

BUCKLEY C. JEPSON

February 15, 2004

Mr. John Cogswell, Manager
CompUSA Store #194
366 East 1300 South
Orem, UT 84058

Dear Mr. Cogswell:

On Thursday my daughter Olivia was in a traffic accident in Provo. She immediately called her fiancé Scott Carter, an employee at your store, who lives a couple of blocks away and he rushed to the accident scene. He was scheduled to work that afternoon but had to accompany her to the hospital in the ambulance, so he immediately called his supervisor. He was told that since they wouldn't be married for a few more weeks, she is not immediate family and therefore he could not take the day off work. On the way to the hospital and after arriving, he tried to call others to cover his shift, but no one was available.

My daughter has no family in the area. Scott did the right thing and stayed with her to make sure she was OK. Unfortunately, when he reported for work the next morning he was fired.

In most companies such employees would be treated as heroes. However, such ethical behavior is seemingly unimportant at CompUSA—at least at your store. Scott knows his products and is consistently a top producer. He has worked at your store for a long time. He did not deserve this type of treatment.

Scott had to beg for a week off to get married, even with six months' notice. This is not a family friendly way to treat employees. I suspect this type of treatment results in a huge employee turnover at your store. I realize that being located in a college town you have a seemingly bottomless well of starving students who you can hire, abuse, and then dump. But that is no way to run a business. It certainly does not speak well for CompUSA.

I am not a huge customer, I know. I only spend a couple of thousand dollars at my local stores in Rockville, Maryland and Alexandria, Virginia each year. But rest assured that my shopping days at CompUSA stores have ended. I shared the story with a number of friends at a gathering last night and I can guarantee that you have lost their sales as well. I will continue to relate my experience to anyone who will listen.

I doubt Scott would want to return to work after this kind of treatment, but I believe you owe him that opportunity. He made a good choice on Thursday and he should be rewarded for that, not punished. Today is Valentine's Day and this jobless couple—a few weeks from their wedding—has little to celebrate.

Sincerely,

Cc:

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