong with this picture!
24	The FBI denied my case only five days after the crime occurred, the same day the ship returned to port.
25	Ignored, ignored, ignored.
26	A Coroner's Inquiry into the case was convened December 12, 2006 (13 months later!). Only Donald and Winifred showed up since as they had neglected to call any witnesses from the catamaran. It was rescheduled for January 9, 2007, but was not held. It is now scheduled for February 19, 2007. If the judge decides that there was a death the family can get documentation needed for a death certificate. If he decides that it was due to negligence, a trial may be called to determine blame.
<b>OTHER COMMENTS</b>	
Comment #	
1	I know that victims and their families run the risk of sounding paranoid, since our anger and resentment runs so deeply from lack of justice. I am glad I'm not the only one who thinks the FBI is up to something. I put a lot of credit in my instincts. I have suspicions, just between you and me, that the FBI is accepting bribes on behalf of the cruise line. That is a theory that would be very difficult to prove, however.

**ATTORNEY GENERAL JANET RENO PRESS**  
**CONFERENCE JULY 21, 1999**



**ATTORNEY GENERAL JANET RENO PRESS CONFERENCE ON ENVIRONMENTAL CRIMES BY  
ROYAL CARIBBEAN CRUISES LTD.**

**JULY 21, 1999**

**CONFERENCE ROOM B**

**U.S. DEPARTMENT OF JUSTICE**

**950 PENNSYLVANIA AVENUE N.W.**

**WASHINGTON, D.C.**

ATTORNEY GENERAL RENO: Good morning. Our ports and coastlines are polluted, and that's why this administration has been so committed in protecting our oceans and prosecuting companies that pollute them. Five years ago we encountered one such company that demonstrated a disregard for our nation's waters. Ironically, that company, Royal Caribbean Cruise polluted the very environment on which it's business relies. Today I am pleased to announce the Sixth District criminal plea agreement with Royal Caribbean. It will sound like a fog horn to the entire maritime industry. As we speak the Justice Department prosecutors are

filing a plea agreement in six different cities, Anchorage, San Juan, Saint Thomas, Miami, L.A., and New York City. Under the terms of the plea Royal Caribbean will pay 18 million dollars in criminal fines, the largest criminal penalty ever assessed against a cruise line. We first became aware of the conduct of Royal Caribbean in 1994 when the U.S. Coast Guard, during a pro-active operation, detected a Royal Caribbean Cruise Liner dumping oil off the coast of Puerto Rico. For engaging in these acts, grand juries in Miami and San Juan indicted Royal Caribbean, not only for conspiring to dump the waste, but for also trying to conceal that conduct from the Coast Guard.

It worked like this; The company's cruise ships were rigged with secret bypass pipes. Engineers on the ships used the pipes to dump their bilge waste overboard, often in the darkness of night.

And to make matters worse, the company routinely falsified the ship's logs so much so that it's own employees referred to the logs with a Norwegian term meaning Fairy Tale Book. In an effort to avoid responsibility, Royal Caribbean argued with it's Norwegian and Liberian Flagships, they were immune from prosecution in this country. The two ports in Miami and in San Juan rejected that argument. As a result in that first case, Royal Caribbean pled guilty in June of 1998, and was sentenced to pay a nine million dollar criminal fine. But at the time of this first plea we advised the company that the plea would only

involve the specific cases under consideration and that our investigation would be continued. Royal Caribbean gambled we would not learn more about illegal conduct, it gambled and it lost, for since that time our investigation has uncovered dumping on a scale far greater than previously acknowledged. It has revealed additional instances of dumping oily bilge waste, falsification of records and the illegal disposal of hazardous chemicals. What's more, this dumping and lying occurred not only in Miami and in San Juan, but also in four other U.S. ports on both coasts. They dumped everywhere. At sea, in port, and in sensitive environmental areas, even in the shadow of the company's executive suites, they didn't care.

