

January 26, 2021

Phillip Rice
11268 E Linvale Dr
720-282-3379
Phil.rice@mkgappraisal.com

Mr. Rice,

I hope this letter reaches you well.

I apologize if you felt like I was being dishonest, disingenuous, or acting in bad faith. I truly tried to act in your best interest.

I did call you after our last interaction, but there was no answer. I apologize I did not make any additional attempts to contact you after our in-person interaction, because after our discussion it seemed as though you did not care any longer whom the responsible pharmacist was; I clearly misunderstood you in that regard, and for that I apologize.

The Pharmacist's name responsible for the fill on 8/20/20 and 8/25/20 is Brock Bulas, License #0018724

I would like to ask you to work together with me to resolve issues and not escalate these issues unless I do not help you. In the past, I felt I resolved your concerns, including this time. I accept that you don't see it this way, but would like to move forward together to help each other out.

In some of your previous concerns, I am unclear what exactly the complaint was. Most of our interactions involve you asking "who did this", with no explanation as to why you are wanting to know. While I am happy to provide the information you are requesting, I feel you are not showing me respect by letting me know exactly what it is you have a problem with, in order for me to resolve it. If I could ask that you please be clear what it is you are concerned about, and not simply ask "who".

Thank you,

Colin Murtaugh
Pharmacy Supervisor, ACP Pharmacy

Rec'd 2/3/21

14701 East Exposition Avenue
Aurora, Colorado 80012-2623



Phillip Rice
11268 E Linvale Dr
Aurora, CO 80014

PRSR AUTO
FIRST-CLASS



US POSTAGE

\$00.42⁸

FEB 01 2021
ZIP 80216
0801 1053163

15 LR0NAB 80014

