

EXHIBIT 1

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.



Nevada State Board of Pharmacy

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Search Results

<u>Last Name</u>	<u>First Name</u>	<u>License#</u>	
<u>S NGH</u>	<u>HARDEEP</u>	<u>CS18118</u>	<input type="radio"/>
<u>BIGELOW</u>	<u>JASON</u>	<u>18118</u>	<input type="radio"/>
<u>LACQUINTE</u>	<u>LISA</u>	<u>PT18118</u>	<input type="radio"/>

First ()

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1 ()

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Individual Details

- Personal ()

Address/Contact ()

Financial ()

Name ()

Education ()

Exam ()

DEA ()

Primary Board ()

Legal Info ()

NV Business ()

Child Support ()

Military ()

Acknowledgement ()

Employment ()

Application Data ()

License ()

Comment ()

Log ()

Correspondence ()

Document ()

Compliance ()

Fingerprints ()

Status Active



Individual Details

Name : BIGELOW JASON DEAN
Individual ID : 57537
DOB :
License# : 18118
Original Issue Date : 09/01/2011
Mailing Address :
RENO, NV, 89523
Practice Phone : (757) 881-2502
Home Phone :
Cell Phone :
Email Address :

License Details

Pharmacist - 11/01/2021 - 10/31/2023 - Active
Pharmacist - 11/01/2019 - 10/31/2021 - Renewed
Pharmacist - 10/28/2015 - 10/31/2019 - Renewed
Intern Pharmacist - 11/17/2009 - 10/31/2008 - Non Renewed

User Portal

User Portal

Unpaid Invoice - \$0.00

First Name : * JASON
Middle Name : DEAN
Suffix : -Select Suffixs-
SS# : *
DOB : *
Last Name : * BIGELOW
Prefix : -Select Prefixs-
Gender : ☒ Male ☐ Female
Age : 44

Save

Cancel

Darlene Nases

From: Monica Segedy
Sent: Monday, December 5, 2022 12:02 PM
To: Darlene Nases
Cc: David Wuest
Subject: FW: Internal Investigation

Darlene:

Will you please open a new case base on the email below from Costco. RPh Jason Bigelow, license #18118 was caught with 6 Oxycodone in his lab coat pocket. He is being terminated tomorrow.

Thank you,

Monica S. Segedy
Investigator
Nevada State Board of Pharmacy
msegedy@Pharmacy.nv.gov
(775) 850-1440



NOTICE: This information is provided as a courtesy on behalf of the Nevada State Board of Pharmacy. This information does not constitute legal advice and does not establish an attorney-client relationship. This information does not override the specific provisions of Nevada law as applied to a particular set of facts.

From: Pharmacy Board <pharmacy@pharmacy.nv.gov>
Sent: Monday, December 05, 2022 7:41 AM
To: Monica Segedy <msegedy@pharmacy.nv.gov>
Subject: Fw: Internal Investigation

Thank you.

Nevada State

Board of Pharmacy

985 Damonte Ranch Pkwy Suite 206

Reno, NV 89521

Office: 775-850-1440

Fax: 775-850-1444

Web Page: www.bop.nv.gov



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From: Danielle D Ulisse <danielledulisse@isu.edu>

Sent: Thursday, December 1, 2022 7:20 PM

To: Shirley Hunting <shunting@pharmacy.nv.gov>; Pharmacy Board <pharmacy@pharmacy.nv.gov>

Cc: w127phm@costco.com <w127phm@costco.com>

Subject: Internal Investigation

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello!

I sent the following email last night from my Costco email account but received a reply that it wasn't able to be opened. This is my personal email.

Feel free to email me back at either email address. Thank you for your help!

To whom it may concern,

We have an open investigation into a pharmacist at our location due to six Oxycodone 10mg tablets being found in his possession. He is currently suspended until our investigation clarifies the events leading up to the incident.

I will contact your office when the internal investigation is complete.

Please let me know if you have any further questions or concerns.

--

Danielle Dulisse, PharmD

Pharmacy Manager

Costco Wholesale #127

Carson City, NV

Work: (775)881-2502

Cell: [REDACTED]

Email: w127phm@costco.com

EXHIBIT 3

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.



- Reply
- Reply All
- Forward

Help

Investigation

Digital Signature is VALID



From: W127 PHM

To: msegedy@pharmacy.nv.gov

Cc:

Sent: December 5, 2022 11:40:32 AM PST 12/5/2022 11:40:32 AM

11/29/2022

On 11/28/22, I was informed of a shortage of 6 oxycodone 10mg tablets.

After interviewing staff this is what happened leading up to the event:

Jason Bigelow, staff pharmacist, retrieved the requested medication from the C2 safe for technician Marcos Rodriguez to fill. Med was requested ~14:00. Marcos removed 20 tablets from an open stock bottle of 74 tablets. He backcounted the remaining 54 tablets and replaced them back into the bottle. He sent the rx vial of 20 tablets and remaining stock bottle to the cubby waiting for RPH verification. During the PV step, Jason counted rx vial and said there were only 14 tablets of the 20 in there. He gave the meds back to Marcos and told him to recount it for 20. Marcos added 6 more tablets to the script bottle; but this caused the stock bottle to be short 6 tablets from the onhand and perpetual inventory. He gave the script back to Jason informing him of the discrepancy. According to investigation from Loss Prevention, the tech and pharmacist were aware of the discrepancy at ~14:50.

I was present in the pharmacy yet unaware of any issues at this time. I left the pharmacy around 15:00 to meet with my warehouse manager to discuss the upcoming scheduling of employees during the week of Christmas. I returned back to the pharmacy around 15:30. Jason had gone to lunch. Our LPT pharmacist, William (Bill) Reubusch, informed me of the shortage of the six tablets. He said Jason went to lunch after they checked the other oxycodone 10mg fills in the C2 will-call cabinet to double check their quantities.

I started running reports of inventory tracking, checked all counsel queues on scripts that had just been sold, halted all sales of any scripts filled 11/28/22 without pharmacist double checking them, pulled all employees to check every will-call script, and called for a member of management to help. Joe McLean, our warehouse assistant manager, responded and I informed him of the issue and told him my plan to halt sales until I could make sure it didn't fall into any other bottle by accident.

Jason returned from lunch and I asked what had happened. He said he didn't know but that it was short. I told him to call the last two patients who had received oxy 10 scripts and have them verify the quantities. He said both confirmed they were correct. I had him then call the other patients that were filled at the same filling station after the oxy 10 was filled to verify they got the right medication. At this point I was thinking that maybe the 6 "lost tablets" were still in the counting tray and may have gotten

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NVBOP0037

poured into the next patient's bottle or accidentally poured into a stock bottle of another medication. Jason appeared very nonchalant. I had all employees available to help search for this and he went back to just data verifying. I finally looked at him and asked "do you not understand how serious this is?" to which he said something along the lines of "I'm not sure what happened". I alerted my Regional Pharmacy Supervisor, Kira Schoenfeld, at 16:11 asking for guidance. She recommended pulling the video to follow the script and see what happened. Bill and Jason were still working, therefore I left to go to the office where my warehouse manager, Jim McCrossin, tried to log into Avigilon and we couldn't access the pharmacy cameras. At 17:13, I contacted Mike Tyler (corporate loss prevention) to ask for help with the situation.

I let Kira know that we couldn't view the cameras and LP would now take over. She directed me to start the process of alerting the DEA in a loss situation. I returned to the pharmacy to start the process of alerting the DEA, Pharmacy Internal Audit, and the Nevada State Board of Pharmacy. My technician,

Jacob Fleenor, had the idea to check any stock bottles filled for the hour after the fill just in case the pills were not pulled. This message was digitally signed and verified by the host pulled a report and Robbin, Jake and I looked in every bottle with zero success. Finally, I

just said "can everyone just humor me and check your pockets". I walked into the bathroom to double check Marcos' smock as he had already gone home. When I walked into the bathroom I heard Jason yell "Holy shit! They're in my pocket". I turned around to see him leaning over the counter. There were five tablets on the counter and he was reaching into his left breast pocket on his smock. I noted there were only five and Jake said "dig out the last one". He pulled the sixth one out of his breast pocket. I was relieved that they were accounted for. Then I started to wonder how they could have fallen UP into his pocket. I gave him a hug and played it off like he was the hero for finding them. I thanked my staff for pulling through and told them I was going to let Jim and Kira know of the findings.

I left the pharmacy and called Kira around 5:45 and told her of my confusion of how the pills were found. We both agreed that I should stay until close with Jason to see his continued reaction. His nonchalant attitude and lack of concern throughout the ordeal made me feel confused. The findings of the pill in his upper smock pocket was odd. Bill left at 6pm so I remained in the pharmacy with Jason until close. He kept saying how he couldn't believe they were in there and how he didn't know how they got there.

This morning (11/29/22), I spoke with Mike and Kira consistently. I got a statement from the filling technician which has been sent to all involved. Jason was scheduled at 10:40 today. When he came in, he was more quiet than normal. I had Marcos in the patient immunization room finishing his statement. Jason was seen outside the room by Marcos acting like he was "peering in suspiciously" according to Marcos. After receiving Marcos' statement, I called Jason into the warehouse managers office where Kira, Jim and I suspended Jason due to the ongoing investigation while Mike continued to review the video footage.

When Kira asked Jason how the pills got into his pocket he still claimed he didn't know.

--

Danielle Dulisse, PharmD
Pharmacy Manager
Costco Wholesale #127
Carson City, NV
Work: (775)881-2502
Cell: [REDACTED]

NVBOP0038

EXHIBIT 4

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Peter Keegan

From: Monica Segedy
Sent: Monday, December 5, 2022 3:23 PM
To: KiraSchoenfeld@Costco.com
Subject: RPh Jason Bigelow

Hi Kira:

Here is a list of what I will need with regards to the investigation of RPh Jason Bigelow.

- Pharmacy Video footage from 11/28/2022 from 10:40 a.m. to 7:10 p.m.
- Current perpetual inventory count for 10mg Oxycodone
- Entry/Exit Records for CII cage/safe
- Copy Marcos Rodriguez statement and any other employee statements
- Copy of Costco Loss prevention investigative report and findings
- Copy of suspension notification to Bigelow
- Copy of termination notification to Bigelow
- Copy of any statements made by Bigelow

I will be at the pharmacy around 10:00 am.

Thank you, Kira

Monica S. Segedy

Investigator

Nevada State Board of Pharmacy

msegedy@Pharmacy.nv.gov

(775) 850-1440



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EXHIBIT 5

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Employee Schedule - Weekly

Time Period: 11/28/2022

091-Pharmacy - Location: JUS-1/Warehouse/BA/D3/D0127-Carson City/ANC/091-Pharmacy

Data Requested On: 12/6/2022 11:39:36 AM
 Executed on: 12/6/2022 11:39:36 AM
 Printed for: ddulisse

Employee	FTE	Mon 11/28/2022	Weekly Total
DULISSE, DANIELLE	FT	8:00A - 4:30P 8.00	8.00
BIGELOW, JASON	PT	10:40A - 7:10P 8.00	8.00
RASHIDZADEH, ANTONI	PT		
HUIRAS, CHRISTOPHER	LPT		
HUYNH, KATHLEEN MARIE LOC	LPT		
RUEBUSCH, WILLIAM	LPT	9:30A - 5:00P 8.00	8.00
SISON, RODRIGO	LPT		
SPRAGUE- ABBOTT, ROBIN	LPT		
AMIN, SHALA	PT	10:40A - 7:10P 8.00	8.00
CONNOLLY, ROBBIN	FT	10:00A - 6:30P 8.00	8.00
FLEENOR, JACOB	FT	10:30A - 7:00P 8.00	8.00
JONGSMA, MARLAN	FT		
Rodriguez, Marcos	FT	8:00A - 4:30P 8.00	8.00
STUART, THEODORE	FT	10:40A - 7:10P 8.00	8.00
BOECKI, AARON	PT	9:15A - 5:45P 8.00	8.00
CAMPBELL, SARAH	FT	4:00A - 12:30P 8.00	8.00

EXHIBIT 6

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

DRUG SCHEDULE

DRUG DESCRIPTION

RX NUMBER	FILL DATE	NDC#	ADJUSTMENT REASON	DATE ADDED	QTY	INVOICE NUMBER	LOT INVOICE NUMBER	DRUG EXPIRATION DATE	LOT NUMBER	SERIAL NUMBER	ADJ	ON HAND
PATIENT NAME	PRESCRIBER NAME	NOTE			COUNTED BY							
2048634	12/1/22	RX FILLED (DECREASE)		12/1/22	30.00						-30.00	824.00
	WITMER, BRUCE				Jongsma, Marlan							
	11/30/22	RX FILLED (DECREASE)		11/30/22	150.00						-150.00	854.00
	NELSON, KAYLEE				Stuart, Theodore							
	11/28/22	RX FILLED (DECREASE)		11/29/22	60.00						-60.00	404.00
	DUNLAP, MERRITT				Stuart, Theodore							
	11/28/22	RX FILLED (DECREASE)		11/28/22	120.00						-120.00	464.00
	NYSTROM, SHAYLEE				Bigelow, Jason							
	11/28/22	RX FILLED (DECREASE)		11/28/22	70.00						-70.00	584.00
	NAZPARVAR, LEILA				Bigelow, Jason							
	11/28/22	RX FILLED (DECREASE)		11/28/22	120.00						-120.00	654.00
	REAL, SHELBY				Bigelow, Jason							
	11/28/22	RX FILLED (DECREASE)		11/28/22	60.00						-60.00	774.00
	REAL, SHELBY				Bigelow, Jason							
	11/28/22	RX FILLED (DECREASE)		11/28/22	120.00						-120.00	834.00
	GOODE, RANDALL				Connolly, Robbin							
	11/15/22	RX FILLED (DECREASE)		11/25/22	60.00						60.00	954.00
	MCDOWELL, MATTHEW				Bigelow, Jason							
	11/15/22	RETURN TO STOCK (INCREASE)		11/25/22	60.00						60.00	954.00
	MCDOWELL, MATTHEW				Bigelow, Jason							

DRUG SCHEDULE

DRUG DESCRIPTION	FILL DATE	NDC#	ADJUSTMENT REASON	DATE ADDED	QTY				ADJ	ON HAND
RX NUMBER	PATIENT NAME	PREScriBER NAME	NOTE		COUNTED BY	INVOICE NUMBER	LOT INVOICE NUMBER	DRUG EXPIRATION DATE	LOT NUMBER	SERIAL NUMBER
2048314	11/15/22	RX FILLED (DECREASE)	11/25/22	60.00					60.00	954.00
	MCDOWELL, MATTHEW			Bigelow, Jason						
	11/15/22	RX FILLED (DECREASE)	11/25/22	60.00					-60.00	894.00
	MCDOWELL, MATTHEW			Bigelow, Jason						
	11/15/22	RX FILLED (DECREASE)	11/25/22	60.00					-60.00	894.00
	MCDOWELL, MATTHEW			Bigelow, Jason						
	11/15/22	RETURN TO STOCK (INCREASE)	11/25/22	60.00					-60.00	894.00
	MCDOWELL, MATTHEW			Bigelow, Jason						
	11/23/22	RX FILLED (DECREASE)	11/23/22	90.00					-90.00	654.00
	ALLEN, ANTHONY			Bigelow, Jason						
	11/23/22	RX FILLED (DECREASE)	11/23/22	90.00					-90.00	744.00
	WITMER, BRUCE			Bigelow, Jason						
	11/22/22	RX FILLED (DECREASE)	11/22/22	180.00					-180.00	534.00
	KRIVAN, GAIL			Bigelow, Jason						
	11/22/22	RX FILLED (DECREASE)	11/22/22	120.00					-120.00	714.00
	ALLEN, ANTHONY			Bigelow, Jason						
	11/22/22	RX FILLED (DECREASE)	11/22/22	110.00					-110.00	834.00
	REAL, SHELBY			Bigelow, Jason						
	11/22/22	RX FILLED (DECREASE)	11/22/22	120.00					-120.00	944.00
	REAL, SHELBY			Stuart, Theodore						
	11/22/22	RX FILLED (DECREASE)	11/22/22	36.00					-36.00	1,064.00
	STORM, SENECA			Stuart, Theodore						