Today the company is agreeing to plead guilty a second time. Under the plea, it will pay 18 million dollars in criminal fines, bringing the total amount of criminal fines to \$27 million. Additionally, the company must cooperate with our continuing investigation of individuals responsible for the violations and operate under a court supervised environmental compliance plan during a five year probation period. The fine is based in part on the ill-gotten gains that the Royal Caribbean pocketed from it's illicit conduct and it should send a message to the entire cruise ship industry, that illegal dumping does not pay. Today's case would not have been brought without the hard work and cooperative effort of many agencies, and the United States Attorneys from all six districts. Today, I am joined by representatives from those agencies including Admiral James Carr, the Vice Commandant from the U.S. Coast Guard, Deputy Assistant Director, Ted Jackson, of the F.B.I., Assistant Attorney General Lois Shippard and Steve Solo, Chief of the Environmental Crimes Section. I also want to acknowledge the fine work the EPA did in this matter. They have a significance conference underway, and could not be here, I understand.

Finally, these cases would not have been brought without the efforts of the six U.S. Attorneys Offices which filed these cases. We're joined by representatives of those offices as well. I now invite Admiral Carr. Thank you, Admiral, for being with us today.

ADMIRAL CARR: Well, thank you, Madame Attorney General. Today's action against Royal Caribbean Cruise Lines is vitally important to all of us who are dedicated to protecting our

nation's waters from environmental harm. Many agencies worked together with the Department of Justice and with the U.S. Attorneys from around the nation to develop this case. Among those who have been involved in this excellent cooperative effort are representatives from the Coast Guard, the F.B.I., the EPA, their Criminal Investigation Division, and the Department of Transportation Inspector General's Office. The Coast Guard has played a key role in development of the case from it's inception. The focus on the Royal Caribbean Cruise Lines began back in October of 1994, when Coast Guard aircraft observed oil being discharged from an RCCL vessel off Puerto Rico. From that time forward, until today, personnel from Coast Guard Marine Safety Offices and Coast Guard Investigative Service have worked tirelessly to uncover the full extent of RCCL's violations of environmental laws and regulations. This heavy involvement reflects the Coast Guard's commitment to it's fundamental roles as a maritime law enforcement agency, as a steward of the marine environment. There's another aspect of this case, however,

which is of particular concern to the Coast Guard. As indicated in the charges today, during the course of the investigation the Coast Guard was lied to and presented with false records, including falsified oil record books. This type of behavior is particularly damaging to other Coast Guard efforts to work with responsible members of the maritime industry to improve marine safety and to protect the marine environment. The Coast Guard must be able to rely upon honesty and mutual trust if cooperative efforts with vessel owners and operators, are to succeed. They should not take their ships and intentionally pollute our environment, operate outside the law and undermine the entire regulatory system. The prosecution of Royal Caribbean Cruise Lines should serve as a dramatic reminder of the consequences of criminal behavior, it should also improve compliance and play an important role in our continuing efforts to protect our nation's waters and the marine environment. The Coast guard has been pleased to be a part of this effort.

ATTORNEY GENERAL RENO: Thank you, Admiral. And I would also like to -- I understand Mr. Domico --Michael Wood, from EPA.

ATTORNEY GENERAL RENO: Mr. Domico is the Director at EPA's Criminal Investigation Division and we are delighted to have you here today.

MR. DOMICO: Thank you.

PRESS: General Reno, Why didn't these folks learn their lessons the first time; you fined them \$9 million and you put them all the way through indictment before they plead. Why didn't they 'fess up then and say we're continuing to do this? Did they ever open their books to you and say, come on board and see what else is happening?

ATTORNEY GENERAL RENO: Steve.

MR. ROLO: RCCL in the first plea agreement, RCCL did not choose or elect to cooperate with the government and we made clear to them, as the Attorney General mentioned at that time, as a result, we would continue our investigation, which we did. And ultimately, as you may recall, they were again, indicted in Los Angeles, which has wound up in this agreement as well. And ultimately decided to come back to the government and now have agreed to fully cooperate and turn over, as you say, what they know.

PRESS: So in addition to the 1994 indictments, indictments the onset of indictments, in these pleas the others, the others are just pleas before that?

MR. ROLO: '96. That's correct.

PRESS: 1996, right.

PRESS: Are there any individuals -- this apparently is a fleetline practice, but just looking at the -- doesn't see any individuals named in these indictments. Are you targeting any company officials?

MR. ROLO: I can't comment on that. However, I can say that two individuals as you know, were charged in the earlier indictment, and what we have obtained today, for the first time, is the company's full cooperation in obtaining all the information we need on individuals and their conduct and the government's investigation is continuing.

PRESS: What level of individual -- I mean, are we talking about high level officers of the company that know about this dumping?

