The Complete Correspondence

Every email and letter sent in the Carnival ban campaign, in full

Published by Richard Shillington at fireduffy.com. Nothing edited, nothing held back. Where Carnival replied, their replies are here too, in full. Where they did not reply, the silence is the record.

Richard's ask, the same in every document below: the reason for his lifetime ban in writing, with the date it was imposed and who made the decision, or full reinstatement with his casino offers intact, confirmed in writing, or a written refusal.

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1. June 2025 — Richard's first email to Carnival, reporting the fraud

Sent to Carnival's executive, marketing and security teams before any ban process began. This email is also published in full in the description of the video "Giving Carnival Cruises A Chance To Make Things Right" at youtu.be/qHM0b9xpIWc, with real names removed there. It is reproduced here as written.

Subject: Trisha Assault Fraud On Carnival Pride May 25, 2025 Sailing

Hello Carnival Executive, Marketing And Security Teams,

I am preemptively reaching out to you to report a case of serious fraud that has happened on one of your ships.

On the May 25, 2025 sailing of the Carnival Pride, my guest Trisha made false assault claims against me in order to avoid paying for her own cabin on the cruise. She committed fraud against a friend I was sailing with too, as well as myself, but where you should be concerned is the fraudulent activity she partook against your company.

As a Carnival shareholder, I find this fraud to defrauding me indirectly as well. On the evening of June 2, Trisha drunk on her husband's drink package and on Ambien at the time started a rage in my cabin, which I paid for.

This event is almost irrelevant to the discussion, but security got involved and removed her from my cabin. When she found out she needed to pay for a new cabin, she retroactively made an assault claim against me onboard, this suspended my drink package for the entire cruise and got her a "free cabin" for her safety.

Trisha never had her safety at risk, and there was NO assault; this can be attested by Robert who was in the cabin, and Trisha actually invited him onboard.

Claims of any assault were fraudulent, and due to the fact I was not disembarked in the next port, I can tell your security team did not believe Trisha.

I am writing you so that you can conduct an internal investigation into the fraud she committed onboard to slander my name and defraud you as a company. I hope you will take this matter seriously. As a Diamond member nearly 1/2 of my once in a lifetime cruise to Greenland was devastated by this and other fraudulent activity committed during the cruise by Trisha. Her husband William was just a puppet in all this and does not need investigation.

I am happy to meet with your fraud team in person or remote to provide more details. I want to make this right with Carnival as a Shareholder, Content Creator and Diamond member.

Please let me know if you need any more info,

Richard

NoPantsProfits at the google

Ps- For The Next Few Days I Will Be In Washington DC Doing Tourist Things And Will Be Difficult To Reach By Phone.

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2. November 21, 2026 — Richard to Carnival Security Services

To: security.review@carnival.com Subject: Request for reason for sailing ban for Richard Shillington

Hello Carnival Security Team

My name is Richard Shillington. I am writing to ask why I am banned from sailing on Carnival Cruise Line.

I am also a Carnival investor, so I am asking both as a customer and as an owner. As a shareholder I help pay the salaries of the people reviewing this, at least in part, and I would like to be addressed with that in mind.

Brand ambassador John Heald has referenced this ban publicly. I would like to understand the reason for it and whether there is a process to have it reviewed.

Please let me know what information you need from me to look this up.

Thank you Richard Shillington

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3. November 23, 2026 — Carnival Security Services replies

From: security.review@carnival.com

Mr. Shillington, Please provide a phone number where you can be reached, and the Company Security Officer will contact you regarding your inquiry. Thank you.

Security Services Carnival Cruise Line 3655 NW 87th Avenue Miami, FL 33178

CHOOSE FUN®

(The email carried Carnival's standard confidentiality footer stating the message contains sensitive and confidential security information. It is published here anyway, because Richard is the intended recipient and this is his correspondence. Full transparency means full.)

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4. November 23, 2026 — Richard replies to Security

Thank you for getting back to me.

I work all day and I am not able to accept an unscheduled phone call during my day. Can we discuss this by email instead? I am happy to answer whatever you need in writing.

If a call is required, I would rather call in to you at a set time that we agree on ahead of time. Please send me the number to call and a time that works on your end, and I will call you then.

