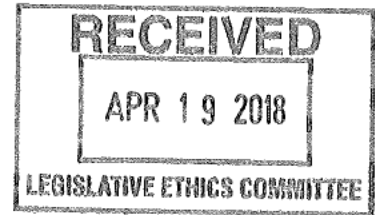


NEW HAMPSHIRE GENERAL COURT
LEGISLATIVE ETHICS COMMITTEE
COMPLAINT FORM

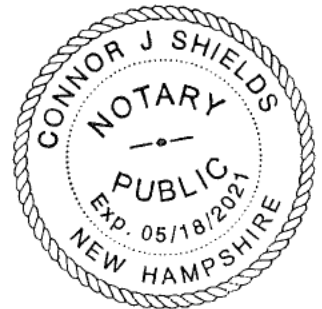
I, the undersigned, do allege that, in my personal knowledge, the following individual(s): Anne Copp, who hold(s) the position of State Representative did commit a violation of law, or of a guideline, rule or regulation of the General Court. In support of my complaint, I offer the following statement of facts. I understand that the filing of this complaint is **confidential** and that the initial review and preliminary investigation of this complaint shall be conducted in nonpublic session unless otherwise requested by the individual(s) complained against. I further understand that unauthorized disclosure of confidential matters or materials contrary to RSA 14-B:4, is punishable in accordance with RSA 14-B:4-a.

STATEMENT (May include reference to the provision(s) allegedly violated):

Please See Attached.



Signed, Kelleo Rly
Printed name: Kelleo Phillippe
Address: [REDACTED]



On this the 17 day of April, 2018, before me, Connor J Shields, the undersigned officer, the above named signatory/signatories personally appeared and took oath that the foregoing document by him/her/them subscribed is true.

[Signature]
Title of Officer

03/26/2018

Honorable Gene Chandler
Speaker of the House of Representatives
State House Room 311
107 North Main Street
Concord NH 03301

Dear Honorable Gene Chandler, Speaker of the House of Representatives,

On March 22, 2018 Representative Anne Copp came into my workplace, Banks Collision Center, to pick up her vehicle that we completed repairs on. She paid her \$500.00 deductible with a check and I explained to her that I had to verify the funds on all checks and it would only take a couple of minutes. She then told me, "she did not have the funds in her account." I asked her "why do I have the check for the deductible if there were no funds in your bank to cover the check? I asked if she could pay with a credit card because I could not release the vehicle until the deductible was paid. She stated "she did not and she was not leaving until she could leave with her vehicle." I explained that "I could not release the vehicle until the deductible was paid."

After stating these facts, she mentioned that she did not like my customer service skills and she wanted to speak to the manager. I explained to her "the manager was not here." She then stated, "doesn't anyone work anymore?" "Why isn't there a manager here at 5:00?" I told her I could call him, she stated "call him and tell him to come here now!" As I was on the phone with my manager, she was complaining about me. My manager, Tim Joslin, was asking me questions-Can she pay with a credit card? As I was continuing to listening to my manager she threw a business card at me. I picked it up and it stated she was a member of the House of Representatives. I explained to Tim she just gave me a House of Representatives card and I am not sure why. She stated "I needed to have respect for the members of the house." I was not quite sure what that meant.

Meanwhile, my co-worker Courtney was working with other customers picking up there vehicles. I was embarrassed and humiliated that she was being rude, disrespectful and misusing her power as a member of the House of Representatives. Tim stated he needed to make a call and would call me right back. I had to step away from the situation so I went to the ladies room because I was so upset. After gathering myself, I came back out and she proceeded to tell me "she was going to report me to my boss regarding my customer service skills." I told her "I would also report her to the House of Representatives for giving me a check that had insufficient funds." She then again told me "I needed to respect the members of the house." I said "Excuse Me?" "You need to give respect to get respect."

Tim then called back to speak with the customer. She was telling Tim the only reason why she gave me the business card was to show that she could pay the \$500.00 in good faith because she was a member of the House of Representatives. Which she never told this to me. Tim proceeded to tell her that we would need the \$500.00 deductible in order to release the vehicle and she would have to call somebody that could pay over the phone. She left the office for a moment to make some phone calls for the payment. She then came back in with someone that could pay over the phone. "I explained the phone

system shut down at 5:20pm and goes to the answering service.” As I was calling my phone number in my office, the customer stated “She’s smart, calling a number that she knows it’s going to the answering service.” “I explained, my line should not go there and I was testing it.” She then stated “she did not want me taking the payment over the phone, she wanted Courtney to.”