MR. ROLO: I can't comment on that. As a condition of probation the company will be implementing a comprehensive environmental compliance program specific to the approval of the Coast Guard and in addition, subject to oversight by the agencies and by the U.S. District Courts. So any violation in fact, of this environmental compliance plan would constitute a violation of probation by the company.

PRESS: I thought there was a similar plan for the earlier plea agreement?

MR. ROLO: That's right.

PRESS: Well, did you then bring any charges against them for violating that earlier plan, or take any action against them for violating the earlier agreement?

MR. ROLO: Actually, the earlier agreement was just -- in commenting, they were just sentenced in June and their first report was just made to the District Court in Miami. What we're doing now is making this applicable in every district where they're pleading except they're under the supervision in each of those districts, as well as Miami.

PRESS: But then the question about you know, how they did it.

MR. ROLO: If I could share for one second with you is this chart, as the Attorney General noted they had installed illegal bypass pipes in their ships and in fact, this is the bypass pipe that was in the Sovereign of the Seas. At the time that the Admiral noted that the Coast Guard saw the oil slick behind the Sovereign of the Seas, and boarded that ship in San Juan this was the condition of the oil water separator in the engine room at the time it was boarded. And I am pointing to with your permission, that pipe where the Attorney General is running her finger. During the ship's return to Miami, when they knew they were again to be boarded by the Coast Guard, that pipe was sliced into pieces, put into plastic bags, and thrown into a dumpster. When the ship was boarded again by the Coast Guard four days later there is no pipe, the bypass pipe was removed prior to it's return and then discarded in a dumpster in Miami. That was how they affected the dumping.

PRESS: What was the extent of the damage and how much it is going to cost for the administration to make efforts to repair that damage?

MR. ROLO: Well, that's a good question. It won't cost the administration anything. It's going to cost the Royal Caribbean a

considerable amount of money to -- in fact, what they have done already is replace what were inadequate oil water separators on all their vessels with newer equipment that is sufficient to handle the amount of flow that goes through the ship.

PRESS: I have a question. Any sense of how much and the amount of illegal material that was dumped; and secondly, a sense of if this is a industry wide problem and a sense of how much dumping that may have occurred?

MR. ROLO: And I think it answers in part something with what you were getting at. Of course, it's hard to know exactly, since in fact this was done secretly. Sometimes at night, to evade actually our knowledge and inaccurate and no accurate records were kept, but we can take some lesson from how they're operating now. In terms of the amounts of material that are being

properly handled. For example, whereas, in the past they off-loaded and paid for the proper disposal of almost no wastewater, oily contaminated waste water from the ships, that they now pay for the proper disposal of as much as 100,000 gallons of such waste water from certain ships every year. And that gives you some idea of the quantities involved that may have been improperly discharged and the kind of costs that they were avoiding. In addition, the oily water separators that they were not operating -- the cost of a set of membranes, which are actually housed in these tubes, the cost of a set of those membranes is about \$10,000. Prior to the government's investigation they changed those membranes zero to one time per year. Since the government's investigation, the membranes were replaced five to ten times per year, until they finally fully replaced that system, the membrane system with a different system that is actually more effective.

PRESS: So how much were they trying to save?

MR. ROLO: I can't give you an aggregate figure. But you know, they were trying to save money even at the time that they were making a significant amount of money by selling themselves as eco-tourists. You know, I think it's worth noting that at the same time that their ships were sailing into the inland passage of Alaska, one of the most sensitive and beautiful eco-systems in our nation, their crew members were wearing buttons that said, "Save

the waves." That's what they were wearing above deck. Below deck, business as usual was going on and oily contaminated bilge water was being dumped overboard.

PRESS: You said the investigation was on-going are you focusing solely on Royal caribbean or on any other cruise lines?

MR. ROLO: I can't comment.

PRESS: When you are talking a little bit about the details of how this most recent dumping and falsification of records was discovered, not prior to '98, you know, what lead up to the '98 thing, but in this case, just in the last year or so, how was this discovered?

MR. ROLO: Well, if you're referring to the one in '98 --

PRESS: I'm referring to the one that lead to the agreement today.

MR. ROLO: Well --

PRESS: Since, they knew they were under the spotlight you obviously had a chance to go through some of their records, what did they do in the last year or year in a half that lead to

today's and how did you discover?

