

Tricia Moore walked into the Blimpie's in Buford, Georgia, and I introduced her to my husband. She was very pleasant and made the statement that she was getting lunch for everyone at the office. I said, "I have a coupon for Blimpie's which is in my car, would you like to use it?" Ms. Moore said, "No, that is alright, and it was nice to meet you (to my husband)". So my husband and I walked out of the sandwich shop holding hands as we always do when walking together. You may ask yourself, "What is so special about Tricia Moore meeting your husband and you having lunch with your husband at Blimpie's?" My husband is an American Caucasian with Irish ancestry and I am an American with African and Cherokee lineage. After Tricia Moore, a LAD Custom Publishing employee saw my husband and me eating lunch together at Blimpie's in Buford, Georgia, I received a phone call that resulted in my life changing drastically and emotionally. Today (Friday, July 25, 2003) at 5:15pm, I received this call on my cell phone from Julia Hewell of Kelly Services saying that LAD Custom Publishing does not need for me to return to the office on Monday. Julia Hewell the Kelly Services Manager said that because sales were not coming in as they (LAD) thought they would, I would no longer be needed at this time. Mrs. Hewell stated that LAD said that when sales start to pick up and calls come in they might need me to return. She also told me that LAD said that I did a great job of telemarketing, and would give me a letter of recommendation for the work that I have done.

In flashback form I would like to tell you that when Julia Hewell of Kelly Services originally informed me about this job, she said that the owners wanted me to work full-time and to start working in the Telemarketing division and later move into the Customer Service division. In my first interview with David Binnix and Natalie Flanagan, I told them that I would like to start working part-time due to my commitment of volunteering teaching of computer classes to technological challenged people at a non-profit organization. Both Mr. Binnix and Mrs. Flanagan agree that this was permissible, and Mr. Binnix said that I would go full-time in August 2003. I asked, whom would I report to in my capacity of a Telemarketer? Both Mr. Binnix and Mrs. Flanagan stated I would report to Mrs. Flanagan. In the second interview with Mr. Lance Liggin, the same information was relayed to him and he stated that I would begin working as someone doing a lot of different things at first because of LAD being a small company, but later I would move into a Customer Service roll. After both my interviews, I mailed a thank you card to my interviewees. Later, I got a call from Julia Hewell of Kelly Services telling me to report to work on July 2, 2003 at LAD.

The first week was training with Mr. Binnix and Mr. Liggin about what to say on the telephone to the Textbook Managers. They both explain to me about LAD services, and the type of services provided to the different college bookstores. Mr. Liggin gave me a Telemarketing script, and wanted me to practice saying it to the Textbook Managers for when I called the bookstore. Also, I assisted Julie Binnix with binding (coiling) packets and punching holes in packets by hand.

The **second week**, I began calling the college bookstores on the list that was designated by Mr. Binnix and Mrs. Flanagan, and I receive the ConTEXT mailing list from Mrs. Flanagan on July 14, 2003. With 145 bookstores on the ConTEXT mailing list to call in two weeks, I created calling response records in Word and Excel and saved the documents on a diskette as a back-up. Each day I would print out a list of bookstores, which agreed for LAD to send information and placed on Mrs. Flanagan's desk. At the first of the **third week**, when I was standing in the conference room, Mr. Binnix asked me, "Will you be able to go full-time in August?" I replied, "Yes". Also later in the same week he wanted to know how the ConTEXT calls were going, and I told him they were going great. Mr. Binnix said, "Good, let's finish them so we can move on to the fun stuff (I presumed Customer Service)". In the **third week**, I continued calling the ConTEXT mailing list and Mr. Binnix and Mrs. Flanagan wanted me to focus on calling those bookstores and to complete the mailing list by July 25, 2003. By accident, (Mrs. Flanagan did not inform me of the meeting) I attended one staff meeting on July 9, 2003, and at this meeting Mr. Liggin said that the staff meetings were always on Wednesdays afternoon. However, I was never to attend another one because Mrs. Flanagan told me they were cancelled and would reschedule for another time.

