

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

DL-336
Case #265D-NY-280350

This is a taped telephone conversation between Flight Attendant BETTY ONG of AMERICAN AIRLINES and the AMERICAN AIRLINES SOUTHEAST RESERVATION CENTER, [REDACTED] She was on Flight 11 of AMERICAN AIRLINES. Today's date is September 11, 2001.

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-25-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/11/2001 at Terry, North Carolina (telephonically)

File # 265D-NY-280350

Date dictated 09/11/2001

by SA [REDACTED]

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REQ. #35-13

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265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 2

[REDACTED]

Today's date is September 11, 2001. The time is 12:28 p.m., Central Time. I'm [REDACTED] Managing Director, Corporate Security, American Airlines, Dallas Headquarters, telephone number, (817) 967-2140. I'm on the line with [REDACTED] who will relay a conversation and statement as to what transpired this morning. [REDACTED] would you please state your name and spell it, etc.

[REDACTED]

My name is [REDACTED]
[REDACTED] I'm calling number [REDACTED]

[REDACTED]

And [REDACTED] you are at the RALEIGH RESERVATION CENTER. Is that correct?

I'm at the SOUTHEAST RESERVATION CENTER in Terry, North Carolina.

And your telephone number is?

Area code [REDACTED]

Okay, and uh, would you relate the incident as it occurred this morning?

I'm the Operations Specialist on duty at the time and I would say at approximately 8:20, one of our employees received a phone call from, from a flight attendant on one of our flights. She answered the call through our International Resolution Desk who in turn hit the emergency button and at that time I started listening on a call. The flight attendant's name was BETTY ONG and she was relaying to us what was happening on the aircraft. Letting us know about uh two gentlemen who had gotten into the cockpit and how two of the flight attendants had been stabbed.

[REDACTED]

Okay [REDACTED] uh it is my understanding that that conversation is recorded. Is that correct?

[REDACTED]

I have it recorded and do you want it?

[REDACTED]

Yes, if you will proceed and play it.

265D-NY-280350

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Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 3

[REDACTED]

I'm gonna try to play it now, I don't

FLIGHT ATTENDANT
(BETTY ONG):

(UI) This is ah ONG. We can't breathe (UI). He's got mace or something.

[REDACTED]

Can you describe the person that you said went into the flight deck or (UI)?

ONG:

I'm, I'm sitting in the back coming back from business. Can you hold on for one second, he's coming back?

Unintelligible noise in background.

ONG:

On, on number one. He stood upstairs (UI). Ah, nobody knows what he's going to do. (UI) Ah, I'm (UI) is his (UI) right now. (UI) Ah, we can't get to the cockpit, the door won't open. Hello?

[REDACTED]

Can you (UI) information relative to ah, you know, force, force that. Uhm, at this point? What operation, what flight are we talking about, Flight 12?

ONG:

Right now? Okay. We're on Flight 11 right now. Flight 11.

[REDACTED]

Flight 11, okay.

ONG:

(UI) we are working on

[REDACTED]

Yeah.

ONG:

One of the flight attendants (UI) has been stabbed.

[REDACTED]

Can anybody get up to the cockpit? Can anybody get up to the cockpit?

ONG:

We can't even get a manager to the cockpit. We don't know what's going on up there.

[REDACTED]

(UI) keep the door closed and

ONG:

Okay.

265D-NY-280350

b6
b7cContinuation of FD-302 of BETTY ONG, On 09/11/2001, Page 4

(UI) Did you see the girl who got stabbed?

ONG:

I think the guys are up there. They might have gone, they are on their way up there or, or something. Nobody can call the cockpit to see if we can get inside. Hey, is anybody still there?

Yes, I'm still here.

ONG:

Okay, I'm staying on the line as well.

Okay.

(UI), who is calling reservations? Is it a flight attendant, or who? (UI)

We need for (UI) call.

ONG:

I'm number three. I'm number three on this flight. (UI) on this flight and (UI) Flight 11 (UI). Have you guys called anyone else? You know, ah somebody's calling medical and we can't get them.

UNIDENTIFIED MALE

(UI):

(UI) Is anybody there? Is anybody there?

ONG:

What, what seat are you in? What seat are you in? We've just left Boston and we're up in the air. We're suppose to go to LA and (UI).

But what seat? What's the number of your seat?

ONG:

Okay. I'm in the jump seat right now. 3R

Okay, are you the flight attendant? I'm sorry, did you say you're the flight attendant?

ONG:

Hello?

Hello, what is your name?

ONG:

Uhm, you'll have to speak up. I can't hear you.

What is your name?

265D-NY-280350

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Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 5

ONG: Okay, my name is BETTY ONG. I'm number three on Flight 11.

[REDACTED] Okay.

ONG: The cockpit is not answering their calls and there's somebody back in business class and there, we can't breathe in business class. Somebody's got mace or something.