MR. ROLO: Well, we had a continuing grand jury investigation is the most I can say at this point, in which we obtained testimony from various individuals about their operations.

PRESS: So it involved the cooperation of some employees?

MR. ROLO: I really can't comment.

PRESS: How many dumpings?

MR. ROLO: There were several. They were throughout the country.

PRESS: New York, L.A., Virgin Islands, Alaska?

MR. ROLO: Yes. I think it's safe to say that all the six jurisdictions have been conducting investigations. Well, it's a goal, as the Attorney General said, is to make it not a problem. I mean, what we have I think done today is put obviously RCCL on notice and the entire industry on notice that we are out there looking and we will keep looking to make sure this kind of behavior doesn't continue.

ATTORNEY GENERAL RENO: That's really the message, that we will -- people have questions about the enforcement about what is required. We want to work with them. If they are honest and straightforward and we want to deal with them in good faith. We expect the laws to be enforced. We want to do everything that we can to see that that happens. If people flim-flam us, they should expect the consequences. And the message is our waters are far more fragile than people give credit for and we have got to stop messing with them up if we want to preserve the way life for our children and our grandchildren.

PRESS: One more question. Could you expand on the other types of chemicals, other than oil bilge water that was dumped into the water. Was there photo chemicals?

MR. ROLO: Yes. Well, these ships are floating cities and they contain many of the amenities of a city, including dry cleaning operations, photographic development facilities and even print shops. And as you know, those are the kind of facilities on land that produce various kinds of hazardous materials, hazardous chemical materials. Prochloroethelene, acetone, polioline, and other solvents. These are the

kinds of materials that would find their way into grey water, which is essentially the water from bath and shower and sinks and then being discharged overboard, not only at sea, but in every port, into which RCCL sailed their ships.

PRESS: Why did they dump in ports instead of out at sea; it seems a good way to get caught?

MR. ROLO: They dumped everywhere. I think the Attorney General said that they simple dumped everywhere. They dumped wherever they wanted.

PRESS: How do you explain that? I mean, why would somebody dump so close to humanity?

MR. ROLO: Yeah. I guess you would have to ask them to explain that.

PRESS: On a slightly different subject, there's a civil suit going on now in Miami concerning rapes on board. Is the Justice Department looking into whether any crimes were committed, whether this is outside of the country or anything else concerning allegations of rape onboard?

ATTORNEY GENERAL RENO: We cannot comment on that at this time.

PRESS: Last question.

PRESS: Ms. Reno, do you have anything to say publicly now about the passing of John Kennedy, his wife, and his sister?

ATTORNEY GENERAL RENO: It is a very sad time for this nation. They were all three wonderful young people, with wonderful futures. John Kennedy framed this half of the century for us and I think all of America's heart goes out to both of the families and so many of us just remember him standing there that day. Thank you, very much.

**ROYAL CARIBBEAN INTERNAL E-MAILS**

MR Hotel  
Director/MR/RCLShip@RCLS  
HIP  
09/24/2004 02:58 AM

To Katy Yaziciyan/RM/MIA/RCL@RCL  
cc MR Master/MR/RCLShip@RCLShip, MR Staff  
Captain/MR/RCLShip@RCLShip  
bcc  
Subject Re: Fw: Merrian Carver - Missing Guest Investigation

Please see my responses below

Best Regards,

Christos Hadjipetris  
Hotel Director  
M/V Mercury  
Tel:Office 7331 Cel.7831  
email: mr\_hoteldirector@celebrity-cruises.com  
Katy Yaziciyan@RCL



Katy Yaziciyan@RCL  
09/23/2004 10:17 PM

To: MR Staff Captain/MR/RCLShip@RCLShip, MR Hotel  
Director/MR/RCLShip@RCLShip  
cc: MR Master/MR/RCLShip@RCLShip  
Subject: Fw: Merrian Carver - Missing Guest Investigation

Hi...I tried calling but the line is always busy..I read all the statements...I need clarification on the following:

