Richard Shillington
1193 SE Port Saint Lucie Blvd, Ste 407
Port Saint Lucie, FL 34952

November 25, 2026

Sid Krishna
Vice President of Loyalty
Carnival Cruise Line
Carnival Place
3655 NW 87th Avenue
Miami, FL 33178-2428

Subject: A Diamond member for life who cannot sail, written confirmation requested

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