Thank you, Richard Shillington

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5. November 23, 2026 — Carnival Security Services replies again

From: security.review@carnival.com

You may contact the Company Security Officer at 786-229-1530 at your convenience. If you prefer to call, please reply with the phone number you will be calling from so that we can verify the incoming call is from you. Thank you,

Security Services Carnival Cruise Line 3655 NW 87th Avenue Miami, FL 33178

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6. November 23, 2026 — Richard confirms he is calling

I will be calling on my next break in about 30 minties from the phone number 786-282-6979

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7. November 23, 2026 — Richard, after two unanswered attempts

I tired to call twice and no answer. Is someone available now? I have 15 more minutes on my break.

(After further attempts the call was answered by Arturo Loynaz, Senior Director of Security Services. What he confirmed on that recorded call is on the record at youtu.be/OZya9Za617w and in the timeline at fireduffy.com. Carnival has sent nothing in writing since.)

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8. November 24, 2026 — The board letter, by email

Sent to ir@carnival.com, eroberts@carnival.com, jventuroni@carnival.com, ChiefCommsOffice@carnival.com, media@carnival.com, jrowell@carnival.com and JohnHeald1@carnival.com, all in the To line. Subject: Written reason requested for my Carnival ban. The same letter went on paper the same day to 24 named recipients at Carnival Place, including every member of the Board of Directors.

My name is Richard Shillington. I am a Carnival Cruise Line customer and a Carnival investor and shareholder. I am also a Diamond guest under the old VIFP rules. Because I was banned before I could opt into the new spend based Carnival Rewards program, I remain Diamond for life under the old rules, a status your president created by banning me when she did.

On November 23 I spoke by phone with Art Loynaz, your Senior Director of Security Services. On that call he confirmed that my ban was an executive decision, that it was not for drugs or alcohol, and that there is nothing security related on my end. He could not give me the reason.

The call is recorded here https://youtu.be/OZya9Za617w

I have also put the question to Ms. Duffy directly, on the record, in a public video here https://youtu.be/dTxBc37Mnpo

And one more thing, offered in a spirit of peace. Ms. Duffy and I have already sung about this together, in an AI duet called Whatever Happened to the Fun Ships, with Keith Retson-Spaulding on piano. It is here https://youtube.com/shorts/TmFKjwwkb7Y

The full music video is here https://youtu.be/PLw4XmKll28 And John Heald and I have a new sing along, What a Lovely Bunch of Fun Ships, here https://youtu.be/6nUNe4x5vJU The sheet music is here https://drive.google.com/file/d/1JtdUZp1bzUVRgDMSAYGOfqivsEcnHojt/view?usp=drivesdk

Before this decision, my channel The No Pants Show published 288 long form Carnival videos totaling 1,103,727 views, plus about 490 Carnival Shorts, the 41 in the channel's top 500 adding 520,475 views, for a combined verified floor of 1,624,202 views and 178,616.91 hours of verified watch time. That is about 26 percent of all watch time ever recorded on the channel, and it was advertising Carnival never paid for.

I have never been given a reason for this ban in writing. I am asking for it directly now. Please send me in writing the reason I am banned from Carnival Cruise Line, the date the ban was imposed, and who made the decision.

The other way this ends is full reinstatement, with all of my casino offers still intact, confirmed in writing.

If Carnival will do neither, please confirm that refusal in writing as well.

As I say in the video, if the board cannot produce a good reason for this ban, it should ask itself whether Ms. Duffy should remain in her role.

Richard Shillington

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9. November 24, 2026 — Email to Ken Tate, EVP and Chief Commercial Officer

Sent through ir@carnival.com and ChiefCommsOffice@carnival.com, addressed to Ken Tate by name, since Carnival publishes no direct address for him. Subject: What Christine Duffy banned, in numbers

Ken,

You run the commercial side of Carnival Cruise Line, and marketing answers up through you, so you are the right person to see this in plain numbers.

Before Christine Duffy banned me, my channel The No Pants Show was one of the most prolific sources of Carnival content on YouTube, and all of it was free to Carnival. Here is what that looked like, straight from YouTube Studio.

Carnival videos published on The No Pants Show: 288 long form videos, plus about 490 Shorts Total views on Carnival content: 1,624,202 verified (all 288 long form videos at 1,103,727 views, plus the 41 Carnival Shorts inside the channel's top 500 at 520,475 views; the remaining Shorts sit below the export cutoff, so the true total is higher) Total watch time on Carnival content: 178,616.91 hours verified across the 138 Carnival titled items in the channel's top 500 videos of all time, with the below cutoff watch time still uncounted

That is advertising Carnival never paid for, made by a Diamond level guest, a shareholder, and a creator your own crew members watch. In May 2025 Christine decided to ban the man who made it. No reason was ever given in writing. On November 23 your head of security, Art Loynaz, confirmed on a recorded call that the ban was an executive decision, that it was not for drugs or alcohol, and that there is nothing security related on my end.

