



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

June 19, 2017

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

Dear Mr. Niblock:

I wrote to you just over one month ago about the change in the Lowe's website that makes it impossible for officers in the U.S. Public Health Service (USPHS) to qualify for the 10 percent discount that Lowe's has been giving them for the past couple of years. The problem is not that Lowe's has changed its policy—I don't believe that you have done so—but that you have changed your sign-up procedures and your website has not kept pace.

Lowe's now requires military servicemembers to sign up and enter their branch of service. You list the following: Air Force, Army, Coast Guard, Navy, Air National Guard, Army National Guard, and Marine Corps. What are you leaving out? U.S. Public Health Service, Army Reserve (it's not the same thing as the Army National Guard), and the National Oceanic and Atmospheric Administration (NOAA). We represent the officers of the USPHS. Not listing these three parts of the federal uniformed services makes them ineligible for your discount.

I have not counted the number of our members who have contacted me about this issue, but it probably is a couple of dozen, at least. You currently enjoy an advantage over your competitor at Home Depot, but unless you make this change in your website, you will lose that advantage.

I am confident that this is simply a webmaster glitch and not a change in corporate policy, so I am hoping and trusting that you will direct the website to be changed to reflect your policy. We can discuss why these three branches of service that I mentioned are deserving of this small discount, but I am trusting that we will not have to do so. I can be reached at the number at the bottom of this letter.

I look forward to hearing from you soon.

Sincerely,

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