



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

September 18, 2017

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

Dear Mr. Niblock:

One of our members recently received the attached form letter from Lowe's addressing the current status of your military discount. I note that "veterans" are entitled to the discount. Perhaps no one at Lowe's understands that officers of the U.S. Public Health Service are federal veterans per 42 U.S. Code 213(d). They are as much veterans as are those who served in the Army, Navy, Air Force or Marine Corps. They are veterans even when they continue to serve on active duty. You don't have to be discharged from the service to qualify as a veteran.

I will also take this opportunity to point out that there are only meaningless differences between officers of the U.S. Public Health Service and officers in the military services.

First of all, there are seven federal uniformed services: Army, Navy, Air Force, Marine Corps, Coast Guard, Public Health Service and NOAA. Why would you discriminate against one or two of them?

Second, members of all seven federal uniformed services carry exactly the same ID card: the Common Access Card (CAC). That makes it easy for Lowe's store personnel to determine the members of one of the uniformed services.

Third, members of all seven services are paid exactly the same, have the same retirement plan, and have the same benefits.

Fourth, members of all seven uniformed services deploy into harm's way to support the interests of the United States. Almost 900 Public Health Service officers have deployed to Iraq and Afghanistan. NOAA officers fly into hurricanes to help determine their characteristics.

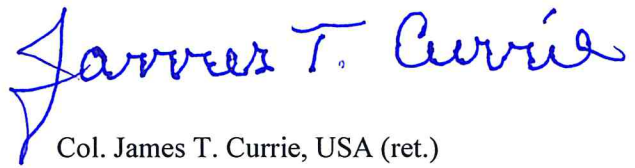
Fifth, well, I could go on for some length, but I'm sure you get the idea.

There is no reason why Lowe's should suddenly change its policy and stop giving the 10 percent discount to officers of the Public Health Service and NOAA. If there was a reason, we have yet to hear it.

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We therefore request that Lowe's reinstate the discount for PHS and NOAA officers. I will willingly discuss this with anyone you designate.

Sincerely,

A handwritten signature in blue ink that reads "James T. Currie". The signature is written in a cursive style with a large initial "J".

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



1605 Curtis Bridge Rd
Wilkesboro, NC 28697
Phone: 336-658-4000

Thank you for giving Lowe's an opportunity to respond to your letter. I hope you are doing well today.

Your comments concerning the military discount policy are important to Lowe's, and we apologize for any inconvenience that may have been experienced due to the current policy. Your comments have been shared with the appropriate departments and will be considered when evaluating potential policy and procedure revisions.

Currently, Lowe's military discount policy offers an all-day, every-day, 10 percent military discount to qualifying military customers, including immediate family members. Qualifying customers include: active (currently serving in the military), reserve (currently serving in military reserve unit), and honorably discharged veterans.

Lowe's strives to provide exceptional service to each and every customer at all times and we regret situations that occur which make our customers unhappy. Our focus has been and continues to be devoted towards customer satisfaction. Lowe's takes all customer complaints seriously and we use interactions such as these as a way to enhance our quality and overall operations. I apologize for any inconvenience.

I have shared your comments, and concerns with the appropriate department for review. Your feedback will be considered when evaluating future changes to our policy or procedures.

Thank you,

Judy W.

Lowe's Customer Specialist