When I was banned, your Chief Marketing Officer was Amy Martin Ziegenfuss. She is gone, the chair is still empty, and marketing now rolls up through you. So it lands on your desk either way. Either the commercial side signed off on

banning one of the brand's most prolific creators, or the president never asked marketing what this channel was worth before she banned it.

So the commercial question is yours, Ken. When your president banned me, did anyone on the commercial side get asked what this channel was worth to the brand? Was marketing consulted at all? Because the numbers above are what walked out the door, and they walked out over a decision nobody at Carnival will put in writing.

I have put the question to Ms. Duffy directly, on the record, in a public video here https://youtu.be/dTxBc37Mnpo and the recorded call with Mr. Loynaz is here https://youtu.be/OZya9Za617w

One more thing, in a spirit of peace. Ms. Duffy and I have already sung about this together, in an AI duet called Whatever Happened to the Fun Ships, with Keith Retson-Spaulding on piano, here https://youtube.com/shorts/TmFKjwwkb7Y

The full music video is here https://youtu.be/PLw4XmKll28 And John Heald and I have a new sing along, What a Lovely Bunch of Fun Ships, here https://youtu.be/6nUNe4x5vJU The sheet music is here https://drive.google.com/file/d/1JtdUZp1bzUVRgDMSAYGOfqivsEcnHojt/view?usp=drivesdk

The board of directors and the company's largest shareholders are receiving the same figures this morning, along with my request for the reason in writing or full reinstatement with my casino offers intact. I wanted the man who owns the commercial number to see it from me directly.

Richard Shillington The No Pants Show and Seven Out with Muse Diamond guest, Carnival Corporation shareholder

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10. November 24, 2026 — The creator blast

Sent to 72 cruise creators and outlets, all in the To line so they could see each other, including Emma Cruises, Royal Caribbean Blog, Cruise Tips TV, La Lido Loca, Tips For Travellers, Life Well Cruised, Cruise Radio, Cruise Law News, Sail Away Magazine and 63 others. Subject: Carnival's president personally banned me and her head of security confirmed it on tape

Fellow creators,

I am Richard Shillington of The No Pants Show. I am writing to you directly because this story is about all of us, not just me.

I am banned from Carnival Cruise Line. I have never been given a reason in writing. This week I got Carnival's head of security on the phone, and on a recorded call he confirmed that my ban was an executive decision, that it was not for drugs or alcohol, and that there is nothing security related on my end. The decision came from the top. Christine Duffy and John Heald did it personally, and after it was done John Heald blocked me, a Carnival shareholder, from his Facebook page. He has also referenced the ban in public and called me the silly man in the captain's hat.

The call is here https://youtu.be/OZya9Za617w

I put the question to Christine Duffy directly, on camera, here https://youtu.be/dTxBc37Mnpo

And because I would rather sing about it than fight about it, Christine and I have an AI duet out now, Whatever Happened to the Fun Ships, with Keith Retson-Spaulding on piano, here https://youtube.com/shorts/TmFKjwwkb7Y — our duet for peace.

The full music video is here https://youtu.be/PLw4XmKll28 And John Heald and I have a new sing along, What a Lovely Bunch of Fun Ships, here https://youtu.be/6nUNe4x5vJU The sheet music is here https://drive.google.com/file/d/1JtdUZp1bzUVRgDMSAYGOfqivsEcnHojt/view?usp=drivesdk

Think about what this means for every one of us who covers this industry. If the president of the largest cruise line in the world can personally ban a creator and shareholder with no reason in writing, no evidence produced, and no appeal, then access for all of us hangs on staying friendly. Honest coverage becomes a risk to your livelihood, and everyone in this business knows it and prices it in quietly.

This is going to Carnival's board of directors, to Micky Arison personally, to every director and executive I can reach, and to the line's largest shareholders of record, with two demands. Give me the reason in writing, or reinstate me in full with my casino offers intact.

And I am happy to come on any of your channels and tell this story myself, on the record, any time. Just ask.

Watch it. Cover it if you believe your audience should know. Ignore it if you do not. But you deserved to hear it from me first, creator to creator.