NVBOP0047

NVBOP0047

DRUG SCHEDULE										
DRUG DESCRIPTION										
RX NUMBER	FILL DATE	NDC#	ADJUSTMENT REASON	DATE ADDED	QTY					
PATIENT NAME	PRESCRIBER NAME	NOTE			COUNTED BY	INVOICE NUMBER			ADJ	ON HAND
						LOT INVOICE NUMBER	DRUG EXPIRATION DATE	LOT NUMBER	SERIAL NUMBER	
2048138	11/2/22	RX FILLED (DECREASE)	11/2/22		40.00					-40.00 618.00
	Artien __, Jonathan				Rodriguez , Marcos					
	11/2/22	RX FILLED (DECREASE)	11/2/22		150.00					-150.00 658.00
	r KRIVAN, GAIL				Bigelow , Jason					
	11/2/22	RX FILLED (DECREASE)	11/2/22		150.00					-150.00 808.00
	MULLEN, BRUCE				Dulisse , Danielle					
	11/1/22	RX FILLED (DECREASE)	11/2/22		77.00					-77.00 958.00
	REAL, SHELBY				Dulisse , Danielle					
	10/31/22	RX FILLED (DECREASE)	11/2/22		90.00					-90.00 1,035.00
	ALLEN, ANTHONY				Dulisse , Danielle					

Selection Criteria:

Date: Starting 2022-11-01 00:00:00 Ending 2022-12-06 23:59:59
 Drug Schedule:
 NDC: 42858000201
 Drug Description:
 User Login:
 Counted by:
 Invoice Number:
 Adjustment Reason Code:

NVBOP0048

EXHIBIT 7

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

DATE: Nov 11, 2022
TO: Paul Cano
CC: Elaine Rocha, Kira Schoenfeld, Warren Wong
FROM: Mike Tyler, LOSS PREVENTION MGR.
LOCATION: Carson City Costco #127
RE: **INTERNAL INVESTIGATION**
Jason Bigelow - Pharmacist Employee #6312135 Hire Date 1/5/2021

This investigation was predicated on information:

On 11/28/2022 I received a call from Pharmacist Danielle Dulisse at 5:13pm. Dulisse explained that earlier in the day they had filled a prescription for a controlled substance (Oxycodone) and they were short 6 pills during the filling process. Dulisse was inquiring about immediate camera access for the pharmacy area. I told Dulisse that I did not have that authority to grant video access and that I would report the issue to Paul Cano BA Regional Vice President BA D3 and Lettie Lucerno Asst. Vice President for Security and Loss Prevention. At 5:40 Dulisse explained they did a thorough search of scripts, trash cans, counters and empty containers. She stated she was going to inspect the smock of an employee who was off and that everyone in the room check their own smocks. Jason Bigelow the Pharmacist who filled the prescription found the 6 missing pills in the top pocket of his smock.

Timeline

- 2:04 Jason Bigelow opens the narcotics cabinet and removes two bottles of what is assumed to be Oxycodone and places them on the Center fill station.
 - [Initial Fill from tech](#)
- 2:38:20 Marco Rodriquez the Pharmacy tech on duty processes the order. Marcos appears to count 20 pills which go inside a prescription tube and puts the remaining pills in the original container. A third sealed container of 100 pills was collected and put into
 - [Tech Fill](#)
- 2:49:03 Bigelow processes. Counts the pills in the container and at 2:49:28 returns the tray to Marco Rodriquez at the RX back island.
- 2:49:32 Bigelow removes a pill case from the upper level of the Narcotics cabinet.
- 2:52:34 Bigelow looks in the Narcotics cabinet briefly where overstock Oxycodone had been stored. He does not place or remove any items.
- 2:57:51 Rodriquez returns the reprocessed prescription to Bigelow
 - [Redo of prescription](#)
- 2:59:40 Bigelow inspects controlled substances from the top portion of the Narcotics cabinet. Nothing is removed

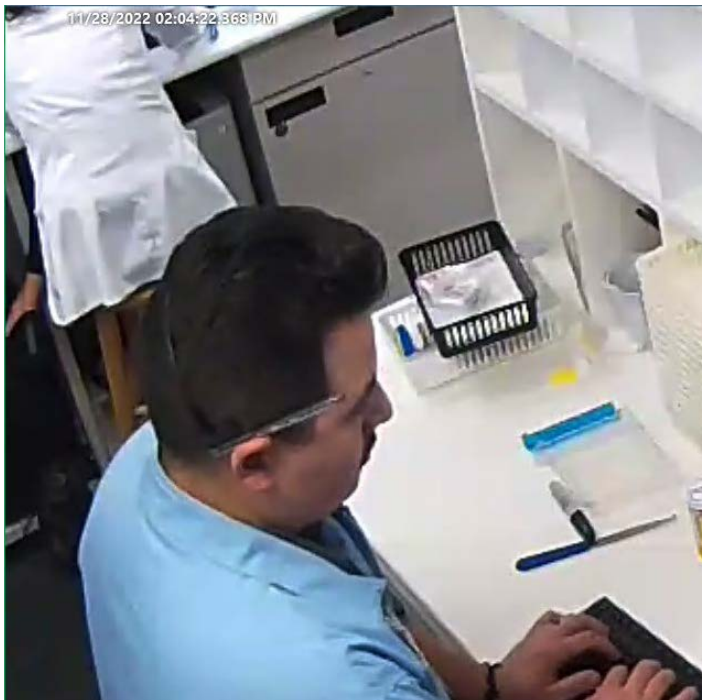
- 3:00:06 cabinet doors are closed but not locked
- 3:02:39 Bigelow recounts remaining stock of Oxycodone. He looks in the narcotics cabinet on the shelf where Oxycodone is stored. No items are added or removed from the cabinet. Door is left ajar
- 3:03:23 Bigelow recounts Oxycodone
- 3:03:48 - 3:04:27 Bigelow inspects Narcotics case
- 3:04:48 Danielle Dulisse Pharmacy Manager leave the pharmacy area
- 3:06:06 - 3:07:02 Bigelow arranges items in the Narcotics cabinet.
- 3:06:04 Tech starts to inspect the trash cans and floor
- 3:11:00 Prescriptions are still being filled
- 3:16:55 Bigelow places item in the upper level of the Narcotics cabinet
- 3:17:55 Bigelow interacts with a Pharmacist William Reubusch in regards to the shortage
- 3:17:56 Bigelow, Tech and Pharmacist William Reubusch inspect trash cans
- 3:19:24 Bigelow puts hand in right pocket of smock appears to transfer something to his pants pocket
 - [Hand movement](#)
 - [Hand movement half speed](#)
- 3:20:27 Bigelow removes his smock, places it on the corner of his work station, interacts with staff and exits pharmacy to go to break
- 3:21:16 Prescriptions are still being dispensed
- 3:36:23 Dulisse Pharmacy Manager enters the pharmacy area
- 3:44:23 Pharmacist Reubusch tells Dulisse of the missing 6 units of Oxycodone
- 3:53:51 Bigelow enters the Pharmacy. Bigelow picked up his smock on the corner of his work station. The smock had not been touched by another staff member the entire time that Bigelow was on break. It is in full camera view for the duration of the time Bigelow was out of the pharmacy
- 3:55:55 Radio call is made to AGM or WHM
- 4:08:22 AGM Joe McLean enters the pharmacy
- 4:36:57 GM [Jim McCrossin](#) enters the pharmacy interacts with Dulisse
- 5:27: Tech employees physically move items on RX island
- 5:31:12 Dulisse agrees to the suggestion to check all the stock bottles that have been prepped for the hour. - Bottles are checked, trash cans are checked again
- 5:37:19 Dulisse stated that she told everyone that she was going to check the smock Marco's. Can everyone please check your smocks?
- 5:37:34 Bigelow puts his right hand into his lower smock pocket. His right hand appears to be empty.
 - [Right hand](#)
 - Right hand half speed
 - [Left hand half speed](#)
 - [Left hand full speed](#)
- 5:37:44 Bigelow announces that he has found the missing Oxycodone in his smock. He with some effort finds all 6 pills in his pocket.

COSTCO WHOLESALE

LOSS PREVENTION REPORT



2:04:16 pm Bigelow accesses the Narcotics cabinet. Removed to containers of Oxycodone



2:04:22 pm Prescription is dropped on the RX Island

COSTCO WHOLESALE

LOSS PREVENTION REPORT



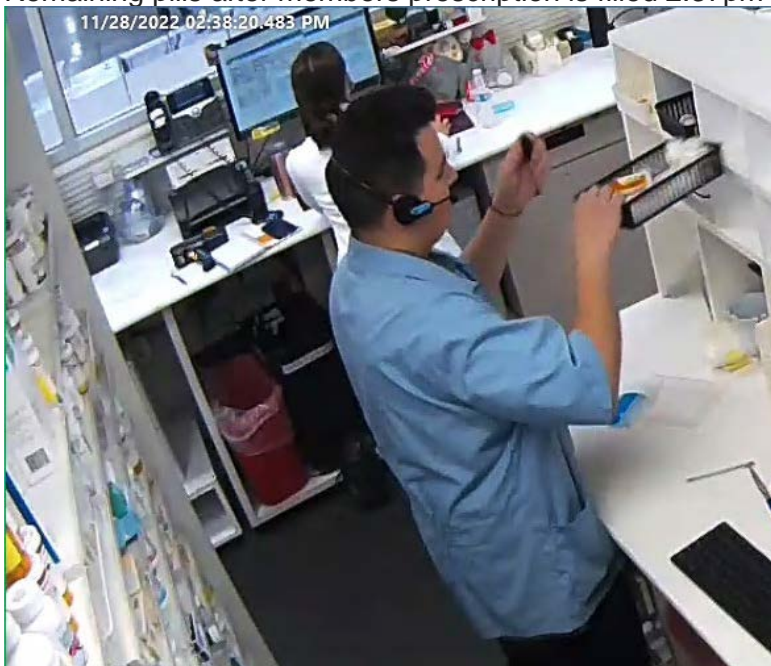
First pill bottle is opened

COSTCO WHOLESALE

LOSS PREVENTION REPORT



Remaining pills after members prescription is filled 2:37pm



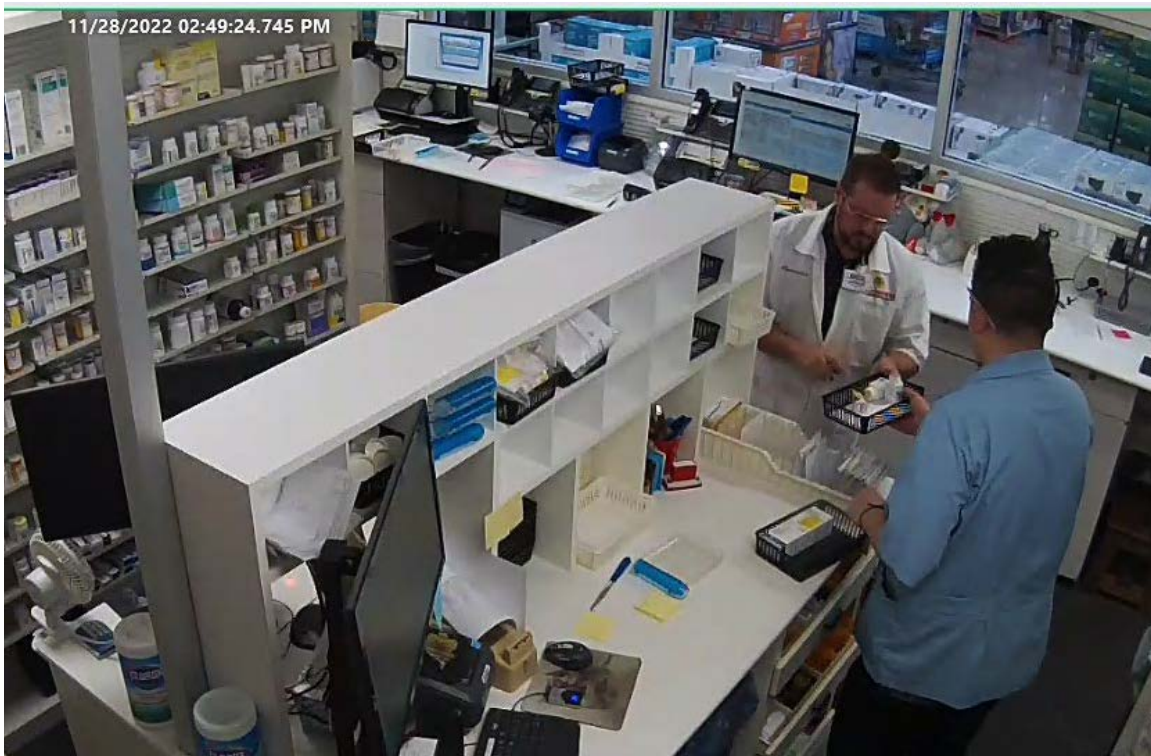
2:38:20 pm completed fill for prescription, basket is placed on shelf

COSTCO WHOLESALE

LOSS PREVENTION REPORT



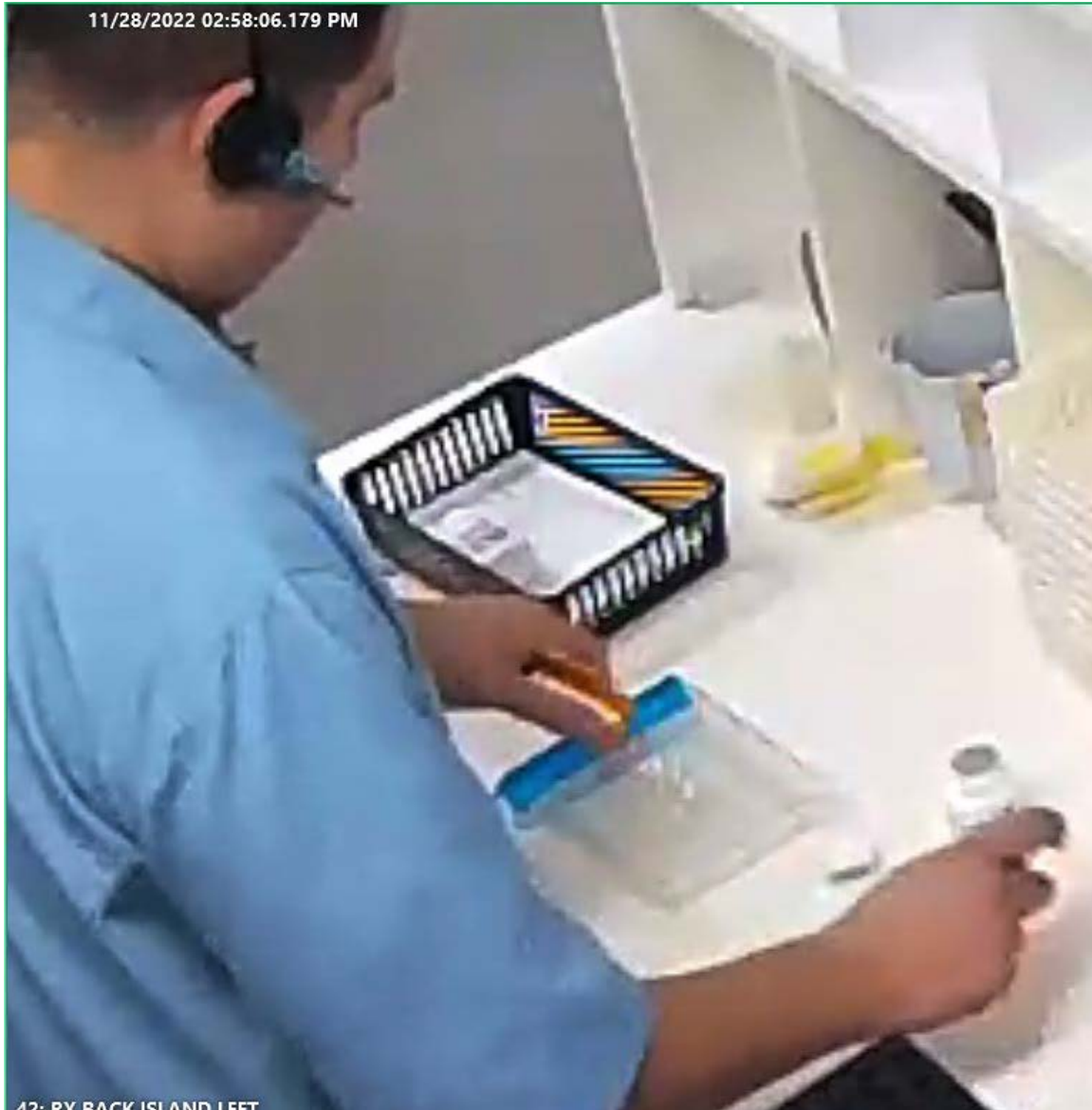
2:42:40 pm Basket is picked up by Bigelow