I left the office to call Tim and Courtney covered the front office. I called Tim to let him know everything she has said and how upset I was. I went back to the front office. I remained at the front desk and started to work on other things. The customer was talking to Courtney about me while I was sitting there. She said “Stevi , her estimator, and the girls at the front desk have good customer service skills and Tim was going to hear how I needed a lesson in customer service.” “I told her I was done and for her to get over herself.”

As she was leaving she stated ‘she didn’t even know who I was.’ I replied ‘I didn’t even want to know who she was.’ She proceeded to be rude and say more things about me and I cut her off and said “have a good night. After saying that three times, I held my hand up and motioned zip it with that noise.

She then came back to my desk and said “Do you want to step out side?” Again, I said have a good night!

I wrote this letter in great detail to explain my interaction with Representative Anne Copp. My concern is, that as a member of the House of Representatives, she is treating other people like this also.

Any questions, please do not hesitate to ask.

Sincerely,



Kellee Philippe

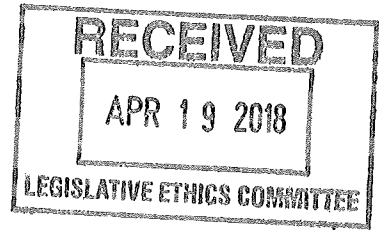


NEW HAMPSHIRE GENERAL COURT
LEGISLATIVE ETHICS COMMITTEE
COMPLAINT FORM

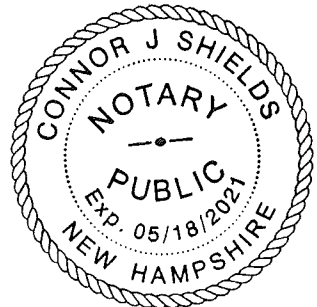
I, the undersigned, do allege that, in my personal knowledge, the following individual(s): Anne Copp, who hold(s) the position of State Representative did commit a violation of law, or of a guideline, rule or regulation of the General Court. In support of my complaint, I offer the following statement of facts. I understand that the filing of this complaint is **confidential** and that the initial review and preliminary investigation of this complaint shall be conducted in nonpublic session unless otherwise requested by the individual(s) complained against. I further understand that unauthorized disclosure of confidential matters or materials contrary to RSA 14-B:4, is punishable in accordance with RSA 14-B:4-a.

STATEMENT (May include reference to the provision(s) allegedly violated):

Please refer to attached document.



Signed:
Printed name: Courtney Gilman
Address: [REDACTED]



On this the 17 day of April, 2018, before me, Connor J Shields, the undersigned officer, the above-named signatory/signatories personally appeared and took oath that the foregoing document by him/her/them subscribed is true.

Title of Officer

To the Legislative Ethics Committee,

My name is Courtney Gilman, I want to reach out to you in regards to an incident that occurred at my place of work, Banks Collision Center on Thursday March 22, 2018.

I was involved in a very disruptive and uncomfortable situation that was provoked by one of your State Representatives. Anne Copp created one of the most distracting and troublesome experiences I have been in at a place of work, never mind my co-worker who had to deal with her throughout most of the process until she felt so talked down to that she had to leave the situation.

After a fairly long repair to the car, and two claims, Anne came in to pick up her vehicle. The altercation began when Representative Copp went to write a check for her deductible of 500 dollars, which is something the insurance company requires for repairs to be done on almost every vehicle. Customers are informed of this before repairs are started and again before they pick up their vehicle. When my co-worker Kellee had noticed that Anne was writing a check she informed her that we would need to verify funds with the bank before accepting any personal check. This is a process that our company requires us to do before accepting a personal check from anyone. After Kellee stated that she would need to do this Representative Copp became upset, wondering why we would be so disrespectful and how we could treat her so poorly. My co-worker explained that this is a process we go through with everyone and that if she didn't want her to verify funds then she could use another form of payment such as a bank card or credit card. Anne stated that she did not have the funds available in her account for the check that she had already written to our company and handed over for processing. At this point Kellee called our director to see if we could do anything about this situation, as she was trying to explain this to our manager and help, Representative Copp kept interrupting and threw her State Representative business card at Kellee saying that we should respect her due to the position she had with the State and that we should accept the check because of "good faith" and that we were embarrassing her. Anne stated that she was going to call the House of Representatives to complain about the customer service she was getting. She also stated that she would NOT be leaving until she had the keys to her vehicle.

Representative Copp further spoke with our manager, at which point he stated that she must pay her deductible in order for her vehicle to be released. After a long conversation with our manager it resulted in her having to ask a friend to pay with a credit card over the phone at which time our office was closed. While finishing the payments Representative Copp proceeded to speak down to Kellee to

which point Kellee had to ask her to treat her with more respect. I had to step in and finish with the customer because of the way she was speaking to Kellee saying that she had very poor customer service skills and that she would be calling our manager to speak about how poorly she was treated. Kellee was doing her job, as a bystander I didn't see her say or do anything that was out of line considering the situation that she was placed in. She had to be firm at times with Anne due to the volume in which she was speaking at Kellee. I say "at" her because she wasn't having a conversation with Kellee, she was speaking at her without hearing anything she had to say.