[REDACTED] Can you describe the person that you said, someone is flying business class?

ONG: I'm, I'm sitting in the back, he's coming back from business. If you can hold on for one second, he's coming back.

Unintelligible in background.

ONG: Our, our number one who (UI) stabbed. Or, something stabbed. Ah, nobody knows who stabbed who and we can't even get up to business class because nobody can breathe. Our number one in (UI) stabbed right now. In number five. The first class passenger that, ah first ah class galley flight attendant and our passenger is stabbed. We can't get to the cockpit, the door won't open. Hello?

[REDACTED] Yeah, we're getting all the information. We're also, you know, of course, recording this. Uhm, at this point?

[REDACTED] This is operations. What flight number are we talking about?

[REDACTED] Flight 12.

[REDACTED] Flight 12, okay.

ONG: Okay, we are Flight 11 right now. This is Flight 11.

[REDACTED] This is Flight 11, okay.

ONG: Boston to Los Angeles.

265D-NY-280350

b6
b7C

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 6

[REDACTED]

Yeah.

ONG:

And the one that has been stabbed and our flight attendant has been stabbed.

[REDACTED]

Can anybody get up to the cockpit? Can anybody get up to the cockpit?

ONG:

We can't even get into the cockpit. We don't know who's up there.

[REDACTED]

(UI) keep the door closed and

ONG:

I'm sorry?

[REDACTED]

Can they not see the girls get upset?

ONG:

I think the guys are up there. They might have gone or they are on their way up there or, or something. Somebody can call the cockpit. We can't even get inside. Is anybody still there?

[REDACTED]

Yes, we're still here.

ONG:

Okay, I'll stay on the line as well.

[REDACTED]

Okay.

VANESSA:

(UI) who is calling reservations? Is it a flight attendant or who?

[REDACTED]

I believe her name is BETTY ONG.

VANESSA:

BETTY.

ONG:

I'm number three, I'm number three on this flight. (UI) on this flight.

[REDACTED]

Yeah.

ONG:

I'm Flight 11.

[REDACTED]

From where to where? Have you guys called anyone else?

265D-NY-280350

b6
b7cContinuation of FD-302 of BETTY ONG, On 09/11/2001, Page 7

ONG: No, we're just calling medical and we can't get
Recording concluded.

[REDACTED] That's as far as it goes.

[REDACTED] Okay. The conversation lasted another five or ten minutes but that's all the recording we have?

[REDACTED] Right.

[REDACTED] Okay.

[REDACTED] Communications is checking into it to find out why cause the emergency button was on the whole time.

[REDACTED] Okay, okay, as you recall, what was the ah, the balance of the conversation? Can you?

[REDACTED] We were trying to determine uh, at that point I was on the phone with [REDACTED] to determine whether there had been an fatalities or what if they had any description of, or if there had been any PA announcements made from the ah, from the pilots. If they had gotten any word from anyone like that.

[REDACTED] I see, and, and you didn't, you didn't have anymore follow-up uh as to those questions?

[REDACTED] No, no she just repeated the same, she uh gave us the condition of the number one flight attendant at one point. She became conscious, they were giving her oxygen, and ah then she told us that one of their passengers, DANIEL LORD, I think the name was, uh, they believed him to be fatally stabbed.

[REDACTED] Okay.

[REDACTED] He was one of our passengers in first class.

[REDACTED] Okay.

[REDACTED] And then she started telling us about how erratically the flight was going, descending really fast and sideways.

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 8

Okay, and she was at the rear of the plane on the jump seat. Is that right?

And she told us how the first class passengers had been brought back to coach.

Uh, anything else that you recall?

Uh, basically that was it.

Okay, so uh, at, at the end of that conversation did she say anything about uhm, where we're going in or did it just

No, no.

Stop.

No, at that point she was just saying, "Oh, my God, the flight, it's going down, it's going down."

Okay, those were her last comments?

Basically, "We're, we're going down." Yeah, and she did ask for us to pray for her.

Okay. Did, ah, I assume that she was on a cell phone is that right?

Uh, I, I don't know. We didn't determine that.

Okay, I, I wanted to clarify that if you had that information.

With [REDACTED] to see if they recall.

Okay. Well [REDACTED] I think that uh, that'll conclude what we need to do at this particular point if you can, if you can fax those two statements to me.

I will.

END OF TAPE.

265D-NY-280350

Continuation of FD-302 of BETTY ONG, On 09/11/2001, Page 9

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/12/2001

RE: LEAD CONTROL NUMBERS: DL267 AND CE66

The following is a re-recorded transcription obtained from AMERICAN AIRLINES (AA) by SA [REDACTED] on Tuesday, September 11, 2001. The material is being re-recorded from a CD ROM onto an Analog Audio Tape for transcription purposes.

