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09/28/01

GAIL JAWAHIR, Date of Birth [REDACTED] Social Security Account Number [REDACTED] Customer Service Representative, UNITED AIRLINES, Boston, Massachusetts (MA), (617)634-7572, was advised of the identity of the interviewing agent and the purpose of the interview. She then provided the following information:

JAWAHIR was asked to look at a photograph in order to determine if she recognized the individual as a passenger on flight 175 on September 11, 2001. JAWAHIR looked at the photograph and was unable to make a positive identification. She stated that she did not see the two Arab males who she now knows were booked in the first class cabin for that flight. She only saw the two Arab males who were in the business class section because she had contact with them at her ticket counter. Since they already had tickets, she moved them on to the check in area.

JAWAHIR stated that she did not recognize the photograph as either of the two men that she had dealings with on the morning of September 11, 2001.

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

09/25/01

Boston, MA

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265A-BS-280350-302

09/27/01

SA [REDACTED] jmo

DR#2

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/28/2001

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On 09/28/2001, Special Agents [REDACTED] [REDACTED] interviewed Gail Jawahir, DOB [REDACTED] social security account number [REDACTED] at her place of employment United Airlines, Logan International Airport, Boston, Massachusetts. After being advised of the identity of the interviewing agents, she provided the following information:

Jawahir is a Customer Service Representative at the check in counter for United Airlines, Logan International Airport, Boston, Massachusetts. The morning of 09/11/2001, she checked HAMZAH and AHMED ALGHAMDI into United Airlines flight 175. She recalled that the first individual she checked in had a Florida Driver's License and the second individual had a Virginia Drivers' License.

She was originally interviewed by FBI Boston and a Massachusetts State Police Trooper.

SAs [REDACTED] showed Jawahir a photo lineup of twelve individuals who are believed to have been involved in the 09/11/2001 terrorist incident. Jawahir could not recall exactly what the two men looked like. However, she commented that the photo of MOHAND AL SHEHRI resembled one of the men she checked into United flight 175. She also commented that the photo of SAEED ALGHAMDI looked like the second man she checked in. She noted again that she did not get a good look at the second man.

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DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/28/2001 at Boston, Massachusetts

File # 265A-NY-280350-BS

Date dictated 09/28/2001

by SA [REDACTED]

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## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/21/2001

GAIL JAWAHIR, Date of Birth (DOB) [REDACTED], Social Security Account Number (SSAN) [REDACTED] Customer Service Representative, UNITED AIRLINES, Boston, Massachusetts (MA), was advised of the identity of the interviewing agent and the purpose of the interview. Also present was Massachusetts State Trooper PI DOWNSBOROUGH. JAWAHIR provided the following information:

JAWAHIR has been employed with UNITED AIRLINES for approximately 13 years. She is currently assigned to Customer Service and responsible for the ticketing and check in of passengers. She normally works the 4:30 a.m. to 1:00 p.m. shift.

JAWAHIR arrived to work at approximately 4:30 a.m. Upon her arrival, she discovered that she been assigned to work with the basic check-in of passengers. JAWAHIR advised that she prefers to work with ticketing and switched job assignments with UNITED AIRLINES employee KAREN GRIFFITH. JAWAHIR stated that at approximately 4:30 a.m., UNITED AIRLINES had their normal daily briefing. This briefing is a discussion about flights, weather, and assigned positions. The purpose of the briefing is also is to address any vacancies due to employees calling in sick. JAWAHIR recalled that everyone was present that morning.

At approximately 5:00 a.m., JAWAHIR opened her counter and started with the first of the customers. JAWAHIR recalled checking in a number of people who were scheduled to fly on UNITED AIRLINES Flight 175, Boston to Los Angeles. However, JAWAHIR stated that passenger flow was very slow and she did not check very many people in.

