

Promotions Departments  
CostClub Corporate Headquarters  
7654 South Cactus Drive  
Las Vegas, NV 89111  
September 11, 2012

Ms. Lisa Hawkins  
4321 West Sunnyside Drive  
Glendale, AZ 85303

Dear Ms. Hawkins,

Thank you for writing to us and giving us an opportunity to solve this problem. At CostClub we pride ourselves on exceptional customer service, and sincerely apologize for the confusion and frustration regarding your points. I am the Member Liaison at CostClub Corporate Headquarters, and have been investigating this misunderstanding.

After reviewing your account I've realized that your CoolCASH was used by the secondary card holder, Charles Hawkins, on December 23, 2011 at 6:49pm as a partial payment for a \$104.56 jumbo tray. This purchase used the full \$100 CoolCASH credit that had been accumulated. Since a valid purchase was made our company is unable to refund your CoolCASH credit.

You have been a very loyal customer, and we are truly sorry this miscommunication resulted in displeasure with our company. We would like to extend a 10% off your next purchase coupon for the next time you shop with us, which I attached to the back of this letter. Please remember to always check your point balance either by calling our 24/7 customer service department, or by visiting our website [www.costclub.com/customerservice](http://www.costclub.com/customerservice). Points are automatically updated whenever a purchase is made under your account.

I appreciate your time in contacting us with this issue, and was happy to solve this problem in a timely, fair manner. We thank you for your continuous business, and look forward to seeing you shopping with us again soon.

Once again we apologize for any inconvenience.

Sincerely,

*Jordan Wessel*

Jordan Wessel  
Member Liaison