



TO: All Stores Employees
FROM: Claims Department, Office of the CFO — Serene Plummer
DATE: January, 22, 2026
RE: New Verification Process for Customer Product Claims

Acme Corporation has built its reputation on fairness, quality service, and ensuring the products we sell live up to customer expectations. Your daily dedication to serving customers with care and honesty is the foundation of our company's continued success.

Acme has recently experienced substantial financial losses due to a significant increase in fraudulent product reimbursement claims. This surge in false claims has cost the corporation thousands of dollars and redirected vital resources away from both genuine customers and internal employee support.

Effective immediately, a new verification process will be implemented for all customer product claims. Key elements of this process include proof of purchase, product verification, managerial review, and proper documentation.

Comprehensive training materials and detailed guidelines will be distributed to ensure all employees grasp the procedure and can implement it confidently. Should questions arise, supervisors and the claims department are available to provide necessary clarification.

These measures are designed to preserve company resources and safeguard Acme's reputation for quality service and fairness. They are not meant to inconvenience honest customers or burden our employees. By adhering to this consistent process, we reinforce the strength of the company upon which we all depend.

Your sustained commitment to professionalism and correct procedures is highly appreciated.