Shortly before 7:00 a.m., JAWAHIR recalled two well dressed Arabic males approached her ticket counter. JAWAHIR advised that one of the males (Subject #1) indicated that he wished to purchase a ticket. JAWAHIR advised that he spoke very poor English. JAWAHIR stated that she asked, "checking in or buying a ticket?" The man, (#1), who JAWAHIR identified as being of Mid Eastern descent, responded "purchase ticket." JAWAHIR noted that she observed that Subject #1 had a UNITED AIRLINES envelope with a UNITED AIRLINES itinerary in hand. JAWAHIR stated that she informed #1 that he did not need to buy a ticket, that he already had a ticket and he simply needed to go to the

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HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/2001 at Logan Airport, Boston, MA

File # 265D-NY-280350

Date dictated 09/16/2001

by SSA [REDACTED]

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Continuation of FD-302 of GAIL JAWAHIR, On 09/11/2001, Page 2

check in area. JAWAHIR advised that both men subsequently depart<sup>b6</sup> for the line to check-in for flights. <sup>b7C</sup>

JAWAHIR advised that the two young Mid Eastern men walked over to stand in the check-in line. JAWAHIR recalled that UNITED AIRLINES Customer Service Agent [REDACTED] was the representative who dealt with the two Middle Eastern gentlemen. JAWAHIR advised that one of the men must have told [REDACTED] that he wished to buy a ticket, as [REDACTED] sent both men back to JAWAHIR's counter.

JAWAHIR stated that Subject #1 again said that he needed to buy a ticket. JAWAHIR asked to look at his itinerary and found that he was booked on UNITED AIRLINES Flight 175, Boston to Los Angeles. JAWAHIR added that the gentlemen, whose last names both started with an "A," were in the business class, row 9, in either seats A and B or B and C. JAWAHIR added that Subject #1 used a Florida driver's license for identification, and recalled that the city listed on the driver's license was "something Beach." JAWAHIR stated that she then asked both Subject #1 and Subject #2 the security questions. JAWAHIR advised that both #1 and #2 had problems answering the security questions. JAWAHIR went over the questions again very slowly and received the appropriate responses.

JAWAHIR advised that #2 had a paper ticket, that appeared to have been mailed to him. Number 2 utilized a Virginia drivers license as his form of identification. JAWAHIR stated that both men checked in one bag. JAWAHIR recalled that each bag was normal in size and did not appear to be very heavy. JAWAHIR added that the bags were the size that you would normally utilize if you were gone for a week. JAWAHIR added that both bags looked new. JAWAHIR advised that she thought both men had one carry on bag with them.

JAWAHIR advised that she issued the two men two boarding passes, in row 9, in the business class section. JAWAHIR added that she asked the men if it would be okay to have her place both boarding passes in one envelope. JAWAHIR advised that she was uncertain as to whether the men understood the question, but they indicated that it would not be a problem. Thus, JAWAHIR placed both tickets and boarding passes in one envelope. JAWAHIR also circled the gate number, gate 19, on boarding pass. JAWAHIR then directed the two men in the direction of the security gate. JAWAHIR advised that they departed in that direction. JAWAHIR added that she did not observed the men with either cell phones or pagers.

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Continuation of FD-302 of GAIL JAWAHIR, On 09/11/2001, Page 3

JAWAHIR described Subject #1 as a Mid Eastern male, early 20's, approximately 5'4", with a slim build. JAWAHIR recalled that this individual was very well dressed, with well trimmed hair and a button down shirt. JAWAHIR advised that #1 had dark hair which was combed back and very short with bangs. He did not have any facial hair, nor did she recall glasses or jewelry.

JAWAHIR described #2 as shorter than #1, well dressed wearing what appeared to be a dark suit. He also had short hair and a dark skin tone.

JAWAHIR recalled that the suitcases that the men checked in were soft sides with handles you could use to pull the suitcase behind you. JAWAHIR recalled that the handbags looked like a briefcase. JAWAHIR did not recall either man emanating any type of scent, ar<sup>b6</sup> thought that they seemed to be students. <sup>b7C</sup>

JAWAHIR was asked if she would recognize the name of the passengers from the UNITED AIRLINES manifest for Flight 175. JAWAHIR advised that she thought she would be able to pick the names out, as they had the same last name. JAWAHIR was shown a manifest and immediately indicated that HAMED ALGHAMDI and HAMZA ALGHAMDI were the two Mid Eastern individuals who checked in with her at the ticket counter. JAWAHIR added that she was positive that those were the names utilized by the two men.

JAWAHIR stated that she recalled the men well enough to attempt and provide information for a sketch of the two men.

JAWAHIR lives at [redacted] home  
telephone number [redacted] work telephone number [redacted]  
Her UNITED AIRLINES identification number is [redacted]

JAWAHIR provided no additional information at this time.

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/21/2001

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[redacted]  
[redacted] telephone number [redacted] was advised of the identity of the interviewing agent and the nature and the purpose of the interview. Present for the interview were [redacted]  
[redacted]

MADELINE "AMY" SWEENEY DOB 12/14/65, was employed as a flight attendant (FA) with American Airline for 14 years. She has been stationed in Dallas and New York. She has been based at Logan International Airport in Boston for 12 years.