Flight Attendant (FA) ONG

AA Agent [REDACTED]

Operations (OP) Agent [REDACTED]

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-25-2007 BY 60324 AUC/BAW/CPB/YMW

Investigation on 09/12/2001 at Raleigh, North Carolina

File # 265D-NY-280350-CE

Date dictated 09/12/2001

by SA [REDACTED]
SA

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265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 2

FA ONG: Number 3 in the back, ah, the cockpit is not answering, somebody stabbed in business class and ah, I think there is mace that we can't breathe, I don't know, I think we're getting hijacked.

AA Agent: Which flight are you on?

FA ONG: Flight 12

AA Agent: And what seat are you in? Ma'am are you there?

FA ONG: Yes

AA Agent: What, what, what seat are you in? Ma'am what seat are you in?

FA ONG: We're in flight, we just left Boston. We're up in the air.

AA Agent: I know, what

FA ONG: We are suppose to go to LA and the cockpit is not answering their phone.

AA Agent: Okay, but what seat are you sitting in? What's the number of your seat?

FA ONG: Okay, I'm in my jumpseat right now.

AA Agent: Okay

FA ONG: At 3R

AA Agent: Okay, you're the flight attendant? I'm sorry, did you say you're the flight attendant?

FA ONG: Hello

AA Agent: Can't

FA ONG: Hello

AA Agent: What, what is your name?

FA ONG: You'll have to speak up. I can't hear you.

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 3

AA Agent: Sure, what is your name?

FA ONG: Okay, my name is BETTY ONG, I'm number 3 on Flight 11.

AA Agent: Okay

FA ONG: And the cockpit is not answering their phone. And there is somebody stabbed in business class and there is, we can't breathe in business class, so somebody's got mace or something

AA Agent: Can you describe the person that you said, someone is in is business class.

FA ONG: Ah, ah, I'm sitting in the back, somebody is coming back from business. If you can hold on for one second.

AA Agent: Certainly.

FA ONG: (In background:) They want to know who's....I don't know but Karen and Bobbie got stabbed.

(Lots of talking with other individuals at this point)

FA ONG: Our number 1 got stabbed. A person is stabbed, nobody knows who stabbed who and we, we can't even get up to business class right now, cause nobody can breathe. Ah, our number 1 is stabbed right now.

AA Agent: Okay

FA ONG: Our number 5, our first class passengers are, our first class, our galley flight attendant and our purser has been stabbed. And we can't get into the cockpit, the door won't open. Hello?

AA Agent: Yeah, I'm taking it down, all the information, we're also ah, you know of course recording this, ah, at this point

OP Agent: This is operations, what flight number we talking about?

AA Agent: Flight 12

OP Agent: Flight 12, okay

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 4

FA ONG: We're on flight 11 right now. This is flight 11.

AA Agent: It is flight 11, I'm sorry NYDIA.

FA ONG: Boston to Los Angeles

AA Agent: Yes

FA ONG: Our number 1 has been stabbed and our 5 has been stabbed.
Can anybody get up to the cockpit? Can anybody get up to the
cockpit? We can't even get into the cockpit. We don't know
who's up there.

AA Agent: Well if they were shrewd they would keep the door closed
and..

FA ONG: I'm sorry?

AA Agent: Would they not maintain a sterile cockpit?

FA ONG: I think the guys are up there, they might have gone or jammed
their way up there or something, nobody can call the cockpit,
we can't even get inside. Is anybody still there?

AA Agent: Yes, we'll still here.

FA ONG: Okay, I'm staying on the line as well.

AA Agent: Okay.

OP Agent: Hi, who is calling reservations? Is this one of the flight
attendants or who, who are you, hon?

AA Agent: She gave her name as BETTY ONG.

OP Agent: Betty

FA ONG: I'm number 3, I'm number 3 on this flight

OP Agent: You're the number 3 on the flight.

FA ONG: Yes

OP Agent: And this is flight 11, from where to where?

265D-NY-280350-CE

Continuation of FD-302 of Transcription, On 09/12/2001, Page 5

FA ONG: Flight 11.

OP Agent: Have you guys called anyone else?