2:49:24 pm Basket is returned to tech Rodriguez

COSTCO WHOLESALE

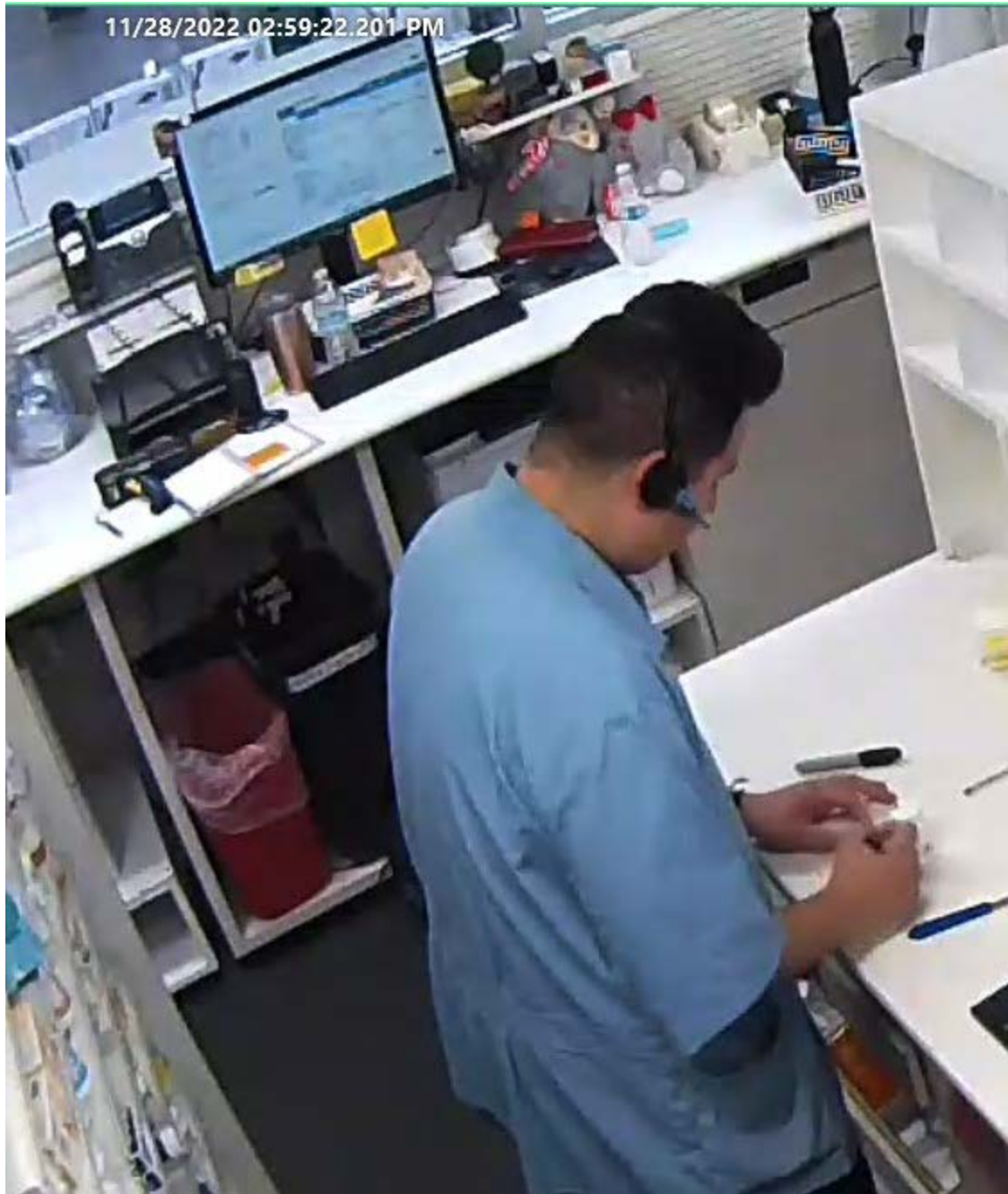
LOSS PREVENTION REPORT



2:58:06 pm pills are emptied from members' prescription bottle. Fill bottle is short 6 pills

COSTCO WHOLESALE

LOSS PREVENTION REPORT



2:59:22 pm pill count is complete. Overstock container count is -6 from the original bottle count. (48)

COSTCO WHOLESALE

LOSS PREVENTION REPORT



3:01:14 Dulisse exits the pharmacy. Is not told of the shortage



3:02:37 goes into Narcotics Cabinet

COSTCO WHOLESALE

LOSS PREVENTION REPORT



3:05:42 pm recounts are redone trash cans are inspected



3:10:48 additional inspection of the floor and cans are made

COSTCO WHOLESALE

LOSS PREVENTION REPORT



3:14:21 A discussion is had in regards to the shortage



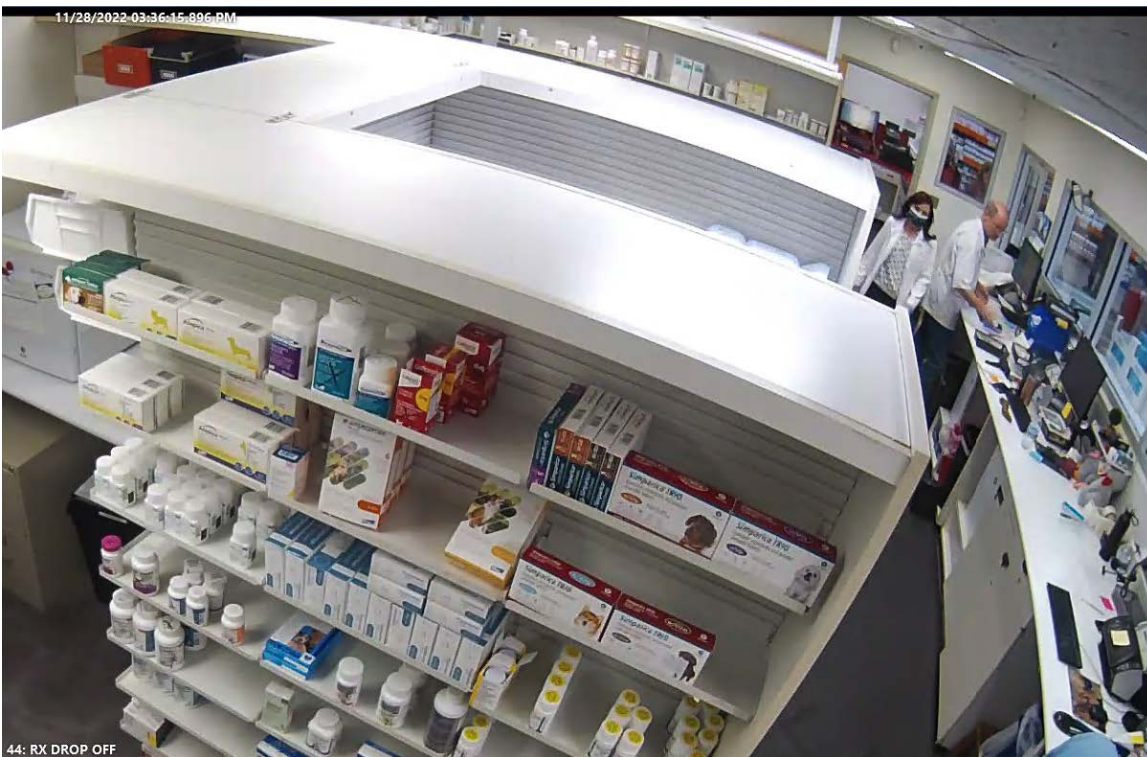
3:19 Exits for lunch. Places smock on the counter

COSTCO WHOLESALE

LOSS PREVENTION REPORT



3:17:25 Bigelow interacts with another Pharmacist with the Oxycodone containers between them.



3:36:15 pm Dulisse enters the pharmacy

COSTCO WHOLESALE

LOSS PREVENTION REPORT



3:53:44 Bigelow returns to the department. Picks up his undisturbed smock and puts it on



5:37:44 Bigelow finds the pills in his left hand breast pocket of his smock. Note the distance from his jacket pocket to the counter where the fills are complete.

ATTACHMENTS:

Written statement and Other Supporting Documents

11/29/2022 Danielle Dulisse, PharmD - Pharmacy Manager #127

On 11/28/22, I was informed of a shortage of 6 oxycodone 10mg tablets.

After interviewing staff this is what happened leading up to the event:

Jason Bigelow, staff pharmacist, retrieved the requested medication from the C2 safe for technician Marcos Rodriquez to fill. Med was requested ~14:00. Marcos removed 20 tablets from an open stock bottle of 74 tablets. He backcounted the remaining 54 tablets and replaced them back into the bottle. He sent the rx vial of 20 tablets and remaining stock bottle to the cubby waiting for RPH verification. During the PV step, Jason counted rx vial and said there were only 14 tablets of the 20 in there. He gave the meds back to Marcos and told him to recount it for 20. Marcos added 6 more tablets to the script bottle; but this caused the stock bottle to be short 6 tablets from the onhand and perpetual inventory. He gave the script back to Jason informing him of the discrepancy. According to investigation from Loss Prevention, the tech and pharmacist were aware of the discrepancy at ~14:50.

I was present in the pharmacy yet unaware of any issues at this time. I left the pharmacy around 15:00 to meet with my warehouse manager to discuss the upcoming scheduling of employees during the week of Christmas. I returned back to the pharmacy around 15:30. Jason had gone to lunch. Our LPT pharmacist, William (Bill) Reubusch, informed me of the shortage of the six tablets. He said Jason went to lunch after they checked the other oxycodone 10mg fills in the C2 will-call cabinet to double check their quantities.

I started running reports of inventory tracking, checked all counsel queues on scripts that had just been sold, halted all sales of any scripts filled 11/28/22 without pharmacist double checking them, pulled all employees to check every will-call script, and called for a member of management to help. Joe McLean, our warehouse assistant manager, responded and I informed him of the issue and told him my plan to halt sales until I could make sure it didn't fall into any other bottle by accident.

Jason returned from lunch and I asked what had happened. He said he didn't know but that it was short. I told him to call the last two patients who had received oxy 10 scripts and have them verify the quantities. He said both confirmed they were correct. I had him then call the other patients that were filled at the same filling station after the oxy 10 was filled to verify they got the right medication. At

Danielle Dulisse, PharmD - Pharmacy Manager #127 - Continued

this point I was thinking that maybe the 6 “lost tablets” were still in the counting tray and may have gotten poured into the next patient's bottle or accidentally poured into a stock bottle of another medication. Jason appeared very nonchalant. I had all employees available to help search for this and he went back to just data verifying. I finally looked at him and asked “do you not understand how serious this is?” to which he said something along the lines of not really knowing what happened. I alerted my Regional Pharmacy Supervisor, Kira Schoenfeld, at 16:11 asking for guidance. She recommended pulling the video to follow the script and see what happened. Bill and Jason were still working, therefore I left to go to the office where my warehouse manager, Jim McCrossin, tried to log into Avigilon and we couldn't access the pharmacy cameras. At 17:13, I contacted Mike Tyler (corporate loss prevention) to ask for help with the situation. I let Kira know that we couldn't view the cameras and LP would now take over. She directed me to start the process of alerting the DEA in a loss situation. I returned to the pharmacy to start the process of alerting the DEA, Pharmacy Internal Audit, and the Nevada State Board of Pharmacy. My technician, Jacob Fleenor, had the idea to check any stock bottles filled for the hour after the fill just in case the pills got in there. I pulled a report and Robbin, Jake and I looked in every bottle with zero success. Finally, I just said “can everyone just humor me and check your pockets”. I walked into the bathroom to double check Marcos' smock as he had already gone home. When I walked into the bathroom I heard Jason yell “Holy shit! They're in my pocket”. I turned around to see him leaning over the counter. There were five tablets on the counter and he was reaching into his left breast pocket on his smock. I noted there were only five and Jake said “dig out the last one”. He pulled the sixth one out of his breast pocket. I was relieved that they were accounted for. Then I started to wonder how they could have fallen UP into his pocket. I gave him a hug and played it off like he was the hero for finding them. I thanked my staff for pulling through and told them I was going to let Jim and Kira know of the findings.

I left the pharmacy and called Kira around 5:45 and told her of my confusion of how the pills were found. We both agreed that I should stay until close with Jason to see his continued reaction. His nonchalant attitude and lack of concern throughout the ordeal made me feel confused. The findings of the pill in his upper smock pocket was odd. Bill left at 6pm so I remained in the pharmacy with Jason until close. He kept saying how he couldn't believe they were in there and how he didn't know how they got there.

This morning (11/29/22), I spoke with Mike and Kira consistently. I got a statement from the filling technician which has been sent to all involved. Jason was scheduled at 10:40 today. When he came in, he was more quiet than normal. I had Marcos in the patient immunization room finishing his statement. Jason was seen outside the room by Marcos acting like he was “peering in suspiciously”

Danielle Dulisse, PharmD - Pharmacy Manager #127 - Continued

COSTCO WHOLESALE

LOSS PREVENTION REPORT

according to Marcos. After receiving Marcos' statement, I called Jason into the warehouse managers office where Kira, Jim and I suspended Jason due to the ongoing investigation while Mike continued to review the video footage. When Kira asked Jason how the pills got into his pocket he still claimed he didn't know.

Danielle Dulisse, PharmD - Pharmacy Manager #127 - End

Conducting Workplace Investigations

CONFIDENTIALITY

ACKNOWLEDGMENT OF CONFIDENTIALITY FOR INVESTIGATIONS

I hereby acknowledge that I have read, understand, and agree to this statement of confidentiality. My statements to the investigator today are true and complete.

I have not recorded any part of this interview and I acknowledge that electronic recordings of any conversation without the consent of all parties is considered a violation of Company policy and may result in disciplinary action up to and including termination.

I understand that Costco has a compelling interest in preserving the integrity of its investigations. I agree to maintain confidentiality regarding this ongoing investigation.

I also agree to cooperate fully in this investigation and answer any questions truthfully and to the best of my ability.

I understand that any violation of this Acknowledgment may result in disciplinary action up to and including termination.

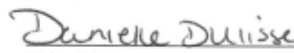
This Acknowledgment still permits me to communicate with my lawyer, with any law enforcement official, government agency or entity, and with others about terms and conditions of employment.

If I have any questions about the investigation, I agree to contact the General Manager or any other person conducting the investigation.

I understand that Costco prohibits retaliation in any form and that if I feel I am retaliated against as a result of participating in this investigation, I will report it immediately to my General Manager, my Vice President, or the Human Resources Department.


Signature

11/29/2022
Date


Print Name


Name of Investigator

COSTCO WHOLESALE

LOSS PREVENTION REPORT



Employee Counseling Notice

Employee Name: Jason Bigelow Employee Number: 6312135
 Whse Name: Costco Whse Number: 127 Adj Hire Date: 1/5/2021
 Dept. Name: Pharmacy Dept. Number: 92

List previous Counseling Notices issued within the past six months (or within one year for absenteeism): (MM/DD/YY)
 1st Violation: _____ 2nd Violation: _____ 3rd Violation: _____
 Same or similar violation: ☐ Yes ☐ No Same or similar violation: ☐ Yes ☐ No Same or similar violation: ☐ Yes ☐ No

Reason for Employee Counseling Notice

On (MM/DD/YY) 11/29/2022 you violated Costco policy and/or management became aware of the violation:
 Page #: 79 Violation #: 15. b Description: Dishonesty including
but not limited to: theft or fraud of any kind, and/or page 78; 8A: any act that jeopardizes the order of business or safety of the
Company, the employee, other employees, customers, suppliers or company property, unbecoming conduct.