On September 11, 2001 AMY awoke at approximately 4:30am, she left her residence at [redacted] at approximately 5:30am. She drove herself to an employees parking lot in Chelsea, MA. This usually takes one hour. A shuttle bus takes airline employees to Logan from the lot.

AMY called [redacted] from her cellular telephone at approximately 7:15am, SPRINT PCS [redacted] in the name of MADELINE A. SWEENEY. This call was made from the airplane. [redacted] considered this highly unusual. [redacted] stated that their [redacted] riding the bus without AMY was today. AMY was checking to make sure that her daughter got off to school without a problem. [redacted] stated that the call was made before the plane had taken off. He stated that AMY was acting normally and was not alarmed. He stated that he did not overhear any unusual noises or conversations. Their conversation lasted a few minutes. [redacted] stated that AMY's flight, AA 11, was scheduled to depart at 7:45am. The flight did not depart until 7:59am.

[redacted]

[redacted] for 9:00am. He heard about a plane crash into the World Trade Center (WTC) on the radio. While at the meeting location he and co-workers listened to the radio for more details. He heard the news of the second crash. At approximately 9:45am, the meeting started. [redacted] did not feel right, so he left the meeting

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DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/20/2001 at Acton, MA

File # 265D-NY-280350

Date dictated 09/21/2001

by SA [redacted]

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265D-NY-280350

Continuation of FD-302 of \_\_\_\_\_, On 09/20/2001, Page 2

and called AMY's cell phone and left a message asking AMY to call when she had a chance.

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Sometime after 10:00am \_\_\_\_\_ received a page listing an out of state number. He called the number and spoke with a classmate of AMY's from Flight Attendant school. The classmate stated that he had hoped AMY was not on the doomed flight. He gave \_\_\_\_\_ an 800 number AA had established for family members.

\_\_\_\_\_ made several attempts to contact the 800 number with negative results. \_\_\_\_\_ contacted a lieutenant at the Environmental Police, \_\_\_\_\_ in an attempt to gain information from Logan. He was able to speak with \_\_\_\_\_ confirmed with \_\_\_\_\_ that the doomed flight was AA 11.

A sort time later the classmate called back and advised \_\_\_\_\_ that AMY's flight and crew were involved.

The 800 number was accessed and AA unofficially confirmed that AMY's flight had crashed into the WTC.

\_\_\_\_\_ then received a call from AMY's parents advising that she was on the flight.

\_\_\_\_\_ an EPO drove \_\_\_\_\_ to his parents house in Boxboro, MA. They arrived at 11:00am.

AA contacted \_\_\_\_\_ at approximately 4:00pm and officially confirmed the crash of the plane.

\_\_\_\_\_ and advised her to contact the FBI, so that he may report his telephone conversation with AMY. At some point \_\_\_\_\_ spoke with SSA \_\_\_\_\_ and informed him of the cellular telephone call, the phone number and billing information.

AA contacted \_\_\_\_\_ to advise of the FBI briefing to family members at the airport Hilton. \_\_\_\_\_ advised that he could not make the briefing. AA advised that it would be a waste of time and not to worry.

\_\_\_\_\_ was in Ireland when this event occurred. He was flown back home by AA. This took several days. AA also set up accommodations for family members a hotel in Boxboro.

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Continuation of FD-302 of [REDACTED]

, On 09/20/2001 , Page 3

On September 13, 2001 in the early evening, [REDACTED] received a telephone call from AA stating that AMY had made an additional telephone call to the airline and that she had relayed crucial information and remained extremely calm.

[REDACTED] contacted an individual who paged ASAC [REDACTED] ASAC [REDACTED] called [REDACTED] after midnight on 09/14/2001. ASAC [REDACTED] was able to provide [REDACTED] with additional details.

On 09/14/2001 AMY's [REDACTED] drove to Boxboro from [REDACTED] They spoke with a representative from AA. The representative gave them details of the telephone conversation AMY had with the ground control. AA also advised that FA BETTY ONG had called reservations from the flight and spoke for approximately 20 minutes. ONG may have been sitting next to AMY.

On Saturday 09/15/2001 a memorial service was held for AMY. [REDACTED] was introduced by [REDACTED] of AA to [REDACTED] as the person who had spoken with AMY on the phone. [REDACTED] was extremely distraught and could only provide [REDACTED] with brief details of the conversation.

