



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

February 21, 2018

Mr. Ryan Fagan
Director, Sales and Operations Planning
Lowe's, Inc.
1000 Lowe's Boulevard
Mooresville, NC 28117

Dear Mr. Fagan:

I have been attempting fruitlessly to reach someone in authority at Lowe's. I have been sending letters to your CEO for over a year, but I am sure he is not receiving them, as the only response I get is from some junior PR flack.

About eighteen months 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.

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, Lowe's has changed its procedures and requires registration through a Lowe's website which does not allow USPHS officers to register. 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