As she was leaving she continued to speak down to Kellee, saying that she hasn't spoken with her at all throughout the process. Kellee was helping us out because we were short staffed and while explaining this to Representative Copp she spoke over Kellee with more harsh comments and threats. She did her best to ignore the comments but there came a point when she had to stick up for herself and told Anne that she needed to leave and have a good rest of her day. This is when Anne proceeded to ask Kellee if she wanted to "step outside". I was shocked to hear this, not from just anyone but from someone who represents the State. I can't imagine her speaking with someone at the House the way she spoke to Kellee, who deals with customers everyday and collects hundreds of payments weekly as she is our Accounts Receivable Representative. In her 3 years at our facility no customer has treated her this disrespectfully. Representative Copp claims she was embarrassed, I wish she could have been in Kellee's shoes. It brings our business down as well when a Banks customer and her son witnessed Representative Copp disrespecting and speaking so poorly to our employee. To some extent I wish I had the conversation on record so I could pin point every way she disrespected Kellee, however I am hoping this letter might do some justice. It's simply childish, she was writing a check of insufficient funds and didn't think we would do anything about it. She created chaos at our place of work and came in here threatening and asking my co-worker to step outside. She lied, threatened and spoke down to us. It's unprofessional and disrespectful, she doesn't deserve to represent our State and I am embarrassed that she is speaking on behalf of anyone who lives here.

I appreciate you taking the time to hear of this matter.

Please feel free to contact me with any questions or concerns,

Courtney Gilman

Front Desk Receptionist



State of New Hampshire

GENERAL COURT

LEGISLATIVE ETHICS COMMITTEE

State House - Room 112
Concord, NH 03301-4951

May 2, 2018

Honorable Anne Copp
41 Sheldon Road
Danbury, N.H. 03230-4833

Re: Complaint #2018-4

Dear Representative Copp:

At its meeting held on May 1, 2018, the Legislative Ethics Committee undertook Initial Review of the above-referenced Complaint in non-public session as prescribed by statute. Upon completion of the review, the Committee voted unanimously (6 – 0) to conduct a Preliminary Investigation, as we concluded that the Complaint is within our jurisdiction and has merit.

The actions alleged in the Complaint, if true, could constitute violations of the following provisions of the Ethics Guidelines:

Section 1 Principles of Public Service

Paragraph I

Public Office as a Public Trust

Legislators shall treat their office as a public trust, only using the powers and resources of public office to advance public interests, and not to attain personal benefits or pursue any other private interest incompatible with the public good.

Paragraph IV

Principle of Conduct

Legislators shall treat each other, legislative employees, and the public with dignity and respect.

Section 3 Prohibited Activities

Paragraph III

Legislators shall not: ****

(c) Threaten reprisals or promise inducements of any kind to influence another so as to obtain special personal benefits for the legislator, the legislator's immediate family or household member, or for certain constituents which would not be available to others under similar conditions.

(e) Use their public position or office to obtain anything of value for the private benefit of the legislator, a member of the legislator's immediate family, or a household member.

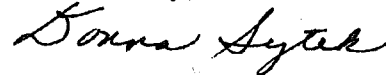
Pursuant to the Committee's Procedural Rule 5, I, you are required to respond in writing to the merits of the Complaint within 14 days of the date on this notice.

Under the rules governing the Committee, at the conclusion of a Preliminary Investigation the Committee may elect to dismiss a complaint, pursue an informal resolution, which may take the form of written advice or admonishment, the requirement of remedial action, or the imposition of conditions, or any combination thereof, or the Committee may determine to institute formal proceedings. See Procedural Rules 6 and 7.

The parties are reminded that this matter remains confidential. RSA 14-B:4, III; Ethics Procedural Rule 3.

If you have any questions regarding this matter, please contact our Committee's Executive Administrator, Richard Lambert.

Sincerely,



Donna Sytek
Chairman

cc: Ms. Kellee Philippe
Ms. Courtney Gilman
Members of the Legislative Ethics Committee

Representative Anne Copp
41 Sheldon Road
Danbury, NH 03230



State of New Hampshire
General Court Legislative Ethics Committee
State House Room 112
Concord, New Hampshire 03301

Reference Complaint #2018-4

Chairman Sytek,

I would like to respond to your request for comment regarding the March 22nd matter. Pursuant to 2017 Ethics statutes and procedural rules, this legislator has the utmost respect for the office of which I hold. I am a legislator from Merrimack County District # 1 which encompasses the Towns of Andover, Danbury and Salisbury. I would like to share my view of events that occurred at an Auto Repair shop. I will detail below that I believe I never violated any Ethics rules of conduct.