Violation occurred as a result of the following specific behaviors or actions: On 11/28/22, Jason noticed a shortage of
oxycodone in the pharmacist verification step of a prescription. After 3 hours of researching, we located the six missing
tablets in his possession after pharmacy manager asked all employees to double check their smock pockets. Jason found
the six tablets in his upper left smock pocket.

Plan to correct behavior or policy violation (to be filled out with employee): Jason will be suspended for 3 days pending an
investigation to the matter. He will be suspended today 11/29/22, 11/30/22 (scheduled off 12/1, 12/2, 12/3, 12/4) and
suspended 12/5 returning for his next scheduled shift on 12/6/22. Jason has been warned this is a confidential investigation
and details may not be discussed with anyone other than pharmacy manager, warehouse manager, and regional RX
supervisor. Jason has signed a confidentiality agreement.

The purpose of this Employee Counseling Notice is to alert you to the fact that your performance and/or behavior is not meeting Costco's expectations and is in violation of Costco's policies. The goal of this Notice is to provide you with constructive feedback that will help you to perform your job duties to the best of your abilities, while also complying with Costco's expectations and policies.
 Please understand that further violations of company policy can result in additional disciplinary action, up to and including termination.

Employee's comments or additional information: I am being honest about this. I'm the
one who noticed the missing pills & initiated the search
for them.

Signatures below indicate participation in a review and discussion of this Employee Counseling Notice and an acknowledgement that a copy of this Notice has been provided to the employee.

Employee Signature: [Signature] Date (MM/DD/YY) 11-29-22
 Supervisor/Manager: [Signature] (Sign Name Here) James Macrae (Print Name Here) Date (MM/DD/YY) 11/29/22
 Witness: [Signature] (Sign Name Here) Danica Dumas, Rm (Print Name Here) Date (MM/DD/YY) 11/29/22

Retain Cause for Termination notices permanently. Retain Absenteeism notices for one year. Retain Cause for Disciplinary Action notices for six months.

Note: If the employee is suspended, key the suspension using the appropriate Smart Form in Admin Services.

If counseling notice is the result of a forklift incident, documented refresher training was provided on (MM/DD/YY) _____

COSTCO WHOLESALE

LOSS PREVENTION REPORT

11-29-21

- at about 249 I pulled a bunch of Scripts and started to check them I had previously checked an OXY 10mg about 20-30min prior for a difference of \$14 the count was on Spot on.

~~scribble~~

When I went to count this Rx I might have spilled or lost Balance w/ the Script but when I counted the 20 that should be in the Amber vial I only had \$14.

I Balz counted Stank Bottle #94 for \$54 which matched the \$54 on the Stank Bottle. I counted everything a couple more times and then sent it back to Marcus. I asked him to return because it was short.

Around 305 Marcus sent St Back & I counted \$120 in the Amber vial however Stank Bottle should have had \$54 but only had \$46. I counted a couple more times and then sent it back to Marcus who came up w/ -6 missing.

I let everyone know & we looked around. We checked Trays and even around the two stations. But no luck. I stopped all dispensing of OXY 10mg I was suppose to go to lunch at 310 but tried waiting for Dennis to come back but about 320 I went so I didn't go to for Rose our assigned Breaktime. I came back from lunch & went over everything w/ Dennis. We all started checking but filled around that time & I called the last couple

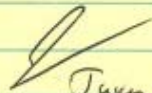
COSTCO WHOLESALE

LOSS PREVENTION REPORT

* When I went to lunch I left my smock on desk left to my station.

of patients that had picked up Oxy 10mg. When I got a hold of the pks I had both do a count check. Both counts were on. We then checked stock bottles of meds filled around that time to see if the pills had somehow been combined. No luck. Around 3:30 PM Danielle asked everyone to check their pockets again and I agreed that we should. I found the pills in my top pocket ~~it~~ much to my surprise.

Following protocol I alerted all employees in pharmacy to the issue. Stopped dispensing the Med & isolated it. Got everyone on board to try to resolve the situation.



Tasha Bignall

11-29-22

COSTCO WHOLESALE

LOSS PREVENTION REPORT

Conducting Workplace Investigations

CONFIDENTIALITY

ACKNOWLEDGMENT OF CONFIDENTIALITY FOR INVESTIGATIONS

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I also agree to cooperate fully in this investigation and answer any questions truthfully and to the best of my ability.

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This Acknowledgment still permits me to communicate with my lawyer, with any law enforcement official, government agency or entity, and with others about terms and conditions of employment.

If I have any questions about the investigation, I agree to contact the General Manager or any other person conducting the investigation.

I understand that Costco prohibits retaliation in any form and that if I feel I am retaliated against as a result of participating in this investigation, I will report it immediately to my General Manager, my Vice President, or the Human Resources Department.

Signature 
Date 11-29-22

Print Name Jason Bigalar

Name of Investigator James MacKrossin

Danielle Dubisse

COSTCO WHOLESALE

LOSS PREVENTION REPORT

The day of 11/28 I was in the filling station. At around 2pm I got an Oxycodone to fill for 120 tablets. I handed the RX image in a tote to the rph to get the meds for me. I received 2 oxycodone bottles. One was a closed 100 count and one was open with 74 tablets. I proceeded like normal. I had a bottle of 74 tablets of oxycodone, so I double counted 20 tablets from that bottle. Then I double counted what remained in the bottle which was 54. I wrote down 54 on the bottle cap. I left the closed bottle of 100 tablets in the same tote the image was in and placed it in the verification bins for the rph. I continued to fill other scripts and after a little while Jason brought the tote back to me and said that I should recount the prescription bottle because he only counted 14. So of course I did, I double counted everything again and there was only 14 in the rx bottle. After adding 6 more tablets to make 20, the stock bottle back count was now 48. Of course thinking we lost them we began to look around for it. Some of the other employees tried helping. Shortly after, Jason went to lunch. I figured there really wasn't an issue since he left to lunch so I stopped looking. Then when he came back from lunch that's when we got Danielle involved in the situation.

 11/29/28

COSTCO WHOLESALE

LOSS PREVENTION REPORT

Conducting Workplace Investigations

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Signature


Print Name


Date


Name of Investigator

Photographs

EXHIBIT 8

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.



Employee Counseling Notice

Employee Name: Jason Bigelow Employee Number: 6312135
Whse Name: Costco Whse Number: 127 Adj Hire Date: 1/5/2021
Dept. Name: Pharmacy Dept. Number: 92

List previous Counseling Notices issued within the past six months (or within one year for absenteeism): (MM/DD/YY)

1st Violation:

2nd Violation:

3rd Violation:

Same or similar violation: ☐ Yes ☐ No

Same or similar violation: ☐ Yes ☐ No

Same or similar violation: ☐ Yes ☐ No

Reason for Employee Counseling Notice

On (MM/DD/YY) 11/29/2022 you violated Costco policy and/or management became aware of the violation:

Page #: 79 Violation #: 15. b Description: Dishonesty including

but not limited to: theft or fraud of any kind, and/or page 78; 8A: any act that jeopardizes the order of business or safety of the
Company, the employee, other employees, customers, suppliers or company property, unbecoming conduct.

Violation occurred as a result of the following specific behaviors or actions: On 11/28/22, Jason noticed a shortage of
oxycodone in the pharmacist verification step of a prescription. After 3 hours of researching, we located the six missing
tablets in his possession after pharmacy manager asked all employees to double check their smock pockets. Jason found
the six tablets in his upper left smock pocket.

Plan to correct behavior or policy violation (to be filled out with employee): Jason will be suspended for 3 days pending an
investigation to the matter. He will be suspended today 11/29/22, 11/30/22 (scheduled off 12/1, 12/2, 12/3, 12/4) and
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supervisor. Jason has signed a confidentiality agreement.

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Employee's comments or additional information: I am being honest about this. I'm the
one who noticed the missing pills & initiated the search
for them.

Signatures below indicate participation in a review and discussion of this Employee Counseling Notice and an acknowledgement that a copy of this Notice has been provided to the employee.

Employee Signature: <u>[Signature]</u>	<u>Jason Bigelow</u>	<u>11-29-22</u>
		Date (MM/DD/YY)
Supervisor/Manager: <u>[Signature]</u>	<u>James McCrossin</u>	<u>11/29/22</u>
	(Sign Name Here)	Date (MM/DD/YY)
Witness: <u>[Signature]</u>	<u>Danielle Dwyer, RPh</u>	<u>11/29/22</u>
	(Sign Name Here)	Date (MM/DD/YY)

Retain Cause for Termination notices permanently. Retain Absenteeism notices for one year. Retain Cause for Disciplinary Action notices for six months.

Note: If the employee is suspended, key the suspension using the appropriate Smart Form in Admin Services.

If counseling notice is the result of a forklift incident, documented refresher training was provided on (MM/DD/YY) _____

Notice is permanent (Check box): ☐ **OR** Notice will be removed from employee file on (MM/DD/YY): 04/12/23

11-29-22

- at about 249 I pulled a bunch of Scripts and started to check them. I had previously checked an OXY 10mg about 20-30 min prior for a difference of \$14 the count was on Spot on.
~~so I was not sure if it was correct~~

When I went to count this Rx I might have spilled or lost Balance w/ the Script but when I counted the 20 that should of been in the Amber vial I only had \$14.

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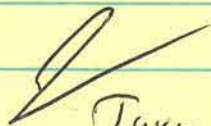
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I let everyone know & we looked around. We checked Trays and given and the two drawers But no Luck. I stopped all dispensing of OXY ~~to~~ ~~the~~ 10mg. I was suppose to go to Lunch at 310 but tried waiting for Dennis to come back but about 320 I went so I didn't go to far past our assigned Breaktime. I came Back from Lunch & we were over everything w/ Dennis. We all started checking Rx filled around that time & I called the last couple

* When I went to lunch I left my smock on desk
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had somehow been combined. No luck.
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we should. I found the pills in my top
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Following protocol I alerted all employees in
pharmacy to the issue. Stopped dispensing
the med & isolated it. Got everyone
on board to try to resolve the situation.



Tasha Bigelow

11-29-22

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Man Singh

11/29/28

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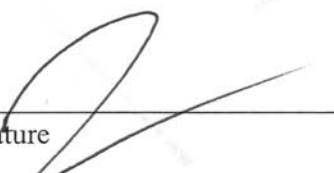
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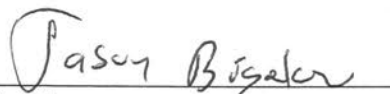
Signature

Date

Print Name

Name of Investigator


11-29-22







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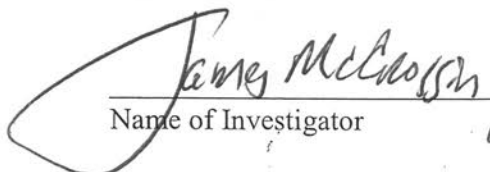

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Signature

Danielle Dulisse
Print Name

11/29/2022
Date

 / 
Name of Investigator

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Signature

Marcel Rodriguez
Print Name

11/29/22
Date

James McCrossin / Danielle Delisse
Name of Investigator

EXHIBIT 9

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.



TERMINATION / RESIGNATION FORM

Employee Name: Jason Bigelow

Employee #: 6312135

Hire Date: 01/05/2021

Location Name & #: Carson City 127

72 Hour Resignation Notice Given:

Effective Date: 12/06/2022

Last Day Worked: 11/29/2022

Termination/Resignation Reason(s):

For good and sufficient cause, including but not limited to, the following violation(s) of company policy:

- Serious Misconduct
- Jeopardize Order/Safety
- Disobedience of Company Rules

Details:

An investigation found that Jason had six tablets of oxycodone in his pocket which were missing from inventory. Jason failed to follow company policy by having the tablets in his pocket. Additionally, for a period of three hours, Jason denied knowing the location of the tablets in question.

I hereby certify that this Termination/Resignation form has been reviewed with me and that I received a copy.

Jason Bigelow
Employee Name

[Signature]
Employee Signature

12-6-22
Date

If you disagree with any information noted in this document, you may submit a written statement explaining your viewpoint.

- Notes:
- Benefits participants will receive information on post-employment benefits through the mail.
 - Access to Resources for Living (833-721-2320) is available for 90 days after leaving the company.
 - 401(k) participants will be mailed appropriate paperwork from T. Rowe Price.

Christina Bradford
Manager Name

[Signature]
Manager Signature

12/6/2022
Date

C. Reese
Witness Name

[Signature]
Witness Signature

12.06.2022
Date

For Office Use Only 12.05.2022

Manual Check Request Form completed & check received: ☐ Y ☐ N

Emergency Checks Only

Remittance advice signed by employee & check written: ☐ Y ☐ N

Term/Res copy to employee ☒ Y ☐ N

Resignation Only NA

15+ year employee has been recognized by upper management: ☐ Y ☐ N

Badge returned/deactivated ☐ Y ☐ N

cc to JB.

EXHIBIT 10

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

*** External Hard Drive ***
Video Footage

EXHIBIT 11

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Statement of Marcos Rodriguez

I, Marcos Rodriguez, PT License #10814, make the following statement to NBOP investigator Monica S. Segedy. The following statement is true and accurate to the best of my recollection of events as they occurred:

I have been a Pharmacy Technician for approximately 12-13 years. I currently work as a Pharmacy Technician (PT) for Costco Pharmacy in Carson, City, NV.

On 11/28/2022 I worked the 8:00 a.m. to 4:30 p.m. shift at the Pharmacy, and I was primarily responsible for preparing and filling prescriptions, including CII prescriptions. Between 2:00 p.m. and 3:00 p.m. there was an incident in which six (6) tablets of Oxycodone went missing. To the best of my recollection these are the facts as they occurred on 11/28/2022:

There was a prescription for 120 tablets of 10 mg Oxycodone that was e-scripted into the pharmacy. In preparation for filling the script, I printed out a copy of the e-script and put it in the verification bin for RPh Jason Bigelow's review and verification.

RPh Bigelow verified the information then pulled an open stock bottle, and an unopened stock bottle, of 10 mg Oxycodone from the CII cage. The open bottle contained 74 tablets of Oxycodone, and the unopened bottle contained 100 tablets of Oxycodone. RPh Bigelow placed the Oxycodone bottles on the pharmacy counter for me to complete the fill. I took twenty (20) Oxycodone tablets from the opened stock bottle and placed them in a prescription vial. I back counted the remaining 10 mg Oxycodone tablets to be fifty-four (54). I documented this on the bottle cap of the open stock bottle, and then placed the unopened stock bottle containing 100 tablets of Oxycodone, along with the vial containing twenty (20) tablets Oxycodone, and the stock bottle containing the remaining fifty-four (54) tablets in the verification bin for RPh Bigelow to verify.

Approximately 15-20 minutes after putting the prescription into the verification bin, RPh Bigelow told me that I needed to do a recount, as there might be some tablets missing. I then recounted the tablets in the vial and determined there were only fourteen (14) tablets.

I let RPh Bigelow know that he was right and we were off by 6 tablets. So I did a recount of the vial and stock bottles to make sure. There were only fourteen (14) tablets in the vial so I had to count out 6 more tablets out of our stock bottle containing fifty-four (54) tablets of 10 mg Oxycodone. After adding the tablets to the vial and back counting it, the vial had 20 tablets now, and the open stock bottle had 48 tablets. I wrote that number (48) on the cap of the opened stock bottle. I then returned the prescription to the

verification bin. A bit later Jason stated that our 10mg Oxycodone count was off by 6. Sure I was a bit surprised since I thought I counted out twenty tablets of 10 mg Oxycodone the first time, but it does occasionally happen so I didn't think it was a big deal. I just thought it was an honest mistake from my end or Jason's. I second guessed myself and thought maybe I left six (6) tablets of Oxycodone in the counting tray, and that maybe they had been mixed with another patient's prescription. So I looked in some of the more recent scripts we had just filled to make sure they didn't get misplaced. The other employees overheard Jason and I talking about the missing tablets, so we informed them that we were short on the Oxycodone. Everyone began looking for the lost six tablets. We looked in trash bins and will-call bins, and we called recent patients to see if they had received unexpected medications with their prescription.