1. have you checked her onboard account...did she make any purchases? No purchases onboard Did she open one with a credit card? No credit card information in DTS therefore guest would be paying in cash if so what is the number and was any charges ever applied to it.
2. Can I please have her Seapass data with photo. Already sent
3. Did you check the surveillance cameras? the security is working on it
4. Please ask again the cabin attendant as I need to know if the times he saw her she was wearing the "blue dress" and "sandals". On embarkation day she was wearing the blue dress and sandals. The next morning (when he saw her) she was wearing only the blouse she had under the dress (he could see her underwear) In other words, was this the only clothing he ever saw her wearing? Yes she had nothing else with her according to the attendant (did not even use the bathrobes) If that is the case, noone thought it was suspicious that the only clothing she had with her were the clothing on her back..and that if it was left hanging in the closet that means she went around in public with her bra and panties? The attendant was reporting to his supervisor that the whole story was suspicious. The supervisor did not think it was suspicious (pls see his statement) . Was the dress found hanging in the closet? The dress was left in the closet as well as the sandals. The 2 handbags were left on the bed side table Where are the belongings now..please ask Guest Relations what was done with the clothing, and jewelry, how, when and where. On the last day the attendant asked his supervisor what to do with the clothes and personal belongings left behind. He told him to put everything in a bag and deliver it to the housekeeping locker. The stateroom attendant put in a Celebrity bag the dress, the sandals, the 2 small bags, some cosmetics items and a brown envelope (visible in the picture). He put the money (\$106 and some loose coins) in an envelope along with the watch. The belongings were brought to the guest relations by the supervisor (asst chief h/k) and were treated as "left behind items". The Lead GRO went through the items one by one. She put the money in another envelope and secured it at the GRD since cash and very valuable items are not send as lost and found (they are still here in the envelope) She went through the rest of the items and send to the office as "lost and found" one of the small bags, the brown envelope and the watch. The other bag containing cosmetics, the dress and the sandals were discarded.

should have gone to Guest Relations why

what picture

Best Regards,

Christos Hadjipetris  
Hotel Director  
M/V Mercury

Tel: Office 7331 Cel. 7831

email: [mr\\_hoteldirector@celebrity-cruises.com](mailto:mr_hoteldirector@celebrity-cruises.com)

----- Forwarded by MR Hotel Director/MR/RCLShip on 09/29/2004 10:01 PM -----

MR Chief Concierge

To: MR Hotel Director/MR/RCLShip@RCLShip

09/30/2004 04:12 AM

cc:

Subject: Report

For each CFM's those three questions were asked:

- 1) If they received in the past any strange outside calls (regarding a guest that sailed with us approximately a month ago)
- 2) If they received any outside calls, asking to speak to someone from the Housekeeping Department or the attendant of that room
- 3) If any one received an outside calls asking to speak directly with the S/A Domingo Monteiro.

Please take note that for all of them the answers were negatives.

**Guest Relations Team:**

Anna Briskman  
John Young  
Jeanine Duminy  
Marcus Regenburt  
Channa Suitella  
Angela White

**Telephonist**

Jennifer Graham  
Leslin Jones  
Berenice thomas  
Violy Jonson

**Concierge**

Janet David  
Event Coordinator  
Uma Samithyotin

**Housekeeping Departement:**

S/A: Domingos Monteiro  
Chief HSKP: Christos Karadinas  
ASST HSKP: Babis Eleftheriadis

Kind Regards,

Marie-Noel B. Levesque

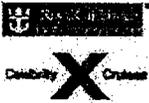
Chief Concierge

[mr\\_chiefconcierge@celebrity.com](mailto:mr_chiefconcierge@celebrity.com)

Celebrity Cruises

Ext: Office 7694, Mobile 7833

----- Forwarded by Katy Yaziciyan/RM/MIA/RCL on 09/30/2004 01:32 PM -----



Katy Yaziciyan/RM/MIA/RCL

09/30/2004 01:32 PM

To: MR Hotel Director/MR/RCLShip@RCLSHIP

Anthony Papageorgiou/HO/MIA/CCI@RCL, Austin  
Martin/RM/MIA/RCL@RCL, Captain Zissis  
Koskinas/MO/MIA/RCL@RCL, Jacques

cc: Wulffaert/MK/MIA/CCI@RCL, MR  
Master/MR/RCLShip@RCLShip, MR Staff  
Captain/MR/RCLShip@RCLShip, Pamela  
Powell/RM/MIA/RCL@RCL

Subject: Re: Fw: Report

Thanks Christos....I will keep you posted as to possible FBI investigation.  
Thks again and make it a great day!

