

From: [Arkley, Rob](#)
To: [Lovelace, Mark](#)
Cc: [Mitchell, Brian](#)
Subject: RE: Layoffs
Date: Monday, April 11, 2011 7:42:23 AM

Dear Mark,

Thank you for your nice note. Layoffs are miserable. Each time I walk through a company parking lot, I realize that many employees' abilities to pay their bills lies on my ability to provide employment.

The reason for the layoffs was the loss of the Citi contract. After that, we had to reverse engineer profit numbers. The other problem that we all have to acknowledge is that IT costs jobs. We now collect 3 times more loans per person than we did 4 years ago. I made the decision that even during the down-turn/recession/depression, we would continue investing in our technology. It pays off, but at a human cost.

Once again, thanks for your kind words.

Vty,

Rob

-----Original Message-----

From: Lovelace, Mark [<mailto:Mark.Lovelace@co.humboldt.ca.us>]
Sent: Friday, April 08, 2011 9:07 AM
To: Arkley, Rob
Cc: Mitchell, Brian
Subject: Layoffs

Hi Rob.

I want you to know how sorry I was to read of your company's layoffs this morning. Though you and I obviously disagree on a great many things, we both agree on the need to create and retain good paying jobs here in Humboldt County. I have never doubted your commitment to your employees, or to providing jobs in our area, and so I know that this is not a decision that you would make lightly.

I recognize, too, that there are likely some in our community who will find joy in this news because of their political differences with you. I find that incredibly frustrating and sad. These are 31 local families that will not be receiving a paycheck, and they should not be used to make political hay.

I hope that our own differences are not so great that you would not allow me to express my sympathy to you and your workers over this difficult decision, or to offer whatever assistance the County may be able to provide to help your workers find new employment. I understand that you are in negotiations to acquire contracts for other portfolios, and I wish you success in doing so.

Sincerely,

Mark

This message (and any associated files) is intended only for the use of the individual or entity to which it is addressed and may contain information that is confidential, subject to copyright or constitutes a trade secret. If you are not the intended recipient you are hereby notified that any dissemination, copying or distribution of this message, or files associated with this message, is strictly prohibited. If you have received this message in error, please notify us immediately by replying to the message and deleting it from your computer.

Messages sent to and from us may be monitored. Internet communications cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. Therefore, we do not accept responsibility for any errors or omissions that are present in this message, or any attachment, that have arisen as a result of e-mail transmission. If verification is required, please request a hard-copy version. Any views or opinions presented are solely those of the author and do not necessarily represent those of the company.