Richard Shillington The No Pants Show and Seven Out with Muse https://7outwithmuse.com

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11. November 25, 2026 — Letter to Sid Krishna, Vice President of Loyalty

Sent by email through ir@carnival.com and ChiefCommsOffice@carnival.com and mailed on paper the same day through LetterStream, to arrive by November 30, 2026. Subject: For Sid Krishna, Vice President of Loyalty, a Diamond member for life who cannot sail

Dear Mr. Krishna,

My name is Richard Shillington. I am a Carnival shareholder and, under the Very Important Fun Person program, a Diamond member. I earned that status the old way, in nights sailed over many years.

I am writing to you because you built Carnival Rewards, and my situation sits inside your program rules. Under the new program, a guest who held Diamond status by August 31, 2026 keeps Diamond for life. I held it well before that date. I am asking you to confirm in writing that my Diamond status is recorded as Diamond for life under that rule, and that it remains mine regardless of what follows in this letter.

In May 2025 Carnival banned me from sailing. No reason has ever been given to me in writing. On a recorded call this month, Carnival's own head of security, Arturo Loynaz, confirmed that the ban was an executive decision, that it was not a security matter, and that it had nothing to do with drugs or alcohol. Security has since stepped out of it entirely, and the matter sits with the executive office and the board of directors, who received my written request on November 24.

The ban has a loyalty consequence that only your department can answer. I was banned before I could opt into Carnival Rewards. I cannot sail, I cannot earn, and I cannot use the status I spent years earning, through no finding that has ever been shared with me. So I am asking three things, each of which can be answered in a short letter.

First, confirm that my Diamond status is grandfathered as Diamond for life under the Carnival Rewards transition rule.

Second, confirm that the ban does not erase, suspend or spend down that status, and that if the ban is ever lifted my Diamond standing will be honored in full from the day I return.

Third, if the loyalty department keeps any record tied to my membership that bears on this ban, I am asking what that record says and who placed it there.

My full request to the board asks for the reason for the ban in writing, or full reinstatement with my casino offers intact. That request stands on its own. This letter is narrower. It asks the man who wrote the new loyalty rules to confirm, in writing, that a lifetime Diamond earned under the old rules survives under the new ones, even for a guest the company will not currently let aboard.

You can reach me at richard@gotrichard.com or at 786 282 6979. My mailing address is 1193 SE Port Saint Lucie Blvd, Ste 407, Port Saint Lucie, FL 34952.

Thank you for your time.

Richard Shillington Diamond member, Carnival Cruise Line Shareholder, Carnival Corporation

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12. November 25, 2026 — Email to Jim Cramer, Mad Money, CNBC

To: madmoney@cnbc.com Subject: Carnival shareholder banned by Christine Duffy, and a question about casino offer bookings

Hi Jim,

My name is Richard Shillington. I am a Carnival Corporation shareholder and a Diamond member of Carnival Cruise Line. In May 2025 Christine Duffy banned me from sailing Carnival for life and the company has never given me a reason in writing. Carnival's own head of security confirmed to me on a recorded call that the ban was an executive decision and that there was nothing security wise on my end. I have the recording up on my channel, The No Pants Show, and I have written to the board about it.

I am writing because I want you to look at how Carnival reports its bookings. My thought is that Christine is hiding declining bookings behind casino offers. Carnival fills cabins with casino players on free and deeply discounted casino offers, and sailings sold into future casino offers get counted in the booking numbers now. The ships look full and the booking curve looks strong, but a cabin given away to a casino player is not the same as a cabin a customer paid full price for. If the paid demand was really that strong, they would not need to give away so many cabins to keep the ships full.

As a shareholder I cannot get anyone at the company to answer a straight question, not about my ban and not about this. You ask executives the questions shareholders actually want answered, so I am asking you. Next time Carnival is on, ask them what share of their reported bookings are casino offer cabins and how much of the booking strength is paid demand.

Thank you for your time.

Richard Shillington Carnival Corporation shareholder Diamond member, Carnival Cruise Line 786 282 6979 https://youtu.be/gfhGqsT4kOs

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13. November 25, 2026 — The shareholder group post

Posted under Richard's own name to the Facebook group Carnival Cruise Line Stock Holders NYSE: CCL, about 4,000 members, where it sits pending admin approval. The post was drafted at Richard's order with no links and no channel promotion, to stay inside the group's rules. In it he lays out the lifetime ban of May 2025 with no reason in writing, the recorded call in which Carnival's head of security called the ban an executive decision and not about drugs, alcohol or security, the letters to the board and Investor Relations asking for the reason in writing or reinstatement, and the shareholder question of how much of Carnival's reported booking strength is paid demand and how much is free and deeply discounted casino offer cabins. A second group, Carnival stocks, could not be posted to because he is not a member of it.