On Tuesday 09/18/2001 AA care givers discussed benefits with [REDACTED]

On 09/19/2001 [REDACTED] watched nightline on ABC. This program told the story of AMY's telephone call as reported by the LA Times. The story had quotes of the call. [REDACTED] assured that this information was leaked by the FBI. [REDACTED] spoke with ASAC [REDACTED] via telephone at approximately 1:00am on 09/20/2001. [REDACTED] assured [REDACTED] that he would investigate a potential leak. [REDACTED] also referenced the possibility of a transcript of the phone conversation.

[REDACTED] left a message with [REDACTED] at AA requesting a call from [REDACTED]

At approximately 11:00am [REDACTED] spoke with [REDACTED] [REDACTED] denied speaking with the media. [REDACTED] gave exact details of the telephone conversation.

[REDACTED] stated through his knowledge of AA flight protocol, from AMY, it was ironic that the only two FA's that were stabbed and overpowered were numbers 1 and 5. These FA's were the only individuals to carry cockpit keys on their person. All other FA's place these keys in their flight bags.



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Continuation of FD-302 of [REDACTED], On 09/20/2001, Page 4

[REDACTED] requested that he be allowed to visit the site of the WTC and view where [REDACTED]. He requests that the FBI advise him of any further details of the flight and plight of the passengers and crew and specifically if [REDACTED] was subject to any unusual treatment. [REDACTED] also requested that the FBI confirm with the media [REDACTED] telephone conversation with [REDACTED].

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

[redacted] Department of Justice (DOJ) Command Center, Washington D.C., work telephone number (202) 514-5000, was contacted at his residence through the DOJ Command Center. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information:

Earlier today at approximately 9:00am, Ted Olson or [redacted] [redacted] called the DOJ Command Center and requested a security officer come to Ted Olson's Office. [redacted] did not receive the call, but was asked to go to Olson's office. The information he got was that Ted Olson's wife, Barbara Olson, was on a plane that was hijacked. He was told that the hijackers had knives and the passengers had been herded to the back of the plane.

He arrived at Ted Olson's office shortly after. Ted Olson had already received two (2) telephone calls from Barbara Olsen. [redacted] sat and watched the television coverage of the World Trade Center (WTC) terrorist attack with Ted Olson for approximately ten (10) minutes. [redacted] left the office before the coverage of the Pentagon plane crash. b6 b7C

After the Pentagon plane crash was reported on the news, he went back to Ted Olson's office. Olsen said to him, "the plane is down." [redacted] he was very sorry and left the office.

[redacted] advised that the only information he was given by the watch officer and by Ted Olson was that the hijackers had knives and that the passengers were herded to the back of the plane. This is what Barbara Olson had told Ted Olson.

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HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 9/11/01 at Washington, D.C. (telephonically)

File # 265A-NY-280350-302

Date dictated

by SSA [redacted]

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

Theodore Olson, Solicitor General, United States of America, was interviewed at his residence, [REDACTED]. [REDACTED] After being advised of the identity of the interviewing agents and the nature of the interview, Olson furnished the following information.

Barbara Olson, Theodore's wife, was a passenger on American Flight # 77, departing Dulles Airport at approximately 8:10am or 8:30am this morning, bound for LAX Airport in Los Angeles, California.

At approximately 9:00am this morning, he did not look at his watch, one of the women in his office advised him of the terrorist attack at the World Trade Center (WTC) in New York. He went to his back office and turned on the television. At that time they were rerunning film of the second plane hitting the WTC.

At this time one of the women in his office told him that Barbara was on the phone. [REDACTED] She did not relay the call from his wife. It was someone else in the office. At the time he was thanking God that her flight could not have had enough time to get to New York. He picked up the call from his wife and spoke for about one (1) minute. Barbara told him that her plane had been hijacked. She said they had knives and box cutters. He asked if they knew she was on the phone and she replied that they didn't. Barbara told him that they put the passengers in the back of the plane. She had been sitting in first class. Olson's call was then cut off.

After the first call, Olson used his direct line to the Attorney General, but was unable to reach him, so he called the DOJ Command Center and requested someone come to his office. He told them that his wife's plane had been hijacked and gave them the flight number. He wanted to pass this information to someone who could possibly do something.

