

To Whom It May Concern,

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> I retired with 34 years working for OED on March 1 of this year.

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> OED called and offered me employment; however, delayed my start date a few times because I had to complete a CBC criminal background check. And I pushed out my start date because I came down with pneumonia (tested negative for Covid19) and my Doctor recommended I not work until I was better. I required two different antibiotics to recover.

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> OED called on May 8th rescinding my offer of employment. I told Layla Hatoum, my previous Manager who started November of 2019, that I could begin working on May 11th and she said it didn't matter, the offer was no longer available.

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> I am extremely accurate and efficient I could out perform 10 new hires and probably 4 experienced BES's. Since that phone call I continue to see multiple OED openings but just not for me I guess.

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> I count 16 possible work day opportunities that were missed by OED, today being May 26.

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> To calculate it in customers a minimum of 45 calls per day. If off phones I could complete 100 internet claims per day. If off phones I could complete 300 items of BIN work per day.

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> That's many customers lost who could have been paid during this difficult time if OED would have made smarter choices.

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> Sincerely,

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> Valerie Brown
Retiree of OED