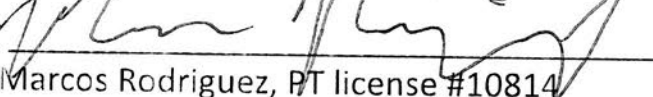
Around 3:00 p.m. Managing Pharmacist Danielle Dulisse returned to the pharmacy and learned of the shortage. RPh Dulisse was very concerned, and she began asking everyone to help her look for the lost tablets. RPh Bigelow left for lunch once RPh Dulisse returned. Prior to leaving for lunch, RPh Bigelow removed his lab coat, folded it, and placed it by his keyboard. Usually some of the pharmacists or technicians do this to save their spot at a station.

The missing tablets had not been located prior to the end of my shift at 4:30 pm. on 11/28/2022. Before leaving for the day, I removed my lab coat and hung it in the men's restroom.

I remember telling some of the techs and cashiers that we were wasting our time looking in the trash. Since at no time during my shift was there an incident in which a counting tray was spilled or knocked over to cause a loss of tablets on the floor, or elsewhere.

Upon returning to work a day or so later, I learned the missing tablets were found on RPh Bigelow, in his lab coat.

I have not seen or spoken to RPh Bigelow since the end of my shift on 11/28/2022.

Signed: 
Marcos Rodriguez, PT license #10814

Date: 12/14/2022

EXHIBIT 12

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Monica Segedy

From: Monica Segedy
Sent: Tuesday, December 13, 2022 2:26 PM
To: [REDACTED]
Subject: Statement to NBOP
Attachments: Bigelow Satatement.docx

Good Afternoon, Jason:

Thank you for meeting with us today. Attached is the Statement I have created as a result of our meeting. This is YOUR statement, so please feel free to make any changes or additions you see fit. Once you have completed the statement, please sign it and email back to me.

Thank You,

Monica S. Segedy
Investigator
Nevada State Board of Pharmacy
msegedy@Pharmacy.nv.gov
(775) 850-1440



NOTICE: This information is provided as a courtesy on behalf of the Nevada State Board of Pharmacy. This information does not constitute legal advice and does not establish an attorney-client relationship. This information does not override the specific provisions of Nevada law as applied to a particular set of facts.

Monica Segedy

From: Jason Bigelow <[REDACTED]>
Sent: Tuesday, December 13, 2022 9:08 PM
To: Monica Segedy
Subject: Re: Statement to NBOP
Attachments: Bigelow Satatement.docx

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

I'm going to need to see the video. How do I go about that? I've already put in a request with Costco

Sent from my iPhone

On Dec 13, 2022, at 2:26 PM, Monica Segedy <msegedy@pharmacy.nv.gov> wrote:

Good Afternoon, Jason:

Thank you for meeting with us today. Attached is the Statement I have created as a result of our meeting. This is YOUR statement, so please feel free to make any changes or additions you see fit. Once you have completed the statement, please sign it and email back to me.

Thank You,

Monica S. Segedy
Investigator
Nevada State Board of Pharmacy
msegedy@Pharmacy.nv.gov
(775) 850-1440



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Monica Segedy

From: Monica Segedy
Sent: Wednesday, December 14, 2022 2:18 PM
To: Jason Bigelow
Subject: RE: Statement to NBOP

You will need to go through Costco's Loss Prevention Office.

Monica S. Segedy

Investigator

Nevada State Board of Pharmacy

msegedy@Pharmacy.nv.gov

(775) 850-1440



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From: Jason Bigelow <[REDACTED]>
Sent: Tuesday, December 13, 2022 9:08 PM
To: Monica Segedy <msegedy@pharmacy.nv.gov>
Subject: Re: Statement to NBOP

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

I'm going to need to see the video. How do I go about that? I've already put in a request with Costco

Sent from my iPhone

On Dec 13, 2022, at 2:26 PM, Monica Segedy <msegedy@pharmacy.nv.gov> wrote:

Good Afternoon, Jason:

Monica Segedy

From: Jason Bigelow <[REDACTED]>
Sent: Wednesday, December 14, 2022 9:10 AM
To: Monica Segedy
Subject: Re: Statement to NBOP
Attachments: Bigelow Satatement.docx

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

I came in yesterday to get help because I have lost my job and am now being threatened over something I did not do. Rather than listen I was coerced by both Costco and at yesterdays meeting. Tell the truth. Get some help. Well I have done nothing but tell the truth and no one wants to hear that. It'd be easier to make up a lie and say please help I'm a drug addled fool but guess what I never have never will touch opiates so I can't. So before I sign anything I need to retain legal help and they wil need to see that video. Unfortunately I have no job to do this with so it might take some time to find new employment and then get the legal help I need as I can see I'm dealing with people that will never believe me nor the truth

Sent from my iPhone

On Dec 13, 2022, at 9:08 PM, Jason Bigelow <[REDACTED]> wrote:

I'm going to need to see the video. How do I go about that? I've already put in a request with Costco

Sent from my iPhone

On Dec 13, 2022, at 2:26 PM, Monica Segedy <msegedy@pharmacy.nv.gov> wrote:

Good Afternoon, Jason:

Thank you for meeting with us today. Attached is the Statement I have created as a result of our meeting. This is YOUR statement, so please feel free to make any changes or additions you see fit. Once you have completed the statement, please sign it and email back to me.

Thank You,

Monica S. Segedy
Investigator
Nevada State Board of Pharmacy
msegedy@Pharmacy.nv.gov
(775) 850-1440

Monica Segedy

From: Monica Segedy
Sent: Wednesday, December 14, 2022 2:22 PM
To: Jason Bigelow
Cc: Peter Keegan
Subject: RE: Statement to NBOP

You have the right to retain legal counsel if you choose. I have included our legal counsel on this email so moving forward you and/or your attorney can communicate directly with him.

Thank you,

Monica S. Segedy

Investigator

Nevada State Board of Pharmacy

msegedy@Pharmacy.nv.gov

(775) 850-1440



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From: Jason Bigelow [REDACTED]
Sent: Wednesday, December 14, 2022 9:10 AM
To: Monica Segedy <msegedy@pharmacy.nv.gov>
Subject: Re: Statement to NBOP

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

I came in yesterday to get help because I have lost my job and am now being threatened over something I did not do. Rather than listen I was coerced by both Costco and at yesterdays meeting. Tell the truth. Get some help. Well I have done nothing but tell the truth and no one wants to hear that. It'd be easier to make up a lie and say please help I'm a drug addled fool but guess what I never have never will touch opiates so I can't. So before I sign anything I need to retain legal help and they wil need to see that video. Unfortunately I have no job to do this with so it might take some time to

EXHIBIT 13

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Peter Keegan

From: Michael Tyler <mjtyler@costco.com>
Sent: Tuesday, December 20, 2022 8:19 AM
To: Monica Segedy
Subject: Re: Still Photos - NBOP Case #22-501

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.



11/28/2022 02:48:19.755 PM



44: RX DROP OFF

11/28/2022 02:48:21.455 PM



44: RX DROP OFF

11/28/2022 02:48:23.558 PM



44: RX DROP OFF

11/28/2022 02:48:25.557 PM



44: RX DROP OFF

11/28/2022 02:48:27.457 PM



44: RX DROP OFF

11/28/2022 02:48:27.557 PM



44: RX DROP OFF





11/28/2022 02:48:34.959 PM



44: RX DROP OFF

11/28/2022 02:48:54.166 PM



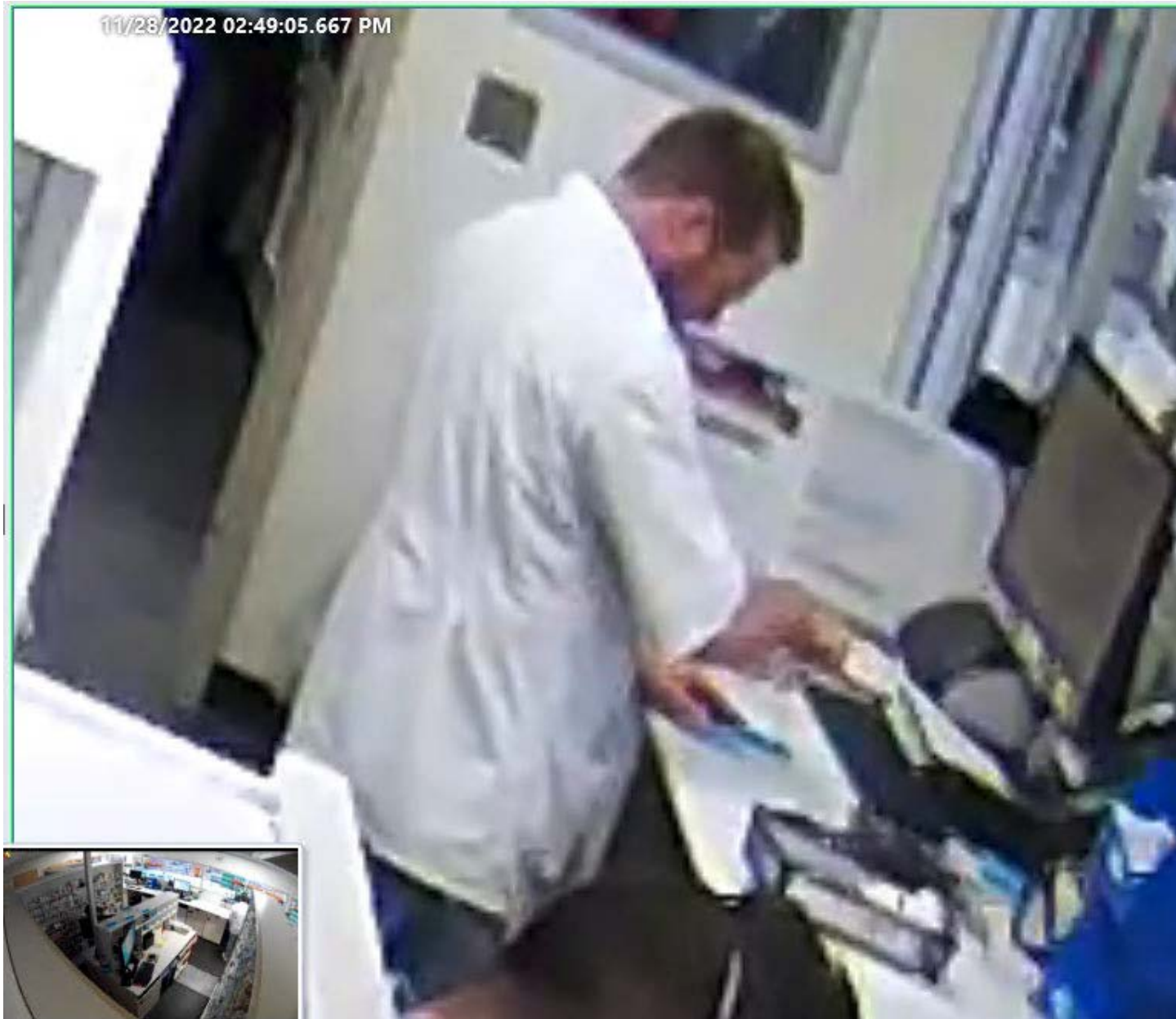
44: RX DROP OFF

11/28/2022 02:49:01.066 PM



44: RX DROP OFF

11/28/2022 02:49:05.667 PM





On Mon, Dec 19, 2022 at 12:51 PM Monica Segedy <msegedy@pharmacy.nv.gov> wrote:

Good afternoon, Mike:

Would you mind printing still photos from the 11/28/2022 video of the below time frames. I believe this is the time frame in which the tablets were moved to RPh Bigelow's pocket. I am sure the equipment you have to do this is much better than what I have. When I viewed the content I zoomed in on the Rx Drop off area where Bigelow was working. Print what you think is best and not too distorted.

Rx Back Island Left View

2:36:30 – Rodriguez counts out 20 tablets

2:36:43 – Rodriguez pours the 20 tablets into an amber vial

Rx Drop Off View

2:48:11 – Bigelow begins working on the black basket in question

Rx Drop Off View

2:48:19 – Bigelow returns to his workstation

2:48:22 – Bigelow scans the amber vial

2:48:23.558 – Bigelow opens the amber vial in his left hand. Counting tray is observed about 3 inches back from the counter's edge

2:48:25.808 – Counting tray is now flush with the countertop, at the very edge. The opened amber vial is still in Bigelow's left hand and up close to his left ear/face. Bigelow is fidgeting with his glasses.

2:48:27.457 – Bigelow starts to bend his head down toward the countertop

2:48:27.557 – Bigelow continues to bend forward while fidgeting with his glasses. The open amber vial remains in his left hand and leaning over the counting tray that is flush with the edge of the countertop.

2:48:28.257 – Bigelow puts the amber vial down onto the countertop with his left hand. Bigelow continues to fidget with his glasses and his face.

2:48:28.757 – Bigelow removes his glasses, rubs his eyes and nose with his right hand.

2:48:34.959 – Bigelow picks up the amber vial with his right hand and pours the contents into the counting tray. Bigelow puts his glasses back on.

2:48:54 – Bigelow retrieves a controlled substance from the CS safe under the counter and hands to a pharmacy technician.

2:49:01 – Bigelow returns to the counting tray which has now been moved closer towards to the center of the countertop. Note: The counting tray was untouched between 2:48:54 and 2:49:01. Bigelow begins counting the tablets in the tray.

2:49:05 – Bigelow completes counting the tablets in the tray, and then pours them back into the amber vial.

2:49:21 – Bigelow returns the amber vial, the open stock bottle, and the unopened stock bottle back to the black basket.

Thank you so much!

Monica S. Segedy

Investigator

Nevada State Board of Pharmacy

msegedy@Pharmacy.nv.gov

(775) 850-1440



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EXHIBIT 14

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

*** External Hard Drive ***
Video Clip Footage

EXHIBIT 16

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Action	Begin by checking a bubble below for an action required and complete corresponding section.		
	<input type="radio"/> New Hire / Rehire (A,B,D,H)	<input type="radio"/> Layoff (A,E1,G,H)	<input checked="" type="radio"/> Termination (A,F,G,H,I)
	<input type="radio"/> Transfer / Status / Wage Change (A,C,D,G,H)	<input type="radio"/> Layoff / LOA RETURN (A,E2,H)	<input type="radio"/> Voluntary Quit (A,F,G,H,I)
	<input type="radio"/> Personal Information Change (A,B,H)	<input checked="" type="radio"/> Other - Full View	

Instructions are at the bottom of the form.

Identification	Team Member IDENTIFICATION			
	A	Team Member (Name) LAST: <u>Bigelow</u> Suffix: _____ FIRST: <u>Jason</u> M.I. <u>D.</u>		
	Store #/ Location # <u>556</u> Hire Date: <u>2-06-2014</u> Team Member # <u>141938</u> Dept #: <u>PHARMACY 170</u>			
	Current Job Title <u>PHARMACIST, MANAGER</u> Common First Name: _____			

Termination	TERMINATION OF EMPLOYMENT			For Office Use Only
	F	Last Day Worked: <u>11-25-2020</u> Term Type: <u>Involuntary</u> Rehireable? <u>No</u> Termination Date: <u>11-25-2020</u>	99955	
	Social Security # _____ Term Code: <u>T-MIS</u> <u>Misconduct</u> Date of Notice Given: _____	TVACE		
	Forwarding Address (If Applicable) _____ Address: _____ City: _____ State: _____ Zip: _____	99950 #6358.30		

Note: Provide Detailed Information in Section "G" for Evaluation
Remember to complete the "Change in Relation" on the next tab.

Signed Time Record Must Be Attached (If Applicable)

Payment Type: Cash Date & Time: _____

TVACA 96166
058
HCPRE

Comments	COMMENTS/EVALUATION	
	G Disregard for the timeliness of controlled substance reconciliations and legally mandated state and federal reporting in the pharmacy on the discovery of substantial losses of controlled substances.	