Shortly after, the same person buzzed him again and said Barbara was on the phone again. Barbara was put through to him. Barbara said the pilot had announced that the plane had been hijacked. She asked Olson what she should tell the captain to do. Olson asked

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DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 9/11/01 at Falls Church, Virginia

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SSA [REDACTED]  
by ASAC [REDACTED]

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Date dictated

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Continuation of FD-302 of Theodore Olson, On 9/11/01, Page -2-

her for her location. She said they were over homes and asked someone else in the plane who said they were traveling North East. Olsen told his wife that two planes had been hijacked and hit the WTC. Barbara did not seem panicked. This call was then cut off. She didn't manifest anything about a crash. Olson then went back to the television and learned of the crash at the Pentagon.

Barbara did not say anything to describe the hijackers, but did refer to them as "they". She told him "they" had knives and box cutters. She did not make any statements about the hijackers stabbing or slashing the passengers.

Barbara Olson's cell phone number is (202) 365-5889. Olson doesn't know if the calls were made from her cell phone or the telephone on the plane. She always has her cell phone with her.

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## FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/14/2001

[redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, he provided the following information:

[redacted] was asked by the interviewing agent when would be good time for agents to interview [redacted] about [redacted] JOSEPH DELUCA. [redacted] stated to call back at 10:00 am on 9/14/01 to set up a time which was convenient for [redacted] since they were very busy placing JOSEPH DELUCA's affairs in order.

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ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/13/01 at Greenwood Lake, NY (telephonically)

File # 265A-NY-280350

Date dictated

by SA [redacted]

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REQ. #35-13

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Dr# 24f

09/16/2001

[redacted] date of birth [redacted] place of  
birth Kings County Hospital, Brooklyn, New York, home address [redacted]  
[redacted] home telephone  
number [redacted]

[redacted], New York 11746 was  
interviewed at his residence. After being advised of the identity of  
the interviewing agents and the nature of the interview, he provided  
the following:

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[redacted] of MARION BRITTON (M. BRITTON), a  
passenger on United Airlines (UA) flight #93 on 9/11/01. [redacted] did  
not know that [redacted] was traveling on that flight until he was  
contacted by UA, after the crash, regarding obtaining [redacted]  
dental records.

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[redacted] last spoke with [redacted] in early mid July,  
2001, around the time of his birthday. [redacted] generally only saw  
[redacted] around holidays.

[redacted] described [redacted] as: MARION RUTH BRITTON;  
white female; born 04/28/48 in Queens, New York; approximately 5'3";  
approximately 300 pounds; black wavy hair with a peculiar bald spot  
in the back; very poor, soft and chalky teeth; pierced ears; bitten  
fingernails; diabetes; home address 880 68th Street Apartment 5K,  
Brooklyn, New York 11220; home telephone number (718) 680-7536; and  
employed by the United States Census Bureau, New York, New York. M.  
BRITTON usually wore a gold, rounded dome shaped ring with arches on  
the ring finger of her left hand. She generally wore "tent type"  
clothing and long gold necklaces. She frequently wore a long  
necklace with an amethyst stone. [redacted] was not aware of [redacted]  
ever having any broken bones, scars, tattoos or birthmarks.

M. BRITTON has had a boyfriend, [redacted]  
[redacted]  
[redacted] has spoken to

09/15/2001 Huntington Station, NY

265A-NY-280350

09/15/2001

SSA [redacted]  
SA [redacted]

REQ. #35-13

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DR# 24d

265A-NY-280350

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[REDACTED]  
09/15/2001

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[REDACTED] on 09/12/01, 09/13/01 and 09/14/01. [REDACTED]  
that M. BRITTON called [REDACTED] from UA flight #93 on 09/11/01 and  
advised him that the plane had been hijacked and two passengers had  
been killed. M. BRITTON told [REDACTED] that she borrowed a cell phone  
from another passenger to make the call.

[REDACTED] apartment, but  
believes that [REDACTED] does.

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M. BRITTON began with the U.S. Census Bureau in  
approximately 1970. [REDACTED] had a government  
security clearance related to her employment.

09/25/2001

The following pertains to lead control number SF 2442.

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[redacted], California,  
with telephone number [redacted] was advised of the identity of  
the interviewing Agent and the purpose of the interview.

[redacted] date of birth is [redacted].

The following information pertains to [redacted]  
LAUREN GRANDCOLAS, who was killed in the crash of United Airlines  
Flight 93 on September 11, 2001.