I have been a longtime public servant in the State of New Hampshire and I hold our public confidence in the highest of esteem.

Ethics alleged Violation Paragraph I

Public Office as a Public Trust

“Legislators shall treat their office as a public trust, only using the powers and resources of public office to advance public interests and not to attain personal benefits or pursue any other private interest incompatible with the public good.

I Anne Copp did not at anytime violate the public trust.

Ethics alleged Violation Paragraph IV

Principles of Conduct

“Legislators shall treat each other, legislative employees and the public with dignity and respect.

I Anne Copp did not at anytime violate principles of conduct.

Ethics alleged Violation Paragraph III

Section 3 Prohibited Activities

Paragraph III

Legislators shall not ***

(c) Threaten reprisals or promise inducements of any kind to influence another so as to obtain special personal benefits for the legislator, the legislator’s immediate family or household member or for certain constituents which would not be available to others under similar conditions.

(e) Use their public position of office to obtain anything of value for the private benefit of the legislator a member of the legislator's immediate family or a household member.

I Anne Copp did not at anytime perform prohibited activities (c) or (e).

On March 22nd this Legislator did go to Banks Collision on Airport road at the request of Ms. Philippe. (after 8 weeks my car was seriously delayed in its repair) I had never met her before this day; she called my office to say my car was ready. I had been in constant contact with Stevi Valle my collision repair coordinator. She was always very professional and sweet I called every week after the initial date passed that my car was supposed to be ready.

A few times I did get Courtney on the phone as the receptionist and she too was very sweet and helpful. That is what is so surprising that she is supporting Ms Philippe's claims.

There were issues with the Insurance Company sending a check to me for a lesser amount. They asked that I void the check and call to verify they would be sending another check directly to Banks this was March 22nd. Ms. Philippe never stated "I would not be getting back my car that day" or any conditions thereto.

When I arrived I signed one of the Insurance checks over to her (I endorsed the Insurance check on the back.) I kept asking for Stevi because I had questions about my car, Kellee would not let me speak to her, she said she was washing my car in the back... That was not true my car was sitting right out front. Before taking possession of the car I wanted to do a walk through with Stevi. Because they had my car so long the Ins. Company was cancelling the rental. Banks Collision rushed the return as soon as rental ended; my car was not finished.

I did challenge this as anyone would Kellee got irritated with me because now it was 5:00PM I had returned the rental already, the guy left with the car. I was alone no one was with me to give me a ride anywhere. When the woman said by the way you owe us \$500.00 in a tone that inferred I was not going to pay. I was writing the check for \$500.00 and explained to her the funds would be there the next day.

She refused to take my paperwork though she had the endorsed check from the insurance company and Liberty Mutual was sending the new check in the mail. It had not arrived? As a customer I was trying to figure out what to do, I had no ride to the bank to with draw cash it was passed 5:00PM and the Credit Union savings account had \$450.00 in it.

She said you cannot take the car until you PAY???? I explained she had no reason to say that to me I had never left any bill unpaid with them therefore there was no history for her to treat me that way. There were customers in the little lobby I did ask her to take a more private approach she refused.

In retrospect I believe she took issue with my political beliefs it is the only logical explanation, mind you I never shared them with her the only evidence were the bumper stickers on my car and my legislative plate she must have seen them many times on her way to her office daily. There is no logical reason for her to treat me with such disdain. As I had explained she was covering a shortage I had never met her or spoken to her in all the time my car was there, until that one 1 hour encounter.

There were customers in the lobby and I asked her to be reasonable I asked if we could go outside to discuss my personal affairs away from the customers. She seemed angry that I asked to speak to the manager she said he left. I asked her again to try to reach him by phone. I was trying to find out what I could do, I was stranded.

The manager suggested I get my fiancé to pay by credit card. After further humiliation (State rep or not no one should be treated this way.)

I went outside in tears I spoke with my fiancé luckily he was available. When I explained the situation at first he was so mad he said call the police, I said I just wanted to go home. He gave Courtney the credit card info and I went outside it was close to 6:00PM by now, I asked for Stevi a 4th time She came out. She was upset that she had to wait she was running late to pick up her Son from daycare. I showed her the rocker panel on my car that was still not fixed she said take a pic and send it to me, I agreed got my keys back and I left.