Katy  
Katy Yaziciyan  
Manager, Guest Claims  
Risk Management Department  
Royal Caribbean International/Celebrity Cruises  
Direct Line: 305-982-2655  
Direct Fax: 305-982-2228  
Email: kyaziciy@rccl.com

MR Hotel Director/MR/RCLShip@RCLSHIP

MR Hotel  
Director/MR/RCLShip@RCL  
SHIP

09/30/2004 02:31 PM

To: Katy Yaziciyan/RM/MIA/RCL@RCL

Anthony Papageorgiou/HO/MIA/CCI@RCL, Austin  
Martin/RM/MIA/RCL@RCL, Captain Zissis  
Koskinas/MO/MIA/RCL@RCL, Jacques

cc: Wulffaert/MK/MIA/CCI@RCL, MR  
Master/MR/RCLShip@RCLShip, MR Staff  
Captain/MR/RCLShip@RCLShip, Pamela  
Powell/RM/MIA/RCL@RCL

Subject: Re: Fw: Report

Katy,

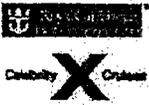
I spoke to Domingos for the 3rd time and he confirmed once again that he did not speak with anybody.  
He says he understands the seriousness of the situation and is aware of the company's rules and  
regulations regarding confidentiality. He's been with the company for 14 years.

Thank you and I will be waiting to hear from you for further action

Best Regards,

Christos Hadjipetris  
Hotel Director  
M/V Mercury  
Tel: Office 7331 Cel. 7831  
email: mr\_hoteldirector@celebrity-cruises.com  
Katy Yaziciyan@RCL

----- Forwarded by Katy Yaziciyan/RM/MIA/RCL on 09/30/2004 01:32 PM -----



Katy Yaziciyan/RM/MIA/RCL  
09/30/2004 01:32 PM

To MR Hotel Director/MR/RCLShip@RCLSHIP  
Anthony Papageorgiou/HO/MIA/CCI@RCL, Austin  
Martin/RM/MIA/RCL@RCL, Captain Zissis  
Koskinas/MO/MIA/RCL@RCL, Jacques  
cc Wulffaert/MK/MIA/CCI@RCL, MR  
Master/MR/RCLShip@RCLShip, MR Staff  
Captain/MR/RCLShip@RCLShip, Pamela  
Powell/RM/MIA/RCL@RCL  
Subject Re: Fw: Report

Thanks Christos....I will keep you posted as to possible FBI investigation.  
Thks again and make it a great day!

Katy  
Katy Yaziciyan  
Manager, Guest Claims  
Risk Management Department  
Royal Caribbean International/Celebrity Cruises  
Direct Line: 305-982-2655  
Direct Fax: 305-982-2228  
Email: kyaziciy@rccl.com

MR Hotel Director/MR/RCLShip@RCLSHIP

MR Hotel  
Director/MR/RCLShip@RCL  
SHIP

09/30/2004 02:31 PM

To Katy Yaziciyan/RM/MIA/RCL@RCL  
Anthony Papageorgiou/HO/MIA/CCI@RCL, Austin  
Martin/RM/MIA/RCL@RCL, Captain Zissis  
Koskinas/MO/MIA/RCL@RCL, Jacques  
cc Wulffaert/MK/MIA/CCI@RCL, MR  
Master/MR/RCLShip@RCLShip, MR Staff  
Captain/MR/RCLShip@RCLShip, Pamela  
Powell/RM/MIA/RCL@RCL  
Subject Re: Fw: Report

Katy,

I spoke to Domingos for the 3rd time and he confirmed once again that he did not speak with anybody.  
He says he understands the seriousness of the situation and is aware of the company's rules and  
regulations regarding confidentiality. He's been with the company for 14 years.

Thank you and i will be waiting to hear from you for further action

Best Regards,

Christos Hadjipetris  
Hotel Director  
M/V Mercury  
Tel:Office 7331 Cel.7831  
email: mr\_hoteldirector@celebrity-cruises.com  
Katy Yaziciyan@RCL

MR Hotel  
Director/MR/RCLShip@RCLS  
HIP

09/24/2004 02:58 AM

To Katy Yaziciyan/RM/MIA/RCL@RCL

cc MR Master/MR/RCLShip@RCLShip, MR Staff  
Captain/MR/RCLShip@RCLShip

bcc

Subject Re: Fw: Merrian Carver - Missing Guest Investigation

Please see my responses below

Best Regards,

Christos Hadjipetris  
Hotel Director  
M/V Mercury  
Tel: Office 7331 Cel. 7831  
email: mr\_hoteldirector@celebrity-cruises.com  
Katy Yaziciyan@RCL