True Name: LAUREN ANN GRANDCOLAS

Maiden Name: LAUREN ANN CATUZZI

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Date of Birth: August 31, 1963

Social Security: [redacted]

Last Known Address: 276 Knight Drive,  
San Rafael, California, 94901

Telephone Number: (415) 454-9163

Addresses Outside  
of the United States: None

Occupation: Marketing Department at Good  
Housekeeping Magazine, San  
Francisco, California.

Security Clearances: None

Military Service: None

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HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

09/25/2001 San Rafael, CA

265A-NY-280350-302

09/25/2001

Special Agent [redacted] /mly

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REQ. #35-13

302 18306

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OK#24i



265A-NY-280350-302

[Redacted]

09/25/2001

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Reason For Travel: Traveled from San Francisco to Newark, New Jersey to attend grandmother's funeral. Flight 93 was the return trip to the Bay Area.

Luggage Information: One Green duffle bag (Carry-on item)  
One purse

Method of Payment: Credit Card

Last Contact: LAUREN GRANDCOLAS left a message on her husband's telephone answering machine at approximately 6:00 a.m., Pacific Standard Time on September 11, 2001.

Ethnicity: Caucasian

Pertaining to next of Kin: [Redacted] of Lauren Grandcolas)

Address: [Redacted]

Telephone Number: [Redacted] - Home  
[Redacted] - Cellular

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Second Home: [Redacted]

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[REDACTED]

09/25/2001

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Mailing address  
for second home:

[REDACTED]

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b7C

Telephone Number  
for second home:

[REDACTED]

Victim Witness brochures were provided to  
and [REDACTED]

[REDACTED]

265D-NY-280350-SF  
CS/mlly

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This pertains to lead control number SF 157.

The following investigation was conducted by Special Agent  
(SA) [REDACTED] on September 14, 2001:

AT SAN FRANCISCO, CALIFORNIA

SA [REDACTED] telephoned [REDACTED]  
[REDACTED] to determine if he  
had decided to allow the Federal Bureau of Investigation (FBI) to  
record [REDACTED] message on his answering  
machine, which occurred on September 11, 2001, while she traveled on  
American Airlines Flight 93 from Newark to San Francisco. The person  
that answered the telephone was [REDACTED]  
According to [REDACTED] was so emotional about the recent loss  
of [REDACTED] he did not want to speak to the FBI. SA [REDACTED] advised  
[REDACTED] about the reason why he was calling. [REDACTED]  
[REDACTED] telephone number and promised a return call.

Shortly thereafter, SA [REDACTED] received a telephone call  
from [REDACTED] of LAUREN GRANDCOLAS.

[REDACTED]  
mentioned that because [REDACTED] messages were so personal to  
her family and [REDACTED] decided they did not  
want the FBI to record the message because it could possibly be  
released to the public if the case went to trial.

SA [REDACTED] mentioned to [REDACTED] that a San Francisco  
Chronicle news column written on September 12, 2001, indicated that  
[REDACTED] told reporters that [REDACTED] message on the  
answering machine was as follows: "We have been hijacked, they are  
being kind. I love you." [REDACTED] stated that in the recent days  
since LAUREN was killed in the airline accident, reporters had been  
at [REDACTED] house in his front and back yard pestering him for a  
comment. The press became so intrusive that the police had to be  
called. Therefore, [REDACTED] wrote a press release concerning LAUREN,  
which [REDACTED] read to the press on September 12, 2001. [REDACTED] stated  
that in his press release there was no mention that LAUREN stated in  
her message, "We have been hijacked." [REDACTED] said that on the  
answering machine message, LAUREN did not mention anything about a  
hijacking, therefore, the reporter's story was inaccurate. The

newspaper article is attached to this insert.

Call from Linda Gronlund [redacted] message system. (1 minute 1 second)

Beep

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Voice of Linda Gronlund:

[redacted] its Lynn.

Um.

I only have a minute.

I'm on United 93 and it's been hijacked, uh, by terrorists who say they have a bomb.

Apparently, they, uh, flown a couple of planes into the World Trade Center already and it looks like they're going to take this one down as well.

Mostly, I just wanted to say I love you...and... I'm going to miss you... and ... and

Please give my love to [redacted]

(sigh)

Mostly, I just love you and I just wanted to tell you that,

I don't know if I'm going to get the chance to tell you that again or not.

(sigh)

Um ...

(unintelligible)

All my stuff is in the safe. The uh, the safe is in my closet in my bedroom.

The combination is: you push C for clear and then 0-9-1-3 and then, uh, and then it should ... and maybe pound and then it should unlock.