My intention was to call the better business bureau over it. I have the photo if you need to see it. I was also going to complain to Banks Auto the parent company that had always treated me with respect and ultimate customer service.

Good thing I did not, when I received this letter I was shocked:

#1 Because she had treated me shabbily not the other way around

#2 My car was not fixed still and she seemingly encouraged Courtney to enjoin her complaint.

She was rude and threatened me and said she was going to call The Speaker of the House and say I was passing a bad check that is not at all what happened.

If I had called back the rental I could have had them drive me home. Enterprise rental does that as a service to THEIR customers. The next day I could have gotten the cash for that woman. I was so upset I was not sure what I could do. After the payment was made the billing clerk (normally in the back) seemed to calm down it was as if she was terrified people were trying to scam her. I never knew when I left that she was going to make these false claims against me. Convenient since I do not have anyone to corroborate my side of things except my fiancé on the other end of the phone that day.

I chalked it up to a bad auto repair experience and moved on. I was unaware until April 22nd not knowing anything about this. I will tell you that when I spoke to the Manager he told me Kellee does not deal with the front office or the public normally but they were short staffed, I told him she did not have good customer service skills and that was probably best.

At all times I was acting as a customer not a State Rep at no time did I ask for free repairs they were paid that day albeit in a very strange way I did not leave owing anything. There was no special treatment of any kind on the contrary I was totally and unexpectedly accosted. If I knew what was going to happen I would have just gone home that day. I got a seemingly innocent call from a stranger and I rushed over anxious to get my car back. If I had any warning I needed \$500.00 in cash or my car would not be released believe me I would have gone to the bank 1st. we all don't have the benefit of hindsight unfortunately I wish I had done just that.

I also know if the manager had not gone I could have had a reasonable outcome for all concerned. This is an unfortunate incident; I assure you I will not allow my character besmirched.

Thank you for your consideration.

Anne Copp
[REDACTED]

Lambert, Richard

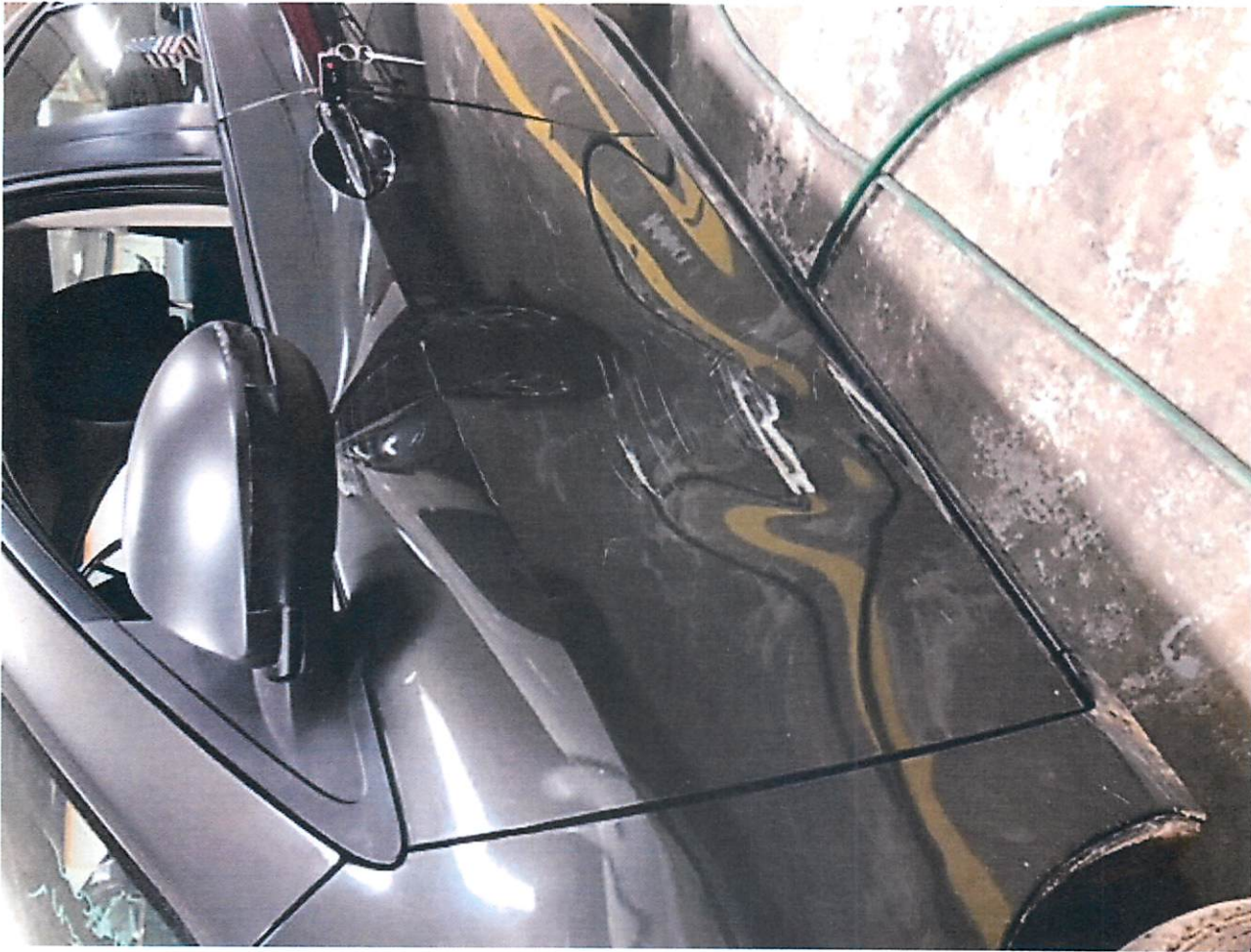
From: Anne Copp <Anne_Copp2010@yahoo.com>
Sent: Thursday, May 03, 2018 11:19 PM
To: Lambert, Richard
Subject: Correspondence with Banks prior to 3/22