Katy Yaziciyan@RCL  
09/23/2004 10:17 PM

To: MR Staff Captain/MR/RCLShip@RCLShip, MR Hotel  
Director/MR/RCLShip@RCLShip  
cc: MR Master/MR/RCLShip@RCLShip  
Subject: Fw: Merrian Carver - Missing Guest Investigation

Hi...I tried calling but the line is always busy...I read all the statements...I need clarification on the following:

1. have you checked her onboard account...did she make any purchases? No purchases onboard Did she open one with a credit card? No credit card information in DTS therefore guest would be paying in cash if so what is the number and was any charges ever applied to it.
2. Can I please have her Seapass data with photo. Already sent
3. Did you check the surveillance cameras? the security is working on it
4. Please ask again the cabin attendant as I need to know if the times he saw her she was wearing the "blue dress" and "sandals". On embarkation day she was wearing the blue dress and sandals. The next morning (when he saw her) she was wearing only the blouse she had under the dress (he could see her underwear) In other words, was this the only clothing he ever saw her wearing? Yes she had nothing else with her according to the attendant (did not even use the bathrobes) If that is the case, noone thought it was suspicious that the only clothing she had with her were the clothing on her back..and that if it was left hanging in the closet that means she went around in public with her bra and panties? The attendant was reporting to his supervisor that the whole story was suspicious. The supervisor did not think it was suspicious (pls see his statement) . Was the dress found hanging in the closet? The dress was left in the closet as well as the sandals. The 2 handbags were left on the bed side table Where are the belongings now..please ask Guest Relations what was done with the clothing, and jewelry, how, when and where. On the last day the attendant asked his supervisor what to do with the clothes and personal belongings left behind. He told him to put everything in a bag and deliver it to the housekeeping locker. The stateroom attendant put in a Celebrity bag the dress, the sandals, the 2 small bags, some cosmetics items and a brown envelope (visible in the picture). He put the money (\$106 and some loose coins) in an envelope along with the watch. The belongings were brought to the guest relations by the supervisor (asst chief h/k) and were treated as "left behind items". The Lead GRO went through the items one by one. She put the money in another envelope and secured it at the GRD since cash and very valuable items are not send as lost and found (they are still here in the envelope). She went through the rest of the items and send to the office as "lost and found" one of the small bags, the brown envelope and the watch. The other bag containing cosmetics, the dress and the sandals were discarded

should have gone to Guest Relations why

what picture

Best Regards,

Christos Hadjipetris  
Hotel Director  
M/V Mercury

Tel: Office 7331 Cel. 7831

email: [mr\\_hoteldirector@celebrity-cruises.com](mailto:mr_hoteldirector@celebrity-cruises.com)

----- Forwarded by MR Hotel Director/MR/RCLShip on 09/29/2004 10:01 PM -----

MR Chief Concierge

To: MR Hotel Director/MR/RCLShip@RCLShip

cc:

09/30/2004 04:12 AM

Subject: Report

For each CFM's those three questions were asked:

- 1) If they received in the past any strange outside calls (regarding a guest that sailed with us approximately a month ago)
- 2) If they received any outside calls, asking to speak to someone from the Housekeeping Department or the attendant of that room
- 3) If any one received an outside calls asking to speak directly with the S/A Domingo Monteiro.

Please take note that for all of them the answers were negatives.

**Guest Relations Team:**

Anna Briskman  
John Young  
Jeanine Duminy  
Marcus Regenburt  
Channa Suitella  
Angela White

**Telephonist**

Jennifer Graham  
Leslin Jones  
Berenice thomas  
Violy Jonson

**Concierge**

Janet David

**Event Coordinator**

Uma Samithyotin

**Housekeeping Departement:**

S/A: Domingos Monteiro  
Chief HSKP: Christos Karadinas  
ASST HSKP: Babis Eleftheriadis

Kind Regards,

Marie-Noel B. Levesque

Chief Concierge

[mr\\_chiefconcierge@celebrity.com](mailto:mr_chiefconcierge@celebrity.com)

Celebrity Cruises

Ext: Office 7694, Mobile 7833