(sigh)

I love you and I hope that I can talk to you soon.

Bye.

Recorded voice:

9:50 am Tuesday

Beep

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HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

REQ # 35-13

DR#24j

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## FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/12/2001

[redacted]  
[redacted] telephone number [redacted] was contacted regarding an Airfone telephone call received from United Airlines Flight 93, on September 11, 2001, to her residence telephone number [redacted]. Also present during the interview was [redacted]. After being advised of the identities of the interviewing agents and the nature of the interview, [redacted] voluntarily provided the following information:

[redacted] received a telephone call at approximately 10:00am on September 11, 2001, from [redacted] HONOR ELIZABETH WAINIO, date of birth 10/8/73. HONOR WAINIO was aboard United Airlines Flight 93, and told [redacted] that the flight had been hijacked. After several minutes of personal conversation regarding her fate, HONOR WAINIO told [redacted] "they're going into the cockpit." Immediately thereafter, the telephone call terminated. HONOR WAINIO did not provide any other pertinent information regarding the hijackers.

[redacted] also provided HONOR WAINIO's address 679 Mount Boulevard, Watchung, New Jersey, 07060, home telephone number 908-757-1314, and cellular telephone 443-416-4897.

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HEREIN IS UNCLASSIFIED  
DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

BJG25502.302

Investigation on 9/12/01 at Catonsville, Maryland

265A-WF-222811

File # 265D-NY-280350, 265D-HQ-1348101

Date dictated NA

SA [redacted]  
by SA [redacted]

- 1 -

## FEDERAL BUREAU OF INVESTIGATION

b6  
b7c

Date of transcription 09/12/2001

[redacted] white female, born [redacted] of [redacted]  
[redacted] was interviewed  
at the summer residence of her parents, [redacted]  
[redacted]. Present  
during the interview were New York State Police Investigator [redacted]  
[redacted]. After  
being advised of the identity of the interviewing agents and the nature  
of the interview, [redacted] provided the following information:

On 09/11/2001, at approximately 9:30 a.m., a telephone call  
was received by [redacted]  
residence, telephone [redacted] Jeremy  
Logan Glick, male, born 09/03/1970, from a telephone on-board United  
Airlines Flight #93. Jeremy was supposed to have traveled on  
09/10/2001; however, a fire at the Newark airport delayed his flight by  
a day. Jeremy left his residence in Hewitt, NJ, on 09/11/2001 for  
Newark International Airport to board Flight #93 en route, non-stop, to  
San Francisco, CA. Jeremy was presumably carrying only a small,  
wheeled, carry-on suitcase and a laptop computer on the flight. Jeremy  
was employed as a sales manager by Vividence, Inc., of San Mateo, CA,  
(415) 305-6170, was en route to San Francisco for a meeting and was  
scheduled to return on 09/12/2001.

During the call, Jeremy initially spoke [redacted]  
[redacted] and immediately asked to speak to [redacted]  
After giving the telephone to [redacted], contacted "911"  
via her cellular telephone [redacted] Jeremy first told [redacted]  
that he loved her and then said that Flight #93 had been hijacked by  
three "Iranian-looking" males, with dark skin and bandanas (ethnic type  
as opposed to hippie type) on their heads. One of the males stated  
that he was in possession of a bomb in a red box and one was armed with  
a knife. Jeremy advised that the plane was approximately one hour out  
of Newark and that they were over land, although it felt as if they  
were circling instead of flying straight towards California. Jeremy  
advised [redacted] that the hijackers had herded the passengers into the  
rear of the plane and told them that if they did not crash into the  
World Trade Center, that they were going to blow-up the plane. One of  
the hijackers then told the passengers to call their loved ones. The  
three hijackers then entered the cockpit of the plane. Jeremy advised

ALL INFORMATION CONTAINED  
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DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/12/2001 at Jewett, NY

File # 265D-NY-280350

Date dictated 09/12/2001

by SA [redacted]: geh

265D-NY-280350

Continuation of FD-302 of [REDACTED]

, On 09/12/2001 , Page 2

that he was unsure if the hijackers were going to crash or blow-up the plane.

The entire call lasted approximately fifteen to twenty minutes. [REDACTED] could not hear any unusual sounds in the background of the call and the connection was extremely clear, "as if he was calling from the next room." Jeremy was extremely calm, but sounded very concerned and confused. Jeremy advised that the Captain had not made any announcements and that the people were scared because they did not know what was happening.

