



## Commissioned Officers Association of the U.S. Public Health Service

May 17, 2017

Mr. Robert Niblock  
President and CEO  
Lowe's, Inc.  
1000 Lowe's Boulevard  
 Mooresville, NC 28117

Dear Mr. Niblock:

Barely one year ago I was in contact with staff at Lowe's headquarters about you all offering the same 10 percent discount to officers in the U.S. Public Health Service (USPHS) that Lowe's has long offered to members of the U.S. armed forces. After explaining what the U.S. Public Health Service is and what its officers do to defend our country against disease, I was pleased to receive an email from "Lorraine" at Lowe's Executive Support telling me that PHS officers would, in fact, be granted the discount.

I believe you are aware of this email, dated February 26, 2016, because I shared it with you several weeks ago. I can send you the entire email if you want to see it, but the heart of it is that PHS officers would be granted the 10 percent discount upon showing their "Uniformed Services Identification Card (either active duty/retired or active duty/retired immediate family member)" at their local Lowe's center.

We publicized this discount in our newsletter, giving Lowe's free publicity among a group of individuals with high disposable income. Many of our members have been patronizing Lowe's since then.

Now, it appears that Lowe's has changed its procedures and requires registration through a Lowe's website. Within the last two weeks we have received no fewer than a dozen emails from our membership telling us that they have been unable to register at the website because it does not have an option for "U.S. Public Health Service." I have to believe that this is no more than an unintended omission on the part of a webmaster, as I cannot imagine that Lowe's has actually changed its policy with regard to the USPHS. If you need to discuss this matter, please do not hesitate to contact me.

We look forward to sharing good news with our members.

Sincerely,

Col. James T. Currie, USA (ret.)  
Executive Director