

A Plug for Sears. Yeah, Sears

By Holly Lisle

I'm passing on an e-mail, and validation from the person who then checked it out. Sears is doing the right thing for our men and women serving as reservists overseas, and deserves some support in return. Here are the e-mails that explain the whole story.

—Original Message—

From: e-mail withheld

Sent: 10/24/03 10:04:02 AM

To: custrel@sears.com

Subject: Sears.com Customer Service Request

COMMENTS: I received this e-mail and was wondering if it is factual or not, so I decided to go right to the horse's mouth.

Thank you.

Shop Sears

I assume you have all see the reports about how Sears is treating its reservist employees who are called up? By law, they are required to hold their jobs open and available, but nothing more. Usually, people take a big pay cut and lose benefits as a result of being called up... Sears is voluntarily paying the difference in salaries and maintaining all benefits, including medical insurance and bonus programs, for all called up reservist employees for up to two years. I submit that Sears is an exemplary corporate citizen and should be recognized for its contribution.

Suggest we all shop at Sears, and be sure to find a manager

to tell them why we are there so the company gets the positive reinforcement it well deserves.

Pass it on.

So I decided to check it out before I sent it forward. I sent the following email to the Sears Customer Service Department:

I received this email and I would like to know if it is true. If it is, the Internet may have just become one very good source of advertisement for your store. I know I would go out of my way to buy products from Sears instead of another store for a like item even if it was cheaper at the other store.

Here is their answer to my email.....

Dear Customer:

Thank you for contacting Sears.

The information is factual. We appreciate your positive feedback. Sears regards service to our country as one of greatest sacrifices our young men and women can make. We are happy to do our part to lessen the burden they bear at this time.

*Bill Thorn
Sears Customer Care
webcenter@sears.com
1-800-349-4358*

From: enjone1

Date: Fri Oct 24, 2003 2:01:04 PM US/Eastern

To: Holly

Subject: Fwd: Re: Sears.com Customer Service Request < ::1369CEKP0RGXRUI1::>

– custrel@sears.com wrote:

Date: Fri, 24 Oct 2003 12:36:24 -0500 (Central Daylight Time)

To: email withheld

From: custrel@sears.com

Subject: Re: Sears.com Customer Service Request < ::1369CEKP0RGXRUI1::>

Dear Ms. Mousseau,

Yes, Sears has extended its program of military pay differential to 24 months. This includes allowing Sears reservists who are full-time employees to continue participating in the company's life insurance, medical and dental programs, if they choose. The company will also hold a comparable position for these individuals for up to five years.

This is not an unusual policy change for Sears. We have extended the pay differential many times in the past, including for Operation Desert Storm and, more recently, for reservists called to serve in Croatia.

Sears has a heritage of commitment to families and home. This is a difficult time for military families, and we are proud to be able to take these actions to demonstrate support for our many co-workers who are serving our Nation.

Sincerely,

The Employees of Sears, Roebuck and Co.

This seems worthwhile to me – support the places that put their money and their ethics where their mouths are and support our troops.

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