Jeremy advised [REDACTED] that other passengers had contacted their wives and husbands and asked if it were true that people were crashing planes into the World Trade Center. [REDACTED] had been watching news coverage of the events on the television and were aware that at least one plane had crashed into the World Trade Center, but neither of the Towers had fallen at the time of Jeremy's call. Jeremy advised [REDACTED] that he and four other male passengers were contemplating "rushing" the hijackers and asked [REDACTED] if that was okay with her. [REDACTED] told Jeremy that she did not know if that was okay and asked Jeremy if any of the hijackers had guns, to which Jeremy replied they did not.

In a joking manner, as if ease [REDACTED] concern, Jeremy advised that he and approximately four other male passengers were "going to get the butter knives." Jeremy then, seriously, told [REDACTED] that he and the other males were organizing to "rush" the hijackers. Jeremy told [REDACTED] that he loved her and asked her not to hang-up the telephone.

[REDACTED] remained on the phone for a few minutes then handed the telephone to [REDACTED]

The [REDACTED]

[REDACTED] born 06/18/2001.



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## FEDERAL BUREAU OF INVESTIGATION

ALL INFORMATION CONTAINED

HEREIN IS UNCLASSIFIED

DATE 12-11-2006 BY 60324 AUC/BAW/CPB/YMW

Date of transcription 09/12/2001

## Lead Control Number CE40

[redacted] described as a white male, date of birth [redacted] Social Security Account Number [redacted] employed as a Pilot for U.S. Airways, residing at [redacted] Greensboro, North Carolina, 27410, home telephone number [redacted] [redacted] was interviewed by [redacted] and SA [redacted] at his residence. After being advised of the identities of the interviewing agents, and the nature of the interview, [redacted] provided the following information concerning his telephone conversation with his now deceased wife while aboard United Flight 93.

[redacted] advised that on September 11, 2001 [redacted] SANDRA BRADSHAW, was aboard United Flight 93 as a stewardess. Between the time of 9:30 a.m. to 10:00 a.m., [redacted] received a telephone call from [redacted] residence in Greensboro, North Carolina. SANDRA BRADSHAW asked [redacted] if he was aware of what was going on. [redacted] responded he was watching television and was aware. SANDRA BRADSHAW then advised her airplane had also been hijacked.

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b7c

SANDRA BRADSHAW informed [redacted] that three hijackers were on the airplane. All were sitting at the front of the plane and possessed knives. SANDRA was able to observe one of the hijackers who was sitting at the back of first class. She observed this individual from behind and described him as being a little guy with light dark skin, who looked Islamic. SANDRA also informed [redacted] the hijackers had placed red bands on their heads and were at the front of the airplane. BRADSHAW stated he took [redacted] description of red bands to mean red bandannas.

SANDRA and 27 passengers were at the back of the airplane while she was calling [redacted] During her call, SANDRA assumed the airplane crew was still in the cockpit and in control, however, the three hijackers were also at the front of the plane. SANDRA's view was obstructed by the first class curtain, which prevented her from clearly seeing all the hijackers. SANDRA informed [redacted] the passengers at the back of the plane were discussing how to over power the three hijackers. The suggestion was made to take scalding water from the

Investigation on 09/12/01 at Greensboro, NC

File # 265D-NY-280350-CE

Date dictated 09/12/01

by SA [redacted]  
SSRA [redacted] DDA:jgb

265D-CE-280350-CE

Continuation of FD-302 of [REDACTED], On 09/12/01, Page 2

lavatories, pitch it on the hijackers and jump them. SANDRA then informed [REDACTED] that everyone was running to first class and she had to go. At this point SANDRA hung up and [REDACTED] never heard from [REDACTED] again. b6 b7C

[REDACTED] believes SANDRA was calling him from a GTE telephone which was mounted on the back of an airplane seat. The connection was not good, and thus [REDACTED] could not hear any background conversations or noise. Mostly, [REDACTED] heard air noise. [REDACTED] estimated the call from SANDRA lasted five to ten minutes in length, and included discussions between them about their family. During the conversation, SANDRA also mentioned the plane had turned back and they were currently located over a big river.

Following his conversation with [REDACTED] immediately called United Airlines in Newark, New Jersey, and informed them of his conversation with his wife. Later, [REDACTED] also spoke to FBI Chicago Special Agent [REDACTED] (phonetic).

[REDACTED] expressed a willingness to meet with the FBI again if the need arose.