Vudsohym ✓

Approvals	APPROVALS / SIGNATURES		
	H	Signature(s): _____	Print Name: (First, Last) _____
	Team Member _____	Team Mem <u>Jason Bigelow</u>	Date: _____
	Manager: _____	Approval: <u>Thomas Finch</u>	Date: <u>11-24-2020</u>

HR Processor: _____ HR: _____ Date: _____

Company Property	RETURNED / OUTSTANDING	
	I	

* All company property been returned. (If "No," please list BELOW all outstanding)

* Helpdesk notified concerning all system user access to be terminated. Communicated change via...

* Appropriate contacts notified of change in employment relationship (e.g. vendors, HR, etc...)

* List outstanding property: (e.g. laptop, pager, cell phone, etc.) _____

Mgr Initial _____

PMT PROCESSED

NOV 25 2020

INITIALS: EYm

CK #149098
149099
149100

Save Mart Inc. Corporate Off JASON BIGELOW
Run 11-24-2020 15:52 Payroll Hours Detail
AcuStaf (c) 2020

Report 99
Page 1

BIGELOW, JASON Id 141938

Pay Period Mon 11-16 to Sun 11-22-2020

Home Unit 001 556170 556 PHARMACY

Home Job RXN16 MANAGER, PHARMACY

Work Agree P88

Non-Exempt Hrs/Pay Period

OT Base 40 Hrs/Week

Clock Type H

Benefit Accrual	Availabl
Personal	0.00
SICK	0.00
Vacation	0.00

	In Swipe	Out Swipe	Start	End	Paid Hours	Hour Label	Pay Code	Alternate Unit	Job
Mon 11-16									
V Tue 11-17	07:17 66	19:43 66	07:15-19:45		12.50	REGD	001		
V Wed 11-18	08:52 66	13:24 66	08:50-13:25		4.58	REGD	001		
V	13:52 66	21:10 66	13:50-21:10		7.33	REGD	001		
V Thu 11-19	09:38 66	12:36 66	09:40-12:35		2.92	REGD	001		
Fri 11-20									
V Sat 11-21	08:51 66	18:19 66	08:50-18:20		9.50	REGD	001		
V Sun 11-22	10:00 66	13:20 66	10:00-13:10		3.17	REGD	001		
V	13:51 66	18:16 66	13:10-13:20		0.17	OTU	002		
V			13:50-18:15		4.42	OTU	002		

Summary

Regular Hou
Overtime

~~4.58~~ ~~0.17~~ ~~55.61~~ ~~55.61~~ ~~0.17~~ ~~55.61~~ ~~0.17~~ ~~55.61~~

001005560001419380040000000100000000000000000
001005560001419380004580000200000000000000000

44.58-TB1

Save Mart Inc. Corporate Off JASON BIGELOW
Run 11-24-2020 15:54 Payroll Hours Detail
AcuStaf (c) 2020

Report 99
Page 1

BIGELOW, JASON Id 141938

Pay Period Mon 11-23 to Sun 11-29-2020

Home Unit 001 556170 556 PHARMACY

Home Job RXN16 MANAGER, PHARMACY

Work Agree P88

Non-Exempt Hrs/Pay Period

OT Base 40 Hrs/Week

Clock Type H

Benefit Accrual	Availabl
Personal	0.00
SICK	0.00
Vacation	0.00

Mon 11-23
Tue 11-24
Wed 11-25
Thu 11-26
Fri 11-27
Sat 11-28
Sun 11-29

Summary

556170 RXN16

H- 001 - Reporting Pay

✓

Vacation Calculation - Final Pay

Prepared by (Initials only) EYM
 Verified by (Initials only)

INPUT "YELLOW" CELLS ONLY

Today's Date:	11/24/2020
Employee #	141938
Employee Name: (last name is sufficient)	BIGELOW
Rate of Pay:	\$65.7800
Employee Pay Status (AFT, AFX, APT)	AFT
I have verified Employee has NO vacation or holiday accruals to pay out	

Preparer Initials

	Weeks	HOURS-Acustaf	DOLLARS-Infinium
YTD Anniversary Gross \$'s			
YTD Anniversary Gross \$'s that have not been updated in system			
Current "Processing" w/e date:		22-Nov-20	
(Reg) Income Code (001)			\$0.00
(OT) Income Code (002)			\$0.00
(SUN OT) Income Code (006)			\$0.00
(SUN) Income Code (009)			\$0.00
(DLB) Income Code (010)			\$0.00
(\$.65) Income Code (N65)			\$0.00
(\$.25) Income Code (100)			\$0.00
(\$2.00) Income Code (080)			\$0.00
YOU MUST ENTER THE PAY RATE: (MISC) Income Code (090)			\$0.00
YOU MUST ENTER THE PAY RATE: (MISC) Income Code (TB1)		44.58	\$156.03
FT Holiday-Total hours (ex. 1 day (8hrs), 2 days (16hrs) etc.			\$0.00
PT Holiday - Total Avg Hours (ex. 1 day (6.6hrs), 2 days (13.2hrs)			\$0.00

Current w/e date:		29-Nov-20	
(Reg) Income Code (001)		4	\$263.12
(OT) Income Code (002)			\$0.00
(SUN OT) Income Code (006)			\$0.00
(SUN) Income Code (009)			\$0.00
(DLB) Income Code (010)			\$0.00
(\$.65) Income Code (N65)			\$0.00
(\$.25) Income Code (100)			\$0.00
(\$2.00) Income Code (080)			\$0.00
YOU MUST ENTER THE PAY RATE: (MISC) Income Code (TB2)			\$0.00
YOU MUST ENTER THE PAY RATE: (MISC) Income Code (090)			\$0.00
FT Holiday-Total hours (ex. 1 day (8hrs), 2 days (16hrs) etc.			\$0.00
PT Holiday - Total Avg Hours (ex. 1 day (6.6hrs), 2 days (13.2hrs)			\$0.00

Subtotal YTD Gross:			\$419.15
Bonus/Commission (Always a Reduction) Exempt Employees			
Pro-Rated Vacation (Always a Reduction)			\$0.00
Has True up been verified?		Initial Box to left	
Is this an 088 Benefit ee? Did you check with Benefits for \$ due?		Initial Box to left	
Holiday Paid Out (Total Hours) (058)			\$0.00
Total YTD Gross:			\$419.15

2% of Current YTD Hours and \$'s			
Current Year Eligible Weeks (Input 1, if only 1 or 2, 3, etc.)(TVACA)	3	96.66	6358.30
Vacation Ledger Prior Year Eligible: (TVAC) 1		30.00	\$6,358.30
Total Hours and \$'s Input into Infinium System:		0.00	\$0.00
Pro-Rated Vacation (Always a Reduction)		0.00	\$0.00
Total \$'s Input into Infinium System:		96.66	\$6,358.30

96.66 6358.30

Payroll

From: Thomas Finch
Sent: Tuesday, November 24, 2020 4:21 PM
To: Payroll
Cc: 556MGR; Christopher Derosa
Subject: Re: Final Dues - Jason Bigelow, EID 141938

Thank you,

Please proceed with the cash pay voucher.

Thomas K. Finch, PharmD, RPh
Senior Director, Pharmacy Operations
The Save Mart Companies
P: (209) 574-6299 x5006
C: (209) 985-6720
Thomas.Finch@SaveMart.com
TheSaveMartCompanies.com

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From: Payroll <Payroll@SaveMart.com>
Sent: Tuesday, November 24, 2020 4:14 PM
To: Thomas Finch <Thomas.Finch@SaveMart.com>
Cc: 556MGR <556MGR@SaveMart.com>
Subject: FW: Final Dues - Jason Bigelow, EID 141938

Hi there!

His net will close to \$4500.00. Please advise what you would like for us to do.

From: Thomas Finch <Thomas.Finch@SaveMart.com>
Sent: Tuesday, November 24, 2020 3:17 PM
To: Payroll <Payroll@SaveMart.com>
Subject: Re: Final Dues - Jason Bigelow, EID 141938

Thank you,

Please see the Excel file, attached.

Thomas K. Finch, PharmD, RPh
Senior Director, Pharmacy Operations
The Save Mart Companies
P: (209) 574-6299 x5006

C: (209) 985-6720
Thomas.Finch@SaveMart.com
TheSaveMartCompanies.com

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From: Payroll <Payroll@SaveMart.com>
Sent: Tuesday, November 24, 2020 3:16 PM
To: Thomas Finch <Thomas.Finch@SaveMart.com>
Subject: FW: Final Dues - Jason Bigelow, EID 141938

Hello!
If you want a cash pay voucher you would need to send this file over in an EXCEL format.

Thanks!
E

From: Thomas Finch <Thomas.Finch@SaveMart.com>
Sent: Tuesday, November 24, 2020 3:05 PM
To: Payroll <Payroll@SaveMart.com>
Cc: Linda Elliott <Linda.Elliott@SaveMart.com>; Tyler Porter <Tyler.Porter@SaveMart.com>; Christopher Derosa <Christopher.Derosa@SaveMart.com>; Robert Vaughan <Robert.Vaughan@SaveMart.com>
Subject: Final Dues - Jason Bigelow, EID 141938

Good afternoon Payroll team,

I am writing to request a Final Dues check for Jason Bigelow, EID 141938, pharmacy manager at store 556 Reno.

Please include 4 hours of show-up pay for tomorrow, Wednesday 11/25, when we will be separating him from the company. SM Chris DeRosa will be holding funds from tonight's bank drop for a cash payout.

Thanks,

Thomas K. Finch, PharmD, RPh
Senior Director, Pharmacy Operations
The Save Mart Companies
P: (209) 574-6299 x5006
C: (209) 985-6720
Thomas.Finch@SaveMart.com
TheSaveMartCompanies.com

WARNING: This email and any files transmitted with it are privileged and confidential information, including patient information protected by Federal and State privacy laws. It is intended solely for the use of the individual(s) or entity to which they are addressed. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this email in error, please notify the sender by replying to this message and then delete it from your system. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those

of the Save Mart Supermarkets. Finally, the recipient should check this email and any attachments for the presence of viruses. Save Mart Supermarkets accepts no liability for any damage caused by any virus transmitted by this email.



Wages Paid Out

Save Mart Companies, 1800 Standiford Ave., CA 95350-0180

Today's Date: 11/25/2020

Team Member Information				
Employee Number	Last Name	First	Middle Initial	Last Four Digits of SSN
141938	Bigelow	Jason		
Store #	Department			
556				

Current Week Work Schedule							
Week Start Date: 11/23/2020		Week Ending Date: 11/29/2020					
	Monday 11/23/2020	Tuesday 11/24/2020	Wednesday 11/25/2020	Thursday 11/26/2020	Friday 11/27/2020	Saturday 11/28/2020	Sunday 11/29/2020
Hours Worked:			4				4

Earnings											
Rates											
Regular Hours	Rate	Amount	OT Hours	Rate	Amount	Prem Hrs	Rate	Amount	Other Hrs	Rate	Amount
		0			0			0	4	65.78	263.12
Deductions						Total Deduct.	Gross	Net Pay			
Federal W/H	FICA	FICAM	State W/H	SDI	Misc Ded						
		3.23			78.94	\$ 82.17	\$ 263.12	\$ 180.95			

Prior Week Work Schedule							
Week Start Date: 11/16/2020		Week Ending Date: 11/22/2020					
	Monday 11/16/2020	Tuesday 11/17/2020	Wednesday 11/18/2020	Thursday 11/19/2020	Friday 11/20/2020	Saturday 11/21/2020	Sunday 11/22/2020
Hours Worked:							0

Earnings											
Rates											
Regular Hours	Rate	Amount	OT Hours	Rate	Amount	Prem Hrs	Rate	Amount	Other Hrs	Rate	Amount
		0			0			0	44.58	3.5	156.03
Deductions						Total Deduct.	Gross	Net Pay			
Federal W/H	FICA	FICAM	State W/H	SDI	Misc Ded						
		2.27				\$ 2.27	\$ 156.03	\$ 153.76			

Vacation and/or Holiday Due									
Total Vacation Hours:		96.66		Total Holiday Hours:					
Gross	Deductions					Total Deduct.	Net Pay		
6358.3	Federal W/H	FICA	FICAM	State W/H	SDI	Deductions			
	1405.75		92.19			699.41	\$ 2,197.35	\$ 4,160.95	

Total Net Pay:		\$ 4,495.66
----------------	--	-------------

Signatures			
Team Member Name:	Printed Name	Signatures	Date
Person Making Payment:			
Store Manager Approval:			

Property of Save Mart Companies

CONFIDENTIAL

Updated 5/22/2019 HRIS

PRINT: (3) COPIES TO BE DISTRIBUTED AS FOLLOWS (HAVE Team Member SIGN EACH COPY):

1. Copy to Team Member
2. Copy to Payroll Dept. sent via interoffice mail
3. Copy sent via interoffice mail to CBS
4. Send e-mail notification to the Payroll Dept. when pay out is complete

NVBOP00121

Payroll

From: Payroll
Sent: Wednesday, November 25, 2020 7:49 AM
To: 556MGR
Subject: 141938-Jason Bigelow - CASH PAY
Attachments: 141938-EYM.xls

Importance: High

Store Management:

Attached, please find a Wages Paid Out form for your employee:

RE: Jason Bigelow - EE# 141938

Note: We have made a process change. Please respond to this email within 24 hours notifying us that the Cash Pay has been given to the employee, or providing a status of the pay out.

Please give date given.

Thank you,
Erika Mc Daniel

EXHIBIT 17

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Save Mart #556 Reno NV – Pharmacy Investigation notes

July 21, 2020-

- Notified by Thomas Finch, Senior director of Pharmacy for Reno NV of a shortage of Carisoprodol 350 mg pills
 - Began to gather invoices/dispensing information/on hand counts/schedules for pharmacy staff via email from Thomas
 - Started to review video of delivery dates from McKesson
- Requested all communication to and from Thomas and the pharmacy since their discovery of the shortage
- Installed additional cameras within the pharmacy on Aug 20, 2020.

FINDINGS DURING INVESTIGATION:

- **June 25, 2020-** pharmacy was made aware of a shortage of 3,527 Carisoprodol 350mg pills (Thomas notified Pharmacy Manager Jason Bigelow)
- **June 30, 2020-** Thomas requests counts on the C3-C5's from Jason.
 - **July 1st**- Jason responded that he would probably have to do that when we returned from vacation. (Left for vacation on 7/4 and returned on 7/6. Shows no sense of urgency)
 - **July 7th**- Mary McDowell (Pharmacy Tech) emails Thomas asking for clarification of what is needed for the counts he asked from Jason
 - **July 21st**- Mary sent Thomas the counts he asked for on June 30th.
 - Unexplainable discrepancies were found in the following medication:
 - *Belbuca 450mcg films*
 - *Buprenorphine 2mg tablet sl*
 - *Buprenorphine 8mg tablet sl*
 - *Carisoprodol 250mg tablet*
 - *Carisoprodol 350mg tablet*
 - *Temazepam 15mg capsule*
 - *Temazepam 30mg capsule*
 - *Temazepam 7.5mg capsule*
- **July 29, 2020-** Pharmacy Manager Jason Bigelow sent the DEA-106 form (35 days after the original discovery of the shortage)
 - 7/29/2020- DEA-106 form sent was not filled out correctly (missing purchase value of controlled substance taken and only listed the Carisoprodol as missing)
 - ***Policy 4.1.4***

- *Reporting of theft or loss of controlled substance*
 - *Report should be filled out/submitted to local DEA with 30 days of discovery*
- **TOTAL REPORTED MISSING**
 - 3527 Carisoprodols 350mg
- 8/21/2020- DEA-106 sent by Thomas Finch-
 - **TOTAL REPORTED MISSING**
 - 4572 Carisoprodols 350mg
 - 235 Carisoprodol 250mg
 - 30 Belbuca 300mcg film
 - 91 Belbuca 450mcg film
 - 33 Buprenorphine 2mg tablets
 - 377 Buprenorphine 8mg tablets
 - 309 Temazepam 30mg
 - 30 Temazepam 7.5mg
- 9/4/2020- DEA-106 sent by Thomas Finch
 - **TOTAL REPORTED MISSING**
 - NO NEW LOSS
- 9/21/2020- DEA-106 sent by Thomas Finch
 - **TOTAL REPORTED MISSING**
 - 180 Buprenorphine 8mg
 - 15 Carisoprodol 250mg
 - 110 Carisoprodol 350mg
 - 7 Temazepam 30mg
 - 1 Temazepam 7.5mg
- 10/16/2020- DEA-106 sent by Thomas Finch
 - **TOTAL REPORTED MISSING**
 - 2 Buprenorphine 8mg
- While reviewing the ordering/delivery/ invoice paperwork of the meds in question dating back to February 2020, I found the following:
 - All orders that were started/opened either in the morning and closed/sent at the end of the day or started/opened in the morning and closed/sent the following day/a few days later. EXCEPT one order.