On Wednesday, July 22, 2003 Mrs. Flanagan asked me how many ConTEXT calls I have left to make, and I replied, "Thirty-seven". She went on to say, "I wanted to know so when I may start training you". On Wednesday, July 23, 2003, I walked in the office at 12:50pm, Mrs. Flanagan says, "In ten minutes I am leaving for Texas for the rest of the week". In amazement, I said, "Oh, you said that you were going to start training me." Mrs. Flanagan said that when she returns from Texas on Monday, she would begin training me (Customer Service). Then on Thursday, July 24, 2003 Mr. Liggin said to me, "You are doing a great job, and we appreciate what you are doing. Later we (LAD) are going to transitional you over to Customer Service". I said, "Thank you". Today, Friday, July 25, 2003, Mr. Binnix came in the office with some orders, and he asked me were does the new orders go? I said to him that Natalie has not trained me on doing any packet orders, and I have been concentrating on telemarketing. Later, Mr. Liggin asked me if I knew were a document was located, and I told him that Natalie has not shown me anything about the packet order or forms. Mr. Binnix asked me today, "Have you seen the cover letters and have you been signing them?" I said, "No, Natalie has not shown me the cover letters, and what are the cover letters?" Mr. Binnix said, "The cover letters are what goes on top of the information packets that are sent out to the bookstores, and you need to sign them so the person you spoke to on the phone will know to contact you for questions or comments." I replied, "Natalie has not trained me on doing packets or what is required of packets, do you have a copy of the cover letter so I may see one?" Mr. Binnix said, "Yes". So, Mr. Binnix and I walked over to Mrs. Flanagan's desk and he attempted to find a cover letter. I said that she (Mrs. Flanagan) might have a template on the server under a folder. I looked under "Natalie" folder on the server and did not find one. Mr. Binnix asked Tricia Moore to help look for a cover letter on Mrs. Flanagan's computer. Mr. Binnix told Ms. Moore that I

should have a cover letter in my name, but Ms. Moore did not find one in my name on Mrs. Flanagan's computer, but did find a cover letter under Mr. Binnix's and Mr. Liggin's name. I ask Ms. Moore if she would print out a copy of the cover letter for reference, and she prints out a copy for me. Ms. Moore emails me Mr. Binnix's cover letter, but the file would not open. Then Ms. Moore copy and paste the cover letter and email it to me again, and it still would not open. Finally, Sylvan Haas (IT) had to come over to the computer I was using and unchecked (under Security tab) the box to allow me to open files that were sent as attachments. Also, Sylvan Haas train me on the telephone today, and programmed my telephone with the appropriate names and with the corresponding extensions.

Yes, I was very astounded, traumatized, disenchanted, flabbergasted, annoyed, spiritually injured, and felt other emotions that I cannot put into words. This is not the first time my husband and I encounter discrimination in the same town, but this is the first time I have been released from a job due to the fact that my husband and I have different skin color. I informed my family of this fiasco drama that happened to me today, and driving home I began to cry and pray to God to Bless those ones at LAD Custom Publishing and all the other companies in the business complex. I know this sounds like the opposite of how a normal person my react, but I have learned from the teachings of Jesus Christ in the Bible to love your enemies and do good to those who persecute you wrongly. Of course, at first the human, fleshly feelings came, but through prayer and supplication to God, His Holy Spirit caused me to feel peacefulness and calmness in my heart about this situation. I know that God is in control of my life because I have made a promise to serve Him no matter what happens in my life. As Jesus was dying for our sins, he said, "Forgive them, for they know not what they do".

Respectively yours,

Virginia G. Pierce-Kelly

LAD Custom Publishing
5212 Belle Wood Court, Suite 206
Buford, Georgia 30518
1-877-318-8800
www.ladcutompub.com

Total number of employees including owners as of July 26, 2003—7

Owners: David Binnix and Lance Liggin

Employees: Nancy Liggin, Julie Binnix, Tricia Moore, Sylvan Haas, and Natalie Flanagan

Nepotism: Nancy Liggin is wife of Lance Liggin and daughter of David and Julie Binnix, Sylvan Haas is nephew of Julie Binnix, Julie Binnix is wife of David Binnix, and Lance Liggin is son-in-law of David Binnix, Sylvan Haas lives in the same apartment complex as Tricia Moore.

Page 3 of 3