FA ONG: No. Somebody is calling Medical and we can't get

End of tape

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/19/2001

[redacted] white female, Date of Birth (DOB) [redacted]
[redacted] MARK KENDALL BINGHAM, DOB May 22, 1970, was interviewed at Seven Springs Mountain Resort in Champion, Pennsylvania (PA). [redacted] were there to attend memorial services for victims of United Flight 93, which crashed in PA on September 11, 2001. [redacted] MARK BINGHAM, was a passenger on board that flight. After being advised of the identity of the interviewing Agent and the nature of the interview, [redacted] furnished the following information:

[redacted]

On Tuesday, September 11, 2001, MARK BINGHAM called the [redacted] [redacted] was resting at the time in the bedroom, where the telephone had been turned off. [redacted] a family friend who had been there overnight helping with the children, answered the phone in the kitchen. The phone rang maybe five times before [redacted] picked it up because she thought one of the other family members would answer it. When [redacted] picked up the phone, the line was dead, so she hung up. A moment later, the phone rang again. [redacted] again answered the phone and heard a male voice (later determined to be MARK BINGHAM) say, "Get [redacted] quickly!" [redacted] asked the caller, "Is this [redacted]" The caller responded, "No. Get [redacted] quickly." No other information was provided to [redacted]

[redacted] then heard [redacted] proceed down the hallway to get [redacted] then heard [redacted] talking on the phone. She heard [redacted] say, "We love you too Mark. Let me get your mother."

ALL INFORMATION CONTAINED
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Investigation on 09/17/01 at Champion, PA

File # 265D-NY-280350-302

Date dictated 09/18/01

by SA [redacted]

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265D-NY-280350-302

Continuation of FD-302 of [REDACTED], On 09/17/01, Page 2

[REDACTED] then alerted [REDACTED]. She said, [REDACTED] come talk to Mark. He's been hijacked," or words to that effect.

When [REDACTED] got on the phone, [REDACTED] this is MARK BINGHAM" (he stated both his first and last names) followed by, "I want to let you know I love you. I love you all." [REDACTED] told [REDACTED] that she loved him too.

BINGHAM then said, "I'm on a flight from Newark to San Francisco and there are three guys who have taken over the plane, and they say they have a bomb. I'm calling you from the air phone."

[REDACTED] then asked, "Who are they Mark?" [REDACTED] was distracted and did not answer. [REDACTED] was not sure if [REDACTED] had heard the question. There was an interruption for approximately five seconds. BINGHAM then stated to [REDACTED] "You've got to believe me. It's true."

[REDACTED] responded, "I do believe you Mark. Who are they?" There was another approximate five-second pause, similar to the first, wherein [REDACTED] heard activity and voices in the background. People were murmuring. There were no screams. [REDACTED] got the impression that [REDACTED] was distracted because someone was speaking to him. Then the phone went dead.

[REDACTED] estimated that [REDACTED] was on the telephone line for a total of three minutes: roughly a minute and a half with [REDACTED] (including the time it took her to get [REDACTED] on the line), about 30 seconds with [REDACTED] and about a minute with [REDACTED]. The call originated at about 6:40 or 6:45 a.m., Pacific Daylight Time, and lasted roughly three minutes. [REDACTED] noted that while the times were estimates, her account of the conversation was nearly verbatim. Throughout the entire call, [REDACTED] sounded calm, controlled, matter-of-fact, and focused.

After getting off the phone, [REDACTED] dialed 911 to report what had occurred. She was patched through to the San Francisco Division of the Federal Bureau of Investigation (FBI), where she spoke with Special Agent (SA) [REDACTED]. Two FBI Agents were subsequently sent to [REDACTED] house. Shortly thereafter, [REDACTED] and her family saw televised reports that United Flight 93 had crashed.

BINGHAM was traveling on business to establish a new office on the East Coast for his California-based Public Relations firm. [REDACTED] was expecting his return to San Francisco on September 14, 2001,

265D-NY-280350-302

Continuation of FD-302 of [REDACTED], On 09/17/01, Page 3

but was not surprised to learn he was returning on the 11th instead. In this respect, [REDACTED] noted that [REDACTED] maintained a fluid schedule and was a frequent-flyer.

3/27/02

On March 26, 2002, Special Agents [redacted] and [redacted] accompanied by Victim Witness Specialist [redacted] proceeded to the residence of [redacted]. Upon arrival, they were greeted by [redacted] and [redacted] PA September 11th Victim Advocate, headquartered in Doylestown, Pennsylvania.

[redacted] then used headphones and a cassette player to listen to a copy of a cassette tape currently in the custody of the Federal Bureau of Investigation. [redacted] was provided a transcription of this tape, which contained the audio of a 911 call made on September 11, 2001, by an individual who identified himself as [redacted] and who advised that he was a passenger aboard United Airlines Flight 93.

Pursuant to listening to the recording, [redacted] identified the voice on the tape as that of [redacted]

She then requested that [redacted] and [redacted] be provided an opportunity to hear the call. All individuals were provided as many opportunities as they wished to listen to the recording and/or to read the transcription.

When everyone who wished to hear the tape was satisfied, the visit to the residence was ended. The cassette tape containing the 911 call and its transcription remain in FBI custody.

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 01-25-2007 BY 60324 AUC/BAW/CPB/YMW

3/26/02

Matawan, New Jersey

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SA [redacted]
SA [redacted]

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REQ. #35-13

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