




















-  **Sabrina G:** Hi, my name is Sabrina G. One moment please while I review your question.
-  **Patricia Gaines:** I don't really need to talk to you. I just wanted to let you know.
-  **Patricia Gaines:** I think that in a pretty empty store, for you to send out one of your store detectives to follow me and my father was disgraceful. Check you Swansea store and let them know that neither I or my father who has shopped with you for years, will be shopping there again.
-  **Patricia Gaines:** And I will certainly let my large following and media know what happened to us there.
-  **Sabrina G:** Good morning!
-  **Sabrina G:** One moment while I transfer this chat to my supervisor.
-  **Doris P:** Hi, my name is Doris P. One moment please while I review your question.
-  **Sabrina G** has left the chat.
-  **Patricia Gaines:** I don't think there is anything you can do for me at this point. I am disgusted.
-  **Patricia Gaines:** And offended.
-  **Doris P:** I'm sorry to hear that from you. I apologize for the inconvenience caused.
-  **Doris P:** I shared your comments with the appropriate Store management teams at our corporate office. We are continually looking for ways to best meet the needs of all customers and in turn, improve your experience
-  **Patricia Gaines:** My father told me it "Happens all the time" and he ignores it. He has spent THOUSANDS of dollars with you. This is unacceptable.
-  **Doris P:** I'm sorry to know that and I'd like to tell you that we do not encourage this at Kohl's.
-  **Patricia Gaines:** I have mentioned my experience to the thousands of women on my website and social media following and many have spoken of similar experiences with your organization.
-  **Doris P:** May I know the associate names who racially profiled and followed so that we can take necessary action and make sure that this will not happen to our customers in future.
-  **Patricia Gaines:** You are welcome to peruse my public following and see the public posts for yourself. I am known as Nappturality and have a large Facebook following and website.
-  **Patricia Gaines:** I do suggest you contact your Swansea store and tell them they have lost a loyal customer. I won't have my father harrassed like that again.
-  **Patricia Gaines:** Thank you for your time.

KOHL'S