

Linda Cox, City Clerk

19 March 2019

Fort Pierce City Hall

100 N.US Hwy 1

Fort Pierce, Fl. 34960

Dear Ms. Cox:

On Feb. 15, 2019 I was notified that Darlene Love's performance at the Sunrise Theater was cancelled. This was a show for which I had purchased seven tickets on Sep. 6, 2018. In an attempt to return the tickets for credit to my charge card, I contacted the Sunrise Theater. The Interim Executive Director and the Theater Manager both informed me that because my tickets were purchased more than 120 days prior to the scheduled performance, the City's Credit Card Company would not authorize a credit to my charge card.

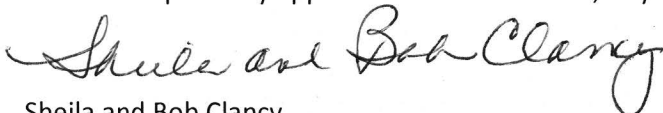
Needless to say, I was very distressed as I had purchased the seven tickets for myself, my husband and five friends at a cost of \$406. I was terribly worried that none of us would be able to have our money returned. And despite numerous phone calls which I made to the theater for nearly three weeks, I was receiving no further clarification of the matter or any assurance that the money would be returned.

At this point, my husband and I decided to contact the office of Mayor Linda Hudson where my call was answered by Miriam Garcia. Ms. Garcia was a polite, knowledgeable young woman who listened to me, asked questions and analyzed the situation before telling me that she would be making a couple of phone calls and would be back in touch with me as soon as possible. She promptly called me, told me that she had spoken with the Theater Director and that I would be hearing from someone at City Hall about the problem. She offered that I could call her if I had any other concerns.

Shortly thereafter, I received a call from Karen Logue, Chief Financial Accountant. She was also of great help and was excellent to work with. Because the City's credit card company would not credit my charge card for these ticket charges, Ms. Logue was able to work out a plan for me and other customers in the same predicament. She arranged for the City to reimburse us - would be issued a check from the City to reimburse us for our tickets. This matter was finally fully resolved last Friday, March 15th.

I want to take this opportunity to thank Miriam Garcia for taking the time to help me and to initiate some phone calls which were instrumental in the ultimate positive resolution of this problem.

I wish to express my appreciation to Ms. Garcia, to you and the Fort Pierce's Clerk's Office.



Sheila and Bob Clancy

300 Cathedral Oaks Dr.

Vero Beach, Fl. 32963

Cc: Miriam Garcia