- There was an order opened on 6/28/2020 @6:00pm and closed @6:03pm the same night. (order only consisted of a 200 count bottle of Carisoprodol 350mg)
 - Reviewed video- Pharmacy Manager Jason Bigelow is seen picking up his phone and typing something at 6:00pm. A customer walks up to the counter, Jason puts his phone down, walks over and helps customer then returns to his phone and types something then sets the phone down @ 6:03pm. There was no other employee in the pharmacy, no other employee at a computer in the pharmacy to have made that order.
 - Copies of the invoices/orders of Carisoprodol available for review. (video was not able to be preserved)
- Obtained reconciliation/inventory counts of all C3-C5s (copies of all counts are available)
 - 6/28/2020- Johnny completed count of C3-C5s
 - 7/10/2020- Bill (Staff Pharmacist) and Mary completed a reconciliation count of all C3-C5s
 - 7/20/2020- Mary and Jason completed count on Buprenorphin 8 mg, Temazepam 30mg and Carisoprodol 350mg
 - 8/21/2020- Bill completed counts on Belbuca 450mcg, Buprenorphin 2mg/8mg, Carisoprodol 250mg/350mg and Temazepam 15mg/30mg/7.5mg
 - 9/17/2020- Bill completed counts on the meds above
 - 9/21/2020- Mary completed counts on the meds above
 - 9/29/2020- Mary and Kate Bryte(Regional Loss Prevention Manager) completed counts on the meds above
 - 10/8/2020-Bill completed counts on the meds above
 - 10/12/2020- Jason scanned in Perpetual inventory sheet for Carisoprodol
 - 10/13/2020- Bill completed counts on the meds above.
 - 11/14/2020- currently waiting for paperwork with updated count
- As of 10/8/2020, Save Mart Pharmacy 556 Reno NV is missing the following:

• Belbuca 300 mcg Film.....	30 films	\$442
• Belbuca 450 mcg Film.....	91 films	\$1348
• Buprenorphine 2 mg Tablet SL.....	33 tablets	\$200
• Buprenorphine 8mg Tablet SL.....	560 tablets	\$5012
• Carisoprodol 250 mg Tablet.....	250 tablets	\$903
• Carisoprodol 350 mg Tablet.....	4682 tablets	\$3933

- Temazepam 30 mg Capsule..... 311 capsules \$480
- Temazepam 7.5 mg Capsule..... 30 capsules \$349
- (retail cost/charged to insurance companies) **\$12,667 TOTAL LOSS**
- (street value) **\$59,349 TOTAL LOSS**

- Scheduled interviews with pharmacy staff:
 - Vanessa Weber #109728 Tech *Wednesday 10/28/2020 @ 1100hrs*
 - Robert (Max) Thomsen #140572 Tech *Wednesday 10/28/2020 @ 1430hrs*
 - Mary McDowell #131375 Cert Tech *Thursday 10/29/2020 @ 1130hrs*
 - John Breen #129736 Tech *Thursday 10/29/2020 @1400hrs*
 - William Ruebusch #142882 Staff Pharmacist *Friday 10/30/2020 @ 1000hrs*
 - Jason Bigelow #141938 Pharmacy Manager *Friday 10/30/2020 @ 1130hrs*
- See individual reports for detailed interview with each.

EXHIBIT 18

Case No. 22-501- RPH-N
JASON BIGELOW, RPH.

Costco Pharmacist Smock



Specimen Result Certificate

Printed by: 49167 - Intercept Inc.
ID Number: E739373

Report printed on 12/21/2022 04:14 PM Page 1 of 1

Attention:
Marion Straw
Intercept Inc.

Verification Date 12/19/2022 02:38 PM CST

Medical Review Officer:
Dr. Brian N. Heinen

Collection Site:
49167-Intercept Inc.

Donor Name: Bigelow, Jason
Date Of Test:
ID Number:

Donor SSN:
Donor ID:
Reason for Test: Other

Laboratory: Omega Laboratories

Regulation: Non-DOT
Specimen Type: Hair

Drugs Tested:

Drug Name	Result	Laboratory Screening Cutoff *	Laboratory Confirmation Cutoff *	Drug Name	Result	Laboratory Screening Cutoff *	Laboratory Confirmation Cutoff *
Marijuana	Negative	1 pg/mg	0.1 pg/mg	Methamphetamines	Negative	500 pg/mg	500 pg/mg
Cocaine	Negative	500 pg/mg	500 pg/mg	Opiates	Negative	200 pg/mg	200 pg/mg
Amphetamines	Negative			PCP	Negative	300 pg/mg	300 pg/mg

Final Result Disposition: **Negative**

TO BE COMPLETED BY THE MEDICAL REVIEW OFFICER

I have reviewed the laboratory results for the specimen identified by this form in accordance with applicable Federal requirements. My determination/verification is:

☒ Negative ☐ Positive ☐ Test Cancelled ☐ Refusal to test because
☐ Dilute ☐ Adulterated ☐ Substituted

REMARKS: Body hair

Dr. Brian N. Heinen

Brian N Heinen MD
Signature of Medical Review Officer

12/19/2022 02:38 PM

(PRINT) Medical Review Officer's Name

Date (Mo./Day/Yr.)

* Represents laboratory screening and confirmation values.

† Represents class (Sub-Class Abbreviation)

From: [Jason Bigelow](#)
To: [Monica Segedy](#)
Subject: Fwd: grammatically correct version Jason Bigelow
Date: Tuesday, December 13, 2022 9:05:52 AM

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Sent from my iPhone

Begin forwarded message:

From: bill ruebusch [REDACTED] hotmail.com>
Date: December 11, 2022 at 3:11:17 PM PST
To: [REDACTED]@icloud.com
Subject: grammatically correct version

To the members of the board:

I am writing regarding the incident that took place at Costco Pharmacy on Monday November the 28th. The pharmacy was extremely busy, and while recounting a prescription for oxycodone, Jason Bigelow noticed that six tablets were missing from the patient's prescription. At that point he checked his smock pockets to be sure that no pills rolled off the counter and into his smock. He sent the fill back to the technician to recount and correct. When the prescription returned to him, the bottle count was correct, but the stock count was off. At that point, Jason performed a recount again, then checked the other scripts which had previously been filled for oxycodone, going so far as to phone two patients who had already picked up their scripts so he could verify their pill quantities. He also ran a report of all the prescriptions which were checked before and after the miscounted rx, and we checked those stock bottles and called patients who had gotten those prescriptions to be certain that they hadn't received any incorrect pills.

Danielle, the pharmacy manager, tried to look at the film to see if she could tell what had happened with the pills, since no one was able to find them. Unfortunately, film was unavailable, and the staff continued trying to figure out where the pills were, since we all knew that the counts had been correct earlier in the day. In desperation, Danielle told everyone in the pharmacy to remove their smocks and empty the pockets, which we all did. Jason found the pills in the *top* pocket of his smock, and was as surprised as everyone else to find

them there.


I know that in the past, whenever we thought that there might be a problem with our perpetual inventory, Jason is always the one who was most concerned and intent on finding why the count was off until we could find the outstanding prescriptions. You should also be aware that had he wanted to take any tablets, he could have removed them from the patient's bottle- the perpetual inventory would have been correct and no one would have ever known. I have worked with Jason for almost ten years, and I know him to be a good and knowledgeable pharmacist whom coworkers and customers like and trust.

If I can answer any questions or provide any help, please let me know.

Respectfully,

Bill Ruebusch

Fwd:

From: W127 PHM
To: msegedy@pharmacy.nv.gov
Cc:
Sent: 6/27/2023 8:51:26 AM
Attachments:  MR Statement.pdf

----- Forwarded message -----

From: **W127 PHM** <w127phm@costco.com>
Date: Wed, Dec 14, 2022 at 3:17 PM
Subject: Fwd:
To: <msegedy@pharmacy.nv.gov>

----- Forwarded message -----

From: **Costco Corp** <DO_NOT_REPLY@costco.com>
Date: Wed, Dec 14, 2022 at 3:13 PM
Subject:
To: w127phm@costco.com <w127phm@costco.com>

--
Danielle Dulisse, PharmD
Pharmacy Manager
Costco Wholesale #127
Carson City, NV
Work: (775)881-2502
Cell: (530)828-4097

--
Danielle Dulisse, PharmD
Pharmacy Manager
Costco Wholesale #127
Carson City, NV
Work: (775)881-2502
Cell: (530)828-4097

Bigelow000101

Statement of Marcos Rodriguez

I, Marcos Rodriguez, PT License #10814, make the following statement to NBOP investigator Monica S. Segedy. The following statement is true and accurate to the best of my recollection of events as they occurred:

I have been a Pharmacy Technician for approximately 12-13 years. I currently work as a Pharmacy Technician (PT) for Costco Pharmacy in Carson, City, NV.

On 11/28/2022 I worked the 8:00 a.m. to 4:30 p.m. shift at the Pharmacy, and I was primarily responsible for preparing and filling prescriptions, including CII prescriptions. Between 2:00 p.m. and 3:00 p.m. there was an incident in which six (6) tablets of Oxycodone went missing. To the best of my recollection these are the facts as they occurred on 11/28/2022:

There was a prescription for 120 tablets of 10 mg Oxycodone that was e-scripted into the pharmacy. In preparation for filling the script, I printed out a copy of the e-script and put it in the verification bin for RPH Jason Bigelow's review and verification.

RPH Bigelow verified the information then pulled an open stock bottle, and an unopened stock bottle, of 10 mg Oxycodone from the CII cage. The open bottle contained 74 tablets of Oxycodone, and the unopened bottle contained 100 tablets of Oxycodone. RPH Bigelow placed the Oxycodone bottles on the pharmacy counter for me to complete the fill. I took twenty (20) Oxycodone tablets from the opened stock bottle and placed them in a prescription vial. I back counted the remaining 10 mg Oxycodone tablets to be fifty-four (54). I documented this on the bottle cap of the open stock bottle, and then placed the unopened stock bottle containing 100 tablets of Oxycodone, along with the vial containing twenty (20) tablets Oxycodone, and the stock bottle containing the remaining fifty-four (54) tablets in the verification bin for RPH Bigelow to verify.

Approximately 15-20 minutes after putting the prescription into the verification bin, RPH Bigelow told me that I needed to do a recount, as there might be some tablets missing. I then recounted the tablets in the vial and determined there were only fourteen (14) tablets.

I let RPH Bigelow know that he was right and we were off by 6 tablets. So I did a recount of the vial and stock bottles to make sure. There were only fourteen (14) tablets in the vial so I had to count out 6 more tablets out of our stock bottle containing fifty-four (54) tablets of 10 mg Oxycodone. After adding the tablets to the vial and back counting it, the vial had 20 tablets now, and the open stock bottle had 48 tablets. I wrote that number (48) on the cap of the opened stock bottle. I then returned the prescription to the

verification bin. A bit later Jason stated that our 10mg Oxycodone count was off by 6. Sure I was a bit surprised since I thought I counted out twenty tablets of 10 mg Oxycodone the first time, but it does occasionally happen so I didn't think it was a big deal. I just thought it was an honest mistake from my end or Jason's. I second guessed myself and thought maybe I left six (6) tablets of Oxycodone in the counting tray, and that maybe they had been mixed with another patient's prescription. So I looked in some of the more recent scripts we had just filled to make sure they didn't get misplaced. The other employees overheard Jason and I talking about the missing tablets, so we informed them that we were short on the Oxycodone. Everyone began looking for the lost six tablets. We looked in trash bins and will-call bins, and we called recent patients to see if they had received unexpected medications with their prescription.

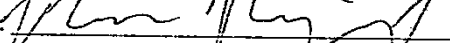
Around 3:00 p.m. Managing Pharmacist Danielle Dulisse returned to the pharmacy and learned of the shortage. RPh Dulisse was very concerned, and she began asking everyone to help her look for the lost tablets. RPh Bigelow left for lunch once RPh Dulisse returned. Prior to leaving for lunch, RPh Bigelow removed his lab coat, folded it, and placed it by his keyboard. Usually some of the pharmacists or technicians do this to save their spot at a station.

The missing tablets had not been located prior to the end of my shift at 4:30 pm. on 11/28/2022. Before leaving for the day, I removed my lab coat and hung it in the men's restroom.

I remember telling some of the techs and cashiers that we were wasting our time looking in the trash. Since at no time during my shift was there an incident in which a counting tray was spilled or knocked over to cause a loss of tablets on the floor, or elsewhere.

Upon returning to work a day or so later, I learned the missing tablets were found on RPh Bigelow, in his lab coat.

I have not seen or spoken to RPh Bigelow since the end of my shift on 11/28/2022.

Signed: 
Marcos Rodriguez, PT license #10814

Date: 12/14/2022

Monica Segedy

From: Monica Segedy
Sent: Monday, December 12, 2022 4:40 PM
To: Marcos Rodriguez
Subject: RE: Updated Statement

Thank You Marcos. Will you please sign and return to me.

Monica S. Segedy
Investigator
Nevada State Board of Pharmacy
msegedy@Pharmacy.nv.gov
(775) 850-1440



NOTICE: This information is provided as a courtesy on behalf of the Nevada State Board of Pharmacy. This information does not constitute legal advice and does not establish an attorney-client relationship. This information does not override the specific provisions of Nevada law as applied to a particular set of facts.

From: Marcos Rodriguez <[REDACTED]@gmail.com>
Sent: Monday, December 12, 2022 3:43 PM
To: Monica Segedy <msegedy@pharmacy.nv.gov>
Subject: Updated Statement

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello,

Here is a better version of my revised statement. Let me know if it works and I will sign it as soon as I can today.

<https://docs.google.com/document/d/1dZzwTD8Ajmd5qKzKd34O-FEb4kzF-7MA5FW521KbIJE/edit?usp=sharing>

Monica Segedy

From: Marcos Rodriguez <[REDACTED]@gmail.com>
Sent: Monday, December 12, 2022 12:14 PM
To: Monica Segedy
Subject: Re: Statement

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello Monica,

I apologize for the delay. I went over the statement and I think I do want to make some changes.

"RPh Bigelow gave me the open stock bottle containing fifty-four (54) tablets of 10 mg Oxycodone and told me to add six more tablets to the vial. I did as instructed, conducted a back count of the Oxycodone from the open stock bottle, and wrote the remaining number of tablets (48) on the cap of the opened stock bottle."

In this top section Jason never told me to add six more tablets. He told me to recount the vial of 20 because we might be off and then yes I noticed we were off by 6 tablets but at no point did he hand me the bottle and say to take 6 tablets out. So can we please fix that. I did count 14 in the vial so I had to count out 6 more tablets from our stock bottle. Then I did a backcount of the stock bottle which was 48 and wrote that on the cap.

"I then returned the prescription to the verification bin. A bit later RPh Bigelow stated that our 10 mg Oxycodone count was "six off." I was a bit confused since I thought I counted out twenty tablets of 10 mg Oxycodone the first time, but it does occasionally happen so I didn't really make anything of it, other than a mistake on my end or Jason's. I second guessed myself and thought maybe I left six (6) tablets of Oxycodone in the counting tray, and that maybe they had been mixed with another patient's prescription. I double checked all the prescriptions filled immediately after the 120 tablet Oxycodone fill. The other employees overheard Jason and I talking about the missing tablets, so we informed them that the Oxycodone count was short. Everyone began looking for the lost six tablets. We looked in trash bins and will-call bins, and we called recent patients to see if they had received unexpected medications with their prescription."