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14. November 26, 2026 — Three directors, three personal letters

Mailed on paper through LetterStream the day they were written, each addressed to the director by name, care of the Company Secretary at Carnival Place. Reproduced in full.

Letter One — Jeffrey J. Gearhart

Richard Shillington 1193 SE Port Saint Lucie Blvd, Ste 407 Port Saint Lucie, FL 34952 richard@gotrichard.com +1 786 282 6979

November 26, 2026

Mr. Jeffrey J. Gearhart Chair, Compliance Committee Board of Directors, Carnival Corporation Ltd c/o Ms. Doreen S. Furnari, Company Secretary Carnival Place, 3655 NW 87th Avenue Miami, FL 33178-2428

Dear Mr. Gearhart,

I am writing to you in your capacity as Chair of the Compliance Committee, because my case is, at its heart, a compliance question, and you are the director who has spent his career answering exactly this kind of question.

I am a Carnival Cruise Line guest and a Carnival Corporation shareholder. I am a Diamond guest for life under the former VIFP rules. I spent seven years working in the cruise industry, shipboard and in shoreside management, so I know this business from the inside. My YouTube channel, The No Pants Show, published 288 long form Carnival videos with 1,103,727 views, plus roughly 490 Carnival Shorts, for a combined verified total of 1,624,202 views and 178,616 hours of watch time. That was years of promotion Carnival never paid for.

In May 2025 I was banned from Carnival Cruise Line for life. The ban followed a false assault claim made by a roommate. I have never been given a reason in writing. Not then, and not since.

Here is everything I have done to get an answer through the proper channels.

On November 21, 2026, I wrote to Carnival Security Services at security.review@carnival.com, identifying myself as both a customer and a shareholder, and asked for the reason for my ban and the process for reviewing it. Security replied and arranged a call. On November 23, 2026, I spoke with Mr. Arturo Loynaz, Senior Director of Security Services, who has run Carnival's security department since 2018. On that recorded call, Mr. Loynaz confirmed four things. The ban was an executive decision. It was not for drugs or alcohol. There is nothing security related on my end. And he could not give me the reason. The recording is here https://youtu.be/OZya9Za617w

On November 24, 2026, I wrote to the full Board of Directors and to Investor Relations by email, and I mailed named paper letters to all eleven directors and to senior executives at Carnival Place. On November 25, I wrote separately to Mr. Sid Krishna, Vice President of Loyalty. I have also put the question publicly to Mr. Jim Cramer of CNBC, as a shareholder asking how the ships stay booked. I intend to attend the spring 2027 annual meeting and ask my question in person, in the proper forum, if it is still unanswered by then.

Mr. Gearhart, at Walmart you built an ethics and compliance programme that won the NYSE Governance Services award for the best governance, risk and compliance programme among large cap companies in 2016, and security and investigations reported up through you. I am not asking you to prejudge my facts. I am asking a systems question that sits squarely in your committee's remit. What is Carnival's written standard for imposing a lifetime ban on a guest? Does that standard require a written reason, a record of the decision and who made it, and any route of review? And does a ban that its own security director describes as an executive decision with no security basis, and for which no written reason exists eighteen months later, meet the standard you would recognise?

My ask remains the same one I have made at every step. Please send me in writing the reason I am banned, the date the ban was imposed, and who made the decision. Or restore me in full, with my casino offers intact, confirmed in writing. If Carnival will do neither, I ask that the refusal also be confirmed in writing, so that the record is at least honest.

I have kept this letter factual and I will keep the whole matter factual. I would rather sail again than fight. But a lifetime decision with no written reason and no review is not a standard any compliance programme should be comfortable defending, and I do not believe it is one you would have signed off on at Walmart.

Respectfully,

Richard Shillington

Letter Two — Admiral Sir Jonathon Band

Richard Shillington 1193 SE Port Saint Lucie Blvd, Ste 407 Port Saint Lucie, FL 34952 richard@gotrichard.com +1 786 282 6979

November 26, 2026

Admiral Sir Jonathon Band Chair, Health, Environmental, Safety and Security Committee Board of Directors, Carnival Corporation Ltd c/o Ms. Doreen S. Furnari, Company Secretary Carnival Place, 3655 NW 87th Avenue Miami, FL 33178-2428

Dear Admiral Band,

I write to you as Chair of the Health, Environmental, Safety and Security Committee, because a ban is a security decision, and the oversight of security policy and its enforcement for customers and the public sits with your committee under its charter.