Re: Complaint #2018-4

Sent from private e-Mail account not leg account.





Fwd Update on Vehicle repairs
Sent from my iPhone

Begin forwarded message:

From: Stevi Valle <svalle@banksautos.com>
Date: March 15, 2018 at 5:30:19 PM EDT
To: Anne Copp <anne_copp2010@yahoo.com>
Subject: RE: UPDATE ON VEHICLE REPAIRS

Hi Anne,

I hope you are feeling better! I wanted to send along a quick update on your vehicle. At this point we are looking into next week for a completion due to the parts delay with the weather. I will plan to touch base with you Monday and give you a more specific day next week. Let me know if you have any questions at all. Have a great night!

Stevi M. Valle
Banks Collision Center
Phone: 603-410-2200
Fax: 603-228-5977

From: Anne Copp [anne_copp2010@yahoo.com]
Sent: Friday, March 09, 2018 10:22 AM
To: Stevi Valle
Subject: Re: UPDATE ON VEHICLE REPAIRS

Thank you Stevi

Great timing I have the flu and was worried about the car being finished too early...

Don't want to share this !

Anne

From: Stevi Valle <svalle@banksautos.com>
To: Anne Copp <Anne_Copp2010@yahoo.com>
Sent: Friday, March 9, 2018 9:20 AM
Subject: UPDATE ON VEHICLE REPAIRS

Good Morning!

I hope you made it through the storm with minimal hassle! I wanted to send you an update on the vehicle repairs. There was a small delay in a few parts on the second claim due to the weather. With that I am thinking a more realistic completion is end of next week once the parts arrive and vehicle goes through paint and reassembly. I will plan to touch base with early to mid next week with another update and let you know a better idea on completion date. Let me know if you have any questions! Enjoy your weekend!

Stevi M. Valle
Banks Collision Center
Phone: 603-410-2200
Fax: 603-228-5977

From: Anne Copp [Anne_Copp2010@yahoo.com]
Sent: Monday, February 26, 2018 9:33 PM
To: Stevi Valle
Subject: Re: Liberty Mutual Cl # 037010842

Thank you stevi yes I got them i sent them over to LM are you guys in touch via the claim # had Joanne from LM contacted you?

We will keep in touch.
Anne

Sent from my iPhone

On Feb 26, 2018, at 12:52 PM, Stevi Valle <svalle@banksautos.com> wrote:

I snapped a few more pictures and sent them over to you! Let me know if you that you received them. Also, one of the supplement parts for the right side portion is coming out of a different depot so is anticipated to be here end of day Wednesday. That will make it tight for completion of end of this week but as soon as the part arrives we will have a better idea! I hope you had a great weekend. Thank you!

Stevi M. Valle
Banks Collision Center
Phone: 603-410-2200
Fax: 603-228-5977

From: Anne Copp [Anne_Copp2010@yahoo.com]

Sent: Saturday, February 24, 2018 11:02 AM

To: Stevi Valle

Subject: Liberty Mutual CI # 037010842

Stevi,

I sent LM a photo of the door and mirror it was my only one For the record could you take a few more 😊

You can txt it to me for quickness and keep a copy



Thank you
Anne Mazda 3

Sent from my iPhone

On Jan 11, 2018, at 11:44 AM, Stevi Valle <svalle@banksautos.com> wrote:

Hi Ann,

It was great meeting you today! Attached is the estimate for your vehicle along with photos. Please let me know if you have any questions. Have a great day!

