



BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

822 KENNETH HAHN HALL OF ADMINISTRATION/ LOS ANGELES, CALIFORNIA 90012
Telephone (213) 974-4444 / FAX (213) 229-3676

JANICE HAHN

Supervisor, Fourth District

December 21, 2023

Karen S. Lynch, President & CEO
CVS Health
1 CVS Drive
Woonsocket, Rhode Island 02895

Dear President Lynch,

Last week, I visited one of your stores here in Los Angeles County and picked up a Vanilla Visa gift card for my nephew's birthday. I took it up to the register and asked to load it with \$100. But when my nephew went to use the gift card, all the money had already been spent.

I got ripped off, but I found out I was just one of many victims of a growing gift card scam.

I am fortunate that I was able to repay my nephew in cash. But I am worried about your customers who are barely scraping by who can't afford to be ripped off.

The scam is called gift card draining, and the manager I spoke to in your store said he was well aware of it. Yet the store hadn't taken steps to prevent it.

In many of your stores you put everyday essentials behind glass or behind a counter, like deodorant or toothpaste. When those items are stolen, it hurts your bottom line. But when gift cards are used to scam shoppers, it hurts our bottom line. Yet you offer no protection for us.

CVS, and other retailers, have a responsibility to your customers to protect them from these scams, and if you wanted to, you could take action tomorrow. I am asking you to place gift cards behind glass or behind a customer service desk while scams continue. If not that, you must better train your checkout clerks to recognize fake barcodes placed on cards and add warning signage on gift card displays.

You have the power to help save Christmas for thousands upon thousands of your customers nationwide. Please, do the right thing.

Sincerely,

JANICE HAHN
Los Angeles County Supervisor