

Complaint to OIG, <https://www.uspsoig.gov/form/file-online-complaint>

1. Both postal clerks refused to listen when I tried to tell them I had an ADA exemption and did not need a mask.
2. The second postal clerk got very loud, irate, vocal, abusive, harassive, and intimidatory as she kept repeating I needed a mask to be in there and to get service. She asked me to read what was written on my Exemption Card to her which I did--which clearly spells out that businesses are in violation of the ADA and civil rights in refusing to honor a medical exemption to the mask--then said it meant nothing to her, that "you can have your exemption but you can't come in here" (failing to understand what I had just read to her, clearly).
- 3) This clerk kept (discourteously) shouting and denying services--then said I had no right to record her, it was discourteous to do so, even as she discourteously and disrespectfully trampled on my rights and denied me service.
- 4) This clerk also told me to "go somewhere else" and said "And?" when I noted to her the USPS had a monopoly and I could not go anywhere else.
- 5) This clerk stated the "government or the general manager of the Post Office" had to tell her non-mask-wearing people could be served before she would serve them.
- 6) This clerk, on being told by me that the US Postmaster General had indicated in writing that all customers should be served, whether with mask or not, demanded to see the evidence and then reiterated she would not serve me, the Postmaster was not on the premises and I had to leave.
- 7) While violating my civil rights and yelling at me in a rude and nasty fashion, the first clerk threatened to "call the police."
- 8) Both clerks were discriminating against me on the basis of non-mask-wearing, refused to listen to or accept the mask-exemption, and openly denied me service. This is discrimination, in violation of the Civil Rights Act and the Americans with Disability Act, as well as against all public accommodation laws in Massachusetts and should not be tolerated.
- 9) Both these clerks resorted early to raised voices and intimidating tones, causing me to raise my voice and repeat my words just in order to be heard.
- 10) The second clerk exhibited what can be called BULLDOG behavior, barking and mocking in distinct intent to intimidate and shut me down.
- 11) The second clerk's actions in demanding proof "in black and white" from me of something all postal employees should know firsthand, that I as a customer should not be needing to educate them about, are more than absurd, they are outrageous, as was her entire attitude and denial of service.
- 12) The second clerk's absolute refusal to serve me--for not wearing a mask which is a medical device which neither she nor anyone else in the Post Office has aNY right to ask ANYONE to wear--is outright discrimination and targeted harassment.

Also submitted same complaint with some inttro online to: <https://usps.force.com/emailus/s/personnel-inquiry>