Stevi M. Valle
Banks Collision Center
Phone: 603-410-2200
Fax: 603-228-5977

<2011MAZD3.pdf>

<CENTER PILAR.jpg>

<Right Front.jpg>

<Right QP.jpg>

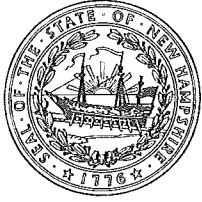
<RIGHT QTR.jpg>

<Right Rear.jpg>

<Right Side.jpg>

<RIGHT.jpg>

<VIN Number.jpg>



State of New Hampshire

GENERAL COURT

LEGISLATIVE ETHICS COMMITTEE

State House - Room 112
Concord, NH 03301-4951

May 25, 2018

Honorable Anne Copp
41 Sheldon Road
Danbury, N.H. 03230-4833

Re: Complaint #2018-4 – Informal Resolution – Written Advice

Representative Copp:

At its meeting held on May 22, 2018, the Legislative Ethics Committee completed its Preliminary Investigation of the above-referenced matter, conducted in accordance with RSA 14-B:4, VI and Procedural Rule 6.

The Committee undertook review of the Complaint and associated materials received on April 19, 2018, and the response from you received on May 3, 2018. Our Preliminary Investigation revealed that there are differing accounts of the incident in question which it is unable to resolve from the information before it. However, that Investigation did suggest that your conduct under the circumstances may have been inappropriate and could have been construed to mean that you were attempting to use your office to influence the complaints' decision regarding their business transactions with you.

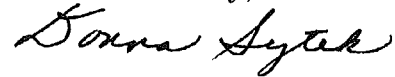
Following deliberation, the Committee voted to invite you to consent to Informal Resolution of this matter by accepting written advice, in accordance with RSA 14-B:4, VII and Procedural Rule 6, V.

The Committee advises that you should be sensitive about engaging in behavior that could be construed as using your position in the House of Representatives to attain any special benefit.

We request a response from you by June 4, 2018. If you do not accept the terms of the Informal Resolution, the Committee is prepared to proceed to Formal Proceedings.

Please contact the Committee's Executive Administrator, Richard Lambert, if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Donna Sytek".

Donna Sytek
Chairman

cc: Members of the Legislative Ethics Committee

Representative Anne Copp
41 Sheldon Road
Danbury, NH 03230

State of New Hampshire
General Court Legislative Ethics Committee
State House Room 112
Concord, New Hampshire 03301



Reference Complaint #2018-4

Chairman Sytek,

Re: Informal Resolution – Written Advice

I consent to informal resolution of the below matter. I accept written advice, in accordance with RSA 14-B:4, VII and Procedural rule 6, V.

*** See 4 blue bullets Below :**

I would like to respond to your request for comment regarding the March 22nd matter. Pursuant to 2017 Ethics statutes and procedural rules, this legislator has the utmost respect for the office of which I hold. I am a legislator from Merrimack County District # 1 which encompasses the Towns of Andover, Danbury and Salisbury. I would like to share my view of events that occurred at an Auto Repair shop. I will detail below that I believe I never violated any Ethics rules of conduct.

- **I have been a longtime public servant in the State of New Hampshire and I hold our public confidence in the highest of esteem.**

Ethics alleged Violation Paragraph I

Public Office as a Public Trust

“Legislators shall treat their office as a public trust, only using the powers and resources of public office to advance public interests and not to attain personal benefits or pursue any other private interest incompatible with the public good.

- **I Anne Copp did not at anytime violate the public trust.**

Ethics alleged Violation Paragraph IV

Principles of Conduct

“Legislators shall treat each other, legislative employees and the public with dignity and respect.

- **I Anne Copp did not at anytime violate principles of conduct.**

Ethics alleged Violation Paragraph III

Section 3 Prohibited Activities

Paragraph III

Legislators shall not ***

(c) Threaten reprisals or promise inducements of any kind to influence another so as to obtain special personal benefits for the legislator, the legislator's immediate family or household member or for certain constituents which would not be available to others under similar conditions.

(e) Use their public position of office to obtain anything of value for the private benefit of the legislator a member of the legislator's immediate family or a household member.

- **I Anne Copp did not at anytime perform prohibited activities (c) or (e).**

On March 22nd this Legislator did go to Banks Collision on Airport road at the request of Ms. Philippe. (after 8 weeks my car was seriously delayed in its repair) I had never met her before this day; she called my office to say my car was ready. I had been in constant contact with Stevi Valle my collision repair coordinator. She was always very professional and sweet I called every week after the initial date passed that my car was supposed to be ready.