The facts, briefly. I am a Carnival Cruise Line guest of long standing, a Diamond guest for life under the former VIFP rules, and a Carnival Corporation shareholder. I worked in the cruise industry for seven years, shipboard and in shoreside management. In May 2025, following a false assault claim by a roommate, I was banned from Carnival Cruise Line for life. No reason has ever been given to me in writing.

What I have done since, in order. On November 21, 2026, I wrote to Carnival Security Services asking for the reason and the review process, writing as both customer and shareholder. On November 23, 2026, I spoke with Mr. Arturo

Loynaz, Senior Director of Security Services. On that recorded call he confirmed that my ban was an executive decision, that it was not for drugs or alcohol, and that there is nothing security related on my end. He could not state the reason. The recording is here https://youtu.be/OZya9Za617w On November 24, 2026, I wrote to the full Board and to Investor Relations, and mailed named letters to all eleven directors. On November 25, I wrote to the Vice President of Loyalty. If the matter is still unanswered, I will attend the spring 2027 annual meeting and ask in person.

Sir Jonathon, you spent forty two years in the Royal Navy and served as First Sea Lord. In that service, an adverse decision against a person is recorded, the grounds are stated, and command answers for it. I am not asking your committee to overrule an operational decision. I am asking a policy question that belongs to your chair. Does the HESS Committee assure itself that lifetime bans imposed in the name of security are documented, that the person banned is told the reason, and that some review exists? In my case none of those three things has happened, and the security department itself says the decision was not a security one.

My request is unchanged and narrow. The reason for my ban in writing, with the date it was imposed and who made the decision. Or full reinstatement, with my casino offers intact, confirmed in writing. If neither, a written confirmation of that refusal.

A decision that cannot be explained in writing should not be able to stand in silence. I believe a career of command accountability makes you the right director to ask whether this one can.

Respectfully,

Richard Shillington

Letter Three — Randall J. Weisenburger

Richard Shillington 1193 SE Port Saint Lucie Blvd, Ste 407 Port Saint Lucie, FL 34952 richard@gotrichard.com +1 786 282 6979

November 26, 2026

Mr. Randall J. Weisenburger Presiding Director and Senior Independent Director Board of Directors, Carnival Corporation Ltd c/o Ms. Doreen S. Furnari, Company Secretary Carnival Place, 3655 NW 87th Avenue Miami, FL 33178-2428

Dear Mr. Weisenburger,

I write to you in your role as Presiding Director and Senior Independent Director. Your role is the formal channel between shareholders and the independent directors, and you lead the independent directors and review the agendas for board meetings. My concern is not only the outcome of my case but the process behind it, and process is your remit. You also sit on the Compliance Committee and the HESS Committee, so the subject is within your own committee work as well.

The facts in short form.

I am a Carnival Cruise Line guest, a Diamond guest for life under the former VIFP rules, and a Carnival Corporation shareholder, with seven years of service in the cruise industry behind me.

In May 2025 I was banned from Carnival Cruise Line for life, after a false assault claim by a roommate. No written reason has ever been provided.

On November 21, 2026, I asked Carnival Security Services in writing for the reason and the review process. On November 23, 2026, the Senior Director of Security Services confirmed to me on a recorded call that the ban was an executive decision, was not for drugs or alcohol, and has nothing security related on my end. He could not give the reason. The recording is here https://youtu.be/OZya9Za617w

On November 24, 2026, I wrote to the Board and Investor Relations and mailed named letters to all eleven directors. On November 25, I wrote to the Vice President of Loyalty. No reply of substance has come from any of them yet. I plan to attend the spring 2027 annual meeting if the question remains open.

I am asking you to place one process question before the independent directors. Are lifetime guest bans at this company issued against a written standard, with a written reason given to the guest and a route of review? If they are, my case has not followed it. If they are not, that is a governance gap the independent directors should close.

What I am asking for myself has not changed. The reason for my ban in writing, with the date and the decision maker. Or full reinstatement with my casino offers intact, in writing. If neither, written confirmation of the refusal.

You have built your reputation on governance and on numbers that have to reconcile. A lifetime ban with no written reason does not reconcile. I am asking you to make someone reconcile it.

Respectfully,

Richard Shillington