

November 5, 2017

Re: Warning about Insouciance Abroad Travel Agency

To Whom It May Concern:

Please be aware that we have received verified reports from several Adventist high schools, a conference, and a church that engaged Insouciance Abroad to manage their group travel and trips abroad. They have all stated that they received a quote from Insouciance for a proposed travel itinerary, and they were all required to pay upfront. Subsequently, they discovered, either right before or during the trip, that the travel, the hotel, and/or the excursion arrangements were not paid for as expected. As a result, the parties were left scrambling to make last minute arrangements. Moreover, it was last reported that substantial sums of money advanced to the owner of Insouciance, Peter Lombard, have not been fully refunded.

If you have any specific questions about this matter, or if you have also been affected by this company, please contact Attorney Josh Pierre at the Office of General Counsel for the General Conference at pierrej@gc.adventist.org.

Sincerely,



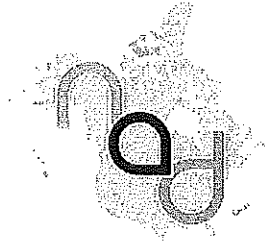
SEVENTH-DAY
ADVENTIST
CHURCH

North American Division

April 12, 2017

To Whom It May Concern:

As you plan for mission trips or for Pathfinder Bible Experience trips, we would like to alert you to something very important. Recently, a youth director in the North American Division received an email from Insouciance, a company advertising travel services for people who were planning to travel to the event Pathfinder Bible Experience.



YOUTH & YOUNG ADULT MINISTRIES
support | mentor | serve
adventistyouthministries.org
12501 Old Columbia Pike
Silver Spring, MD 20904-6600
Telephone: (301) 680-6472
Fax: (301) 680-6464
USA

We have received verified information of certain irregularities regarding that company's dealings with a church school in the Chesapeake area, and with the Youth department in Rocky Mountain Conference. In one instance, we were informed that the youth department of the Rocky Mountain Conference contracted with Insouciance for certain travel services that were not rendered, leaving the department to struggle in making their mission trip happen. Similarly, we received another report that a contract was signed by an Adventist school for a mission trip, and the services were also not rendered. Moreover, it was last reported that the monies to the conference and to the school have not been fully refunded.

If you have any specific questions about the issue, or if you also have been affected by this company, please let the NAD Youth Department know at info@adventistyouthministries.org and we will help direct you to the right entity for help.

Blessings,

Pastor Armando Miranda Jr.
Associate Director of Ministries
North American Division of the SDA