



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

December 10, 2018

Mr. Vinny Scalise
Vice President of Store Operations, Lowe's, Inc.
1000 Lowe's Boulevard
 Mooresville, NC 28117

Dear Mr. Scalise:

I think your response to my recent letter to you may have done the trick, because the Lowe's website now states that officers of both the US Public Health Service (USPHS) and the National Oceanic and Atmospheric Administration (NOAA) are now eligible for the military discount.

We're half-way there, but only half-way, because the sign-up for the military discount, managed apparently by a firm named Sheer ID, still does not list either the USPHS or NOAA on its pull-down menu on the Lowe's website. I have attempted to reach out to Sheer ID, but they do not respond to me. Perhaps you can get through to them. I also attempted to call Lowe's Customer Service number today, giving up after 45 minutes of being on an endless message telling me that they were helping other callers.

We are very pleased that you have managed what other Lowe's executives have not, and we look forward to bringing this to a successful conclusion. As soon as we see that the website has changed, we will notify our 6000 highly-paid members of this change in Lowe's policy.

Sincerely,

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