A few times I did get Courtney on the phone as the receptionist and she too was very sweet and helpful. That is what is so surprising that she is supporting Ms Philippe's claims.

There were issues with the Insurance Company sending a check to me for a lesser amount. They asked that I void the check and call to verify they would be sending another check directly to Banks this was March 22nd. Ms. Philippe never stated "I would not be getting back my car that day" or any conditions thereto.

When I arrived I signed one of the Insurance checks over to her (I endorsed the Insurance check on the back.) I kept asking for Stevi because I had questions about my car, Kellee would not let me speak to her, she said she was washing my car in the back... That was not true my car was sitting right out front. Before taking possession of the car I wanted to do a walk through with Stevi. Because they had my car so long the Ins. Company was cancelling the rental. Banks Collision rushed the return as soon as rental ended; my car was not finished.

I did challenge this as anyone would Kellee got irritated with me because now it was 5:00PM I had returned the rental already, the guy left with the car. I was alone no one was with me to give me a ride anywhere. When the woman said by the way you owe us \$500.00 in a tone that inferred I was not going to pay. I was writing the check for \$500.00 and explained to her the funds would be there the next day.

She refused to take my paperwork though she had the endorsed check from the insurance company and Liberty Mutual was sending the new check in the mail. It had not arrived? As a customer I was trying to figure out what to do, I had no ride to the bank to with draw cash it was passed 5:00PM and the Credit Union savings account had \$450.00 in it.

She said you cannot take the car until you PAY???? I explained she had no reason to say that to me I had never left any bill unpaid with them therefore there was no history for her to treat me that way. There were customers in the little lobby I did ask her to take a more private approach she refused.

In retrospect I believe she took issue with my political beliefs it is the only logical explanation, mind you I never shared them with her the only evidence were the bumper stickers on my car and my legislative plate she must have seen them many times on her way to her office daily. There is no logical reason for her to treat me with such disdain. As I had explained she was covering a shortage I had never met her or spoken to her in all the time my car was there, until that one 1 hour encounter.

There were customers in the lobby and I asked her to be reasonable I asked if we could go outside to discuss my personal affairs away from the customers. She seemed angry that I asked to speak to the manager she said he left. I asked her again to try to reach him by phone. I was trying to find out what I could do, I was stranded.

The manager suggested I get my fiancé to pay by credit card. After further humiliation (State rep or not no one should be treated this way.) I went outside in tears I spoke with my fiancé luckily he was available. When I explained the situation at first he was so mad he said call the police, I said I just wanted to go home. He gave Courtney the credit card info and I went outside it was close to 6:00PM by now, I asked for Stevi a 4th time She came out. She was upset that she had to wait she was running late to pick up her Son from daycare. I showed her the rocker panel on my car that was still not fixed she said take a pic and send it to me, I agreed got my keys back and I left.

My intention was to call the better business bureau over it. I have the photo if you need to see it. I was also going to complain to Banks Auto the parent company that had always treated me with respect and ultimate customer service.

Good thing I did not, when I received this letter I was shocked:

#1 Because she had treated me shabbily not the other way around

#2 My car was not fixed still and she seemingly encouraged Courtney to enjoin her complaint.

She was rude and threatened me and said she was going to call The Speaker of the House and say I was passing a bad check that is not at all what happened.

If I had called back the rental I could have had them drive me home. Enterprise rental does that as a service to THEIR customers. The next day I could have gotten the cash for that woman. I was so upset I was not sure what I could do. After the payment was made the billing clerk (normally in the back) seemed to calm down it was as if she was terrified people were trying to scam her. I never knew when I left that she was going to make these false claims against me. Convenient since I do not have anyone to corroborate my side of things except my fiancé on the other end of the phone that day.

I chalked it up to a bad auto repair experience and moved on. I was unaware until April 22nd not knowing anything about this. I will tell you that when I spoke to the Manager he told me Kellee does not deal with the front office or the public normally but they were short staffed, I told him she did not have good customer service skills and that was probably best.

At all times I was acting as a customer not a State Rep at no time did I ask for free repairs they were paid that day albeit in a very strange way I did not leave owing anything. There was no special treatment of any kind on the contrary I was totally and unexpectedly accosted. If I knew what was going to happen I would have just gone home that day. I got a seemingly innocent call from a stranger and I rushed over anxious to get my car back. If I had any warning I needed \$500.00 in cash or my car would not be released believe me I would have gone to the bank 1st. we all don't have the benefit of hindsight unfortunately I wish I had done just that.

I also know if the manager had not gone I could have had a reasonable outcome for all concerned. This is an unfortunate incident; I assure you I will not allow my character besmirched.

Thank you for your consideration.

Anne Copp

