

From: [REDACTED]
To: [Clerk of Board](#)
Cc: [Brynn Gallahue](#)
Subject: My comments to the board
Date: Thursday, August 22, 2024 2:55:07 PM

Thank you Brynn. I was surprised to know that my comments were not registered even though I submitted them through the link that you had sent.

Thank you for providing the email to directly send my comments please acknowledge the receipt of the same.

Please find my *comments* below for the board members to consider:

"I read through your email and while I agree with most of what you said, what I don't agree with is the ability of not being able to get back \$39.49 in the form of a check or a cashback and this amount being directly applied to the NEM bank. Had the balance been over \$100, I would have received a check for this and this would not have been directly applied back to the NEM bank.

First of all \$39.49 is NOT a small amount and an option should have been provided for this amount to be made available back to the Customer. Had it been a really smaller amount, I would have been alright with the above process. If you look at it impartially, it appears to become a clearly biased policy for those who are able to generate more than \$100 to get the refund in terms of check and not for those who cannot meet this requirement.

It looks like this part of their policy needs to change to be able for us Customers to receive a check for that amount.

Kindly let me know the next steps to raise this seemingly biased provision."

Regards,
[REDACTED]