



# Commissioned Officers Association

of the U.S. Public Health Service

January 5, 2018

SheerID  
2451 Willamette Street  
Eugene, OR 97405

Dear Sheer ID:

We are a non-profit organization that represents the 13,000 active duty and retired officers in the U.S. Public Health Service. We understand that you provide the service that Lowe's uses to register those individuals to whom it offers its ten percent military discount.

We are writing to you because prior to engaging your services, Lowe's was offering this discount to officers in the U.S. Public Health Service (PHS) and the National Oceanic and Atmospheric Administration (NOAA). These are two of the seven federal uniformed services. Their members wear military uniforms, receive military pay and allowances, and serve alongside members of the armed forces.

Perhaps it is a coincidence, but when Lowe's hired SheerID to manage its website verification process, both PHS and NOAA were dropped from the list of those eligible for the discount. Instead, Lowe's now lumps PHS and NOAA officers with "dishonorably discharged veterans" and denies them the discount. We find this both troubling and insulting, and we would like to have it changed.

Was this your doing? Did someone at SheerID make this decision? If not, who at Lowe's made it? We have been unsuccessful so far in determining the source of this decision, so we are hoping that you can shed some light on it.

We look forward to hearing from you.

Sincerely,

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