

RUSTY LUCAS
P.O. Box 422
SANDUSKY, OHIO 44871

June 21, 2004

Kroger
1014 Vine Street
Cincinnati, OH 45202-1100
ATTN: Accounting Dept/Customer Service Dept.

Dear Kroger:

I have a small complaint, but maybe it won't turn out to be if we can work something out. Let me get right to the point that I need to make. I think that you owe me a penny. About a week or more ago (it was a Sunday and I don't know if you count that day toward the coming week or against the prior week because sometimes your ad prices renew on Sunday and sometimes they renew on Monday), I was at your store in Sandusky buying cookies for some migrant farm workers. I bought four containers and I used my Kroger Plus card and got a discount. My bill came to \$11.96, so I put in \$12.00 into the slot (I used the self check out aisle because that way I do not have to deal with anybody crushing my cookies. That didn't happen to me at Kroger, but I still don't like to take any chances with my food). As you can see from the receipt I copied onto the second page of this letter, I put it two \$5 bills and then two \$1 bills, which equals the \$12.00 I already told you about.

The change is properly calculated at \$0.04, but I only got three pennies from the coin return slot. I checked it a few times and I even tapped on it (not hard, mind you) but no more copper pennies rolled out into the dish! I think it was the second counter on the right side in case you want to send a technician over to take a look at it.

Now I know that this may sound trivial, but is there any way that I can get that penny from you? It's not like I am not owed the penny. I understand that I can offer no proof that I, in fact, only got three pennies instead of four, but I would not even think about being dishonest in this kind of situation and I will tell you why you can trust me.

You see, my mom always tells me whenever I find a spare penny in the parking lot or on the floor that it is my Nanny looking out for me. (Nanny is what we called my grandma, but she died about seven years ago at the hospital on the left side of the street). So now every time I find a penny, I like to think that it is her. (She would have even looked like Abe Lincoln if she had a beard and dark bushy eyebrows and took off her glasses).

I was going to say something to the register lady by the end of the checkout lines at the store, but

then I thought that she might think I was making it up and that I was trying to get an extra penny out of the whole deal, so I decided to let it go. But the more I thought about it, the more I wondered if that might have been my Nanny that didn't come out of the coin slot. (We used to play hide and seek together when I was a small child). I couldn't live with myself if that was her and I didn't try to find her. So even if I don't get that penny that I am owed, I still need to ask about it and make the effort, for her sake. Ultimately, I cannot control whether I get her back or not, but I can at least live with the fact that I have made the effort.

And see, that is precisely why you can trust me to be honest about this, because I would not even think about depriving another person of finding their grandma at Kroger. I would only try to claim a penny from you if it was rightfully mine.

So can you have your guys at the Kroger in Sandusky check the self scan register for that Sunday to see if they came up with an extra penny at the end of that shift? You can see from my receipt that I was there at 2:39 p.m. (You do balance the registers on a regular basis I assume?)

Sincerely,

Rusty Lucas

Rusty Lucas

p.s. Do you have any Kroger baseball caps that are for free distribution? I like to wear baseball caps to cover my receding hairline -- especially when I am in the supermarket because it sometimes gets cold in there. Do you think I would get in trouble for wearing a Kroger baseball cap while I am IN Kroger considering that I do not actually work there?



Right Store. Right Price.

*** WELCOME TO KROGER ***
508 W. PERKINS AVE.
SANDUSKY OH 44870
419-626-2786

YOUR CASHIER WAS USCAN

KROGER PLUS CUSTOMER	41632256869
LOFTHSE CKIE	3.99 F
PRSL COOKIE PC	3.99 F
SC 4468 PRSL COOKIE (2.99)	1.00-F
KRO COOKIES PC	4.99 F
SC 3743 KRO COOKIES (2.49)	2.50-F
KRO COOKIES PC	4.99 F
SC 3743 KRO COOKIES (2.49)	2.50-F
TAX	0.00
**** BALANCE	11.96
CASH	5.00
CASH	5.00
CASH	1.00
CASH	1.00
CHANGE	0.04
TOTAL NUMBER OF ITEMS SOLD =	4

*****YOUR KROGER SAVINGS TODAY*****
STR CPN & KRO PLUS SAVINGS \$ 6.00
TOTAL COUPONS \$ 6.00
TOTAL SAVINGS (33 pct.) \$ 6.00
*****YOUR KROGER SAVINGS TODAY*****

06/13/04 02:39pm 987 82 66 123

**PLUS CARD SAVINGS:
YOU SAVED \$6.00**

BY USING YOUR KROGER PLUS CARD
YOU SAVED TO DATE \$67.12

THANK YOU FOR SHOPPING KROGER