Ok, then in the section I don't want to use "rph bigelow did not seem concerned." and I also made some changes that I think are more along the lines of what I said, or tried to explain.

I'll stay close to my email today so I can sign the final version.

Thank you,
Marcos.

On Tue, Dec 6, 2022 at 2:40 PM Monica Segedy <msegedy@pharmacy.nv.gov> wrote:

Good afternoon, Marcos:

Monica Segedy

From: Monica Segedy
Sent: Tuesday, December 06, 2022 2:40 PM
To: [REDACTED]@gmail.com
Subject: Statement
Attachments: 22-501 Rodriguez statement.docx

Good afternoon, Marcos:

Thank you for meeting with me today. Attached is a statement I have prepared based on the information you provided. Please feel free to make any corrections, additions, or deletions. This is YOUR statement, and I want it to be accurate. If you have corrections, let me know. I will make the needed changes and then send back to you. If you are comfortable with the statement as it reads, please sign, and date it and return to me via email.

Thank you so much for your cooperation,

Monica S. Segedy
Investigator
Nevada State Board of Pharmacy
msegedy@Pharmacy.nv.gov
(775) 850-1440



NOTICE: This information is provided as a courtesy on behalf of the Nevada State Board of Pharmacy. This information does not constitute legal advice and does not establish an attorney-client relationship. This information does not override the specific provisions of Nevada law as applied to a particular set of facts.

Statement of Marcos Rodriguez

I, Marcos Rodriguez, PT License #10814, make the following statement to NBOP investigator Monica S. Segedy. The following statement is true and accurate to the best of my recollection of events as they occurred:

I have been a Pharmacy Technician for approximately 12-13 years. I currently work as a Pharmacy Technician (PT) for Costco Pharmacy in Carson, City, NV.

On 11/28/2022 I worked the 8:00 a.m. to 4:30 p.m. shift at the Pharmacy, and I was primarily responsible for preparing and filling prescriptions, including CII prescriptions. Between 2:00 p.m. and 3:00 p.m. there was an incident in which six (6) tablets of Oxycodone went missing. To the best of my recollection these are the facts as they occurred on 11/28/2022:

There was a prescription for 120 tablets of 10 mg Oxycodone that was e-scripted into the pharmacy. In preparation for filling the script, I printed out a copy of the e-script and put it in the verification bin for RPh Jason Bigelow's review and verification.

RPh Bigelow verified the information then pulled an open stock bottle, and an unopened stock bottle, of 10 mg Oxycodone from the CII cage. The open bottle contained 74 tablets of Oxycodone, and the unopened bottle contained 100 tablets of Oxycodone. RPh Bigelow placed the Oxycodone bottles on the pharmacy counter for me to complete the fill. I took twenty (20) Oxycodone tablets from the opened stock bottle and placed them in a prescription vial. I back counted the remaining 10 mg Oxycodone tablets to be fifty-four (54). I documented this on the bottle cap of the open stock bottle, and then placed the unopened stock bottle containing 100 tablets of Oxycodone, along with the vial containing twenty (20) tablets Oxycodone, and the stock bottle containing the remaining fifty-four (54) tablets in the verification bin for RPh Bigelow to verify.

Approximately 15-20 minutes after putting the prescription into the verification bin, RPh Bigelow told me that I needed to do a recount, as there were "tabs missing." I then recounted the tablets in the vial and determined there were only fourteen (14) tablets.

I approached RPh Bigelow, told him I did a recount and that there were only fourteen (14) tablets in the vial. RPh Bigelow gave me the open stock bottle containing fifty-four (54) tablets of 10 mg Oxycodone and told me to add six more tablet to the vial. I did as instructed, conducted a back count of the Oxycodone from the open stock bottle, and

wrote the remaining number of tablets (48) on the cap of the opened stock bottle. I then returned the prescription to the verification bin at which time RPh Bigelow stated now the 10 mg Oxycodone count was "six off." I was surprised and confused by these events as I know I counted out twenty tablets of 10 mg Oxycodone the first time. I second guessed myself and thought maybe I left six (6) tablets of Oxycodone in the counting tray, and that maybe they had been mixed with another patient's prescription. I double checked all the prescriptions filled immediately after the 120 tablet Oxycodone fill, and I told other employees that the Oxycodone count was short. Everyone began looking for the lost six tablets. We looked in trash bins and will-call bins, and we called recent patients to see if they had received unexpected medications with their prescription. During all of this, RPh Bigelow did not seem concerned.

Around 3:00 p.m. Managing Pharmacist Danielle Dulisse returned to the pharmacy from lunch and learned of the shortage. RPh Dulisse was very concerned, and she began asking everyone to help her look for the lost tablets. I thought it was odd that RPh Bigelow was not concerned about the loss and again I second guessed myself as to why I was so concerned, when RPh Bigelow seemed unaffected. RPh Bigelow left for lunch after RPh Dulisse returned from lunch, without notifying her of the lost tablets. Prior to leaving for lunch, RPh Bigelow removed his lab coat, folded it, and placed it by his keyboard.

The missing tablets had not been located prior to the end of my shift at 4:30 pm. on 11/28/2022. Before leaving for the day, I removed my lab coat and hung it in the men's restroom.

At no time during my shift was there any incident in which a counting tray was spilled or knocked over to cause a loss of tablets on the floor, or elsewhere. So, the whole time we were looking in trash bins, I knew we would not find them.

Upon returning to work a day or so later, I learned the missing tablets were found on RPh Bigelow, in his lab coat.

I have not seen or spoken to RPh Bigelow since the end of my shift on 11/28/2022.

Signed: _____
Marcos Rodriguez, PT license #10814

Date: _____

The day of 11/28 I was in the filling station. At around 2pm I got an Oxycodone to fill for 120 tablets. I handed the RX image in a tote to the rph to get the meds for me. I received 2 oxycodone bottles. One was a closed 100 count and one was open with 74 tablets. I proceeded like normal. I had a bottle of 74 tablets of oxycodone, so I double counted 20 tablets from that bottle. Then I double counted what remained in the bottle which was 54. I wrote down 54 on the bottle cap. I left the closed bottle of 100 tablets in the same tote the image was in and placed it in the verification bins for the rph. I continued to fill other scripts and after a little while Jason brought the tote back to me and said that I should recount the prescription bottle because he only counted 14. So of course I did, I double counted everything again and there was only 14 in the rx bottle. After adding 6 more tablets to make 20, the stock bottle back count was now 48. Of course thinking we lost them we began to look around for it. Some of the other employees tried helping. Shortly after, Jason went to lunch. I figured there really wasn't an issue since he left to lunch so I stopped looking. Then we he came back from lunch that's when we got Danielle involved in the situation.

Man Singh 11/29/28

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1 however, working in close proximity to Jason and Marcos and could hear what they were
2 talking about. I know that when Jason counted the tablets for the order in question, his
3 count came short by 6 tablets and he sent the order back to Marcos to do a recount. I
4 understand that when Marcos recounted, he confirmed the order was short 6 tablets and
5 added 6 more tablets from the opened stock bottle to complete the order, which meant
6 that the opened stock bottle was now 6 tablets short. I know there were several recounts
7 completed by Jason and Marcos, which all came back with the same result.

8 7. I was standing in close proximity to Jason after they had completed their
9 recounts and he made it very clear to all employees in the immediate vicinity that we were
10 somehow missing 6 tablets. We stopped filling any prescriptions for Oxycodone and I
11 immediately began looking for the missing tablets around the Pharmacy, as well as did
12 Marcos, Jason, and Bill Ruebusch. We continued looking for the next 15 to 20 minutes,
13 until Jason had to take his mandatory lunch break. When Jason returned from his lunch
14 break, we continued searching for the missing tablets.

15 8. At no point did I observe Jason acting in a suspicious manner, or in any way
16 that suggested to me he was hiding anything.

17 9. I understand that the missing tablets were ultimately found in Jason's top
18 smock pocket; however, I have no reason to believe the tablets were put there
19 intentionally. Rather, I believe this was an accident. The Pharmacy was very busy during
20 the events in question and sometimes accidents happen.

21 10. I do not believe Jason attempted to steal the 6 missing tablets, as his conduct
22 was utterly inconsistent with someone who was trying to steal. A thief does not alert
23 everyone that an item is missing, help look for it, and do all of this while on camera. There
24 is no doubt in my mind that Jason did nothing wrong. He is a man of integrity and would
25 never put his job, our jobs, or our Pharmacy at risk.

26 11. I was never interviewed by anyone from Costco or the Board of Pharmacy
27 regarding this matter.

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I DECLARE UNDER THE PENALTY OF PERJURY THAT THE FOREGOING IS TRUE AND
CORRECT.

DATED: July ____, 2023.

ROBBIN LYNN CONNOLLY

EXHIBIT 1

EXHIBIT 1

From: [Jason Bigelow](#)
To: [Monica Segedy](#)
Subject: Fwd: Character letter for BOP Jason Bigelow
Date: Tuesday, December 13, 2022 9:06:07 AM

WARNING - This email originated from outside the State of Nevada. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Sent from my iPhone

Begin forwarded message:

From: Robbin Connolly <[REDACTED]@gmail.com>
Date: December 11, 2022 at 11:11:07 AM PST
To: jaesin3@icloud.com
Subject: Character letter for BOP

To: Nevada Board of Pharmacy

Re: Jason Bigelow

My name is Robbin Connolly. I am a pharmacy technician at the Costco Pharmacy in Carson City store #0127.

I have worked with Jason for about 2 years. He is a very professional and competent pharmacist. I have never witnessed him being unprofessional to a patient or employee. The Pharmacy always ran well when he was in charge because of his calm authority. He is extremely knowledgeable and that makes him trustworthy. His first concern is always the patients and he treated even the most difficult with respect.

During the drug shortage we are experiencing he spent extra time and effort navigating the Costco controlled drug ordering system so our patients would get the drugs they need.

Regarding the incident you are investigating, I did not witness it, but was working in close proximity with my back to Jason and Marcos. Jason had Marcos recount because he was 6 tablets short on his count. When Jason recounted, it was still 6 short. He immediately said there were 6 tablets missing and I stopped what I was doing and started looking. Jason also was looking and reported them as soon as they were found.

Because we are the only Pharmacy in our area with access to narcotics, we are under a tremendous amount of stress. The patients all want them right away, and many times we don't have enough staff. It is the perfect scenario for accidents to

happen. And that is what this was, an accident. A thief doesn't alert everyone that an item is missing, help look for it, and do all this while on camera. There is no doubt in my mind that Jason did nothing wrong. He is a man of integrity and would never put his job, our jobs, or our Pharmacy at risk.

While getting to know Jason as a co-worker, I came to realize he lives his life with integrity and kindness. He is also a very intelligent man. He has worked hard for his many achievements and would not jeopardize that by doing something illegal.

I hope this letter helps you to see what kind of man Jason is. If I owned a Pharmacy, I would feel very fortunate to have him manage it.

Sincerely,

Robbin Connolly

To the Board of Pharmacy,

My name I Jacob Fleenor, I am a pharmacy technician and have been for a number of years. I have known and worked with Jason D. Bigelow for almost two years. In that time I have gotten to know him not just as a pharmacist but as a person and Jason is by far one of the best pharmacists that I have had the pleasure of working with. Patient care is always at the forefront of his mind even if it isn't what the patient wants to hear, Jason cares about their safety and well being above all else. For myself, Jason is more than just a "work friend" or "work associate" he is an actual friend that I would trust with my own safety and the safety of my family.

His ethics and professionalism aside its ludicrous to think that he would try and steal any kind of medication let alone a controlled substance. If he had intentionally taken the medication there is no logical reason as to why he would let the pharmacy manager know about the shortage, in addition to having all the technicians back tracking other prescriptions that were filled with the medication to try and find its location. A guilty party would not draw attention to the crime. It was only after all other possible ideas were exhausted, that at the jest of another pharmacy employee they half jokingly suggested that we all check our smock pockets. It was at this point with genuine shock on his face that Jason found the missing tablets in his smock pocket.

We have all 'stumbled' when trying to juggle multiple tasks at once as Jason was doing at the time and I truly believe that it was an absent minded gesture that the medication was placed in his pocket, more than likely with a pen that was in his hand at the same time. As improbable as it may seem, this in my opinion, was an accident and no ill intent was meant. Everyone makes mistakes, no one is perfect and while we in the medical field are held to a higher standard, everyone deserves a second chance. No one deserves to have their life ruined for something that was never actually stolen or would have even been able to leave the pharmacy.

Jacob Fleenor

To Whom it may concern,

I am delighted to write a character reference letter for Jason. I have had the pleasure of knowing and working with him for a year now as a coworker and friend. He has been a close friend to me and my family since I started at Costco pharmacy. I have witnessed him growing as an intelligent, talented, trustworthy, and responsible pharmacist. Jason has always displayed a high degree of integrity, responsibility, and ambition. Jason has excellent communication skills. Furthermore, he has a great ability to interact effectively and efficiently with his teammates and patients and he always ensures that the work is getting done. I know that he would never let anything cloud his judgment when it comes to the love of being a pharmacist and his license. He was honest and forthcoming with information when the incident happened which I commend.

Sincerely,

Theodore Stuart

A handwritten signature in black ink, appearing to read "Theodore Stuart", with a stylized flourish at the end.

To Whom It May Concern:

I will stick to the facts: I have worked with Jason Bigelow for the past year in a professional capacity in the pharmacy. In that time frame I have seen Jason B. in the scope of varying levels of pressure from many varying angles. The most obvious trait that I see is his consistency in adhering to the Nevada state laws and regulations for pharmacies. In all situations, regardless of pressure, Jason's goal has been to adhere to these rules and policies in order to maintain professionalism and safety for both workers and patients. In the entire year that I have worked with him I have seen Jason strive to comply with all policies that have been made and passed down regardless of personal opinion. I have never seen him attempt to make things more convenient or try to bend or abuse rules for personal satisfaction or vindication. He is an honest and earnest worker who seeks to perform his job not only well but also fairly. He has never missed an opportunity to educate a patient about how to properly use their medications.

I refuse to believe that Jason had any intent to subvert drugs of any kind from the pharmacy in question. I also believe that it would be an utter waste to suspend or remove his license in any fashion. Not only would this be unfair it would also be a waste of an experienced pharmacist who has strived to continue his knowledge and education for the betterment of the Nevadan community. I am aware that I have no power in the proceedings or the determination of the case. However, I still hope that my testimony of observing his diligence and desire to comply with the laws and regulations of Nevadan pharmaceutical work might still be conveyed.

Sincerely,

Marlan Jongsma
Pharmacy Technician
License#: PT26093

Bigelow0054

Chris Rusby

From: Jason Bigelow <[REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Tuesday, May 16, 2023 1:39 PM
To: Chris Rusby
Subject: Fwd: reference for Jason Bigelow

Sent from my iPhone

Begin forwarded message:

From: Troy Henry <[REDACTED]@gmail.com>
Date: May 16, 2023 at 2:19:42 PM MDT
To: jaesin3@icloud.com
Subject: reference

Re: Nevada State Board of Pharmacology
From: Troy Henry
May 15, 2023

To Whom It May Concern,

I'm writing this letter as a character endorsement on behalf of my friend of over 10 years, Jason Bigelow. I have carefully read the allegations that the Board have made against him, referencing the event of missing drugs that occurred during his oversight on November 28, 2022 at Costco Pharmacy #127. I truly appreciate the deliberations and decisions that your Board needs to make in order to protect the safety of all individuals seeking medical care. Furthermore, considering the National opioid epidemic, and the many lives that have been lost to abuse of prescription drugs over the last few years, it is understandable that the Board of Pharmacology needs to pursue the strictest measures to insure the laws and guidelines are upheld by every practitioner in this science.

Understanding this, I would ask you to read my understanding of Mr Bigelow and his character and reconsider your decision to revoke his license. As I have stated, I have know Jason for over 10 years. I met Jason after my divorce with my wife, Adrienne. They began dating and, as a father of a young girl, my daughter Indigo, I was hesitant to have any other man aside from myself in her presence. However, Jason became a superb guardian of her. He was infinitely protective and caring and he never overstepped my fatherhood. We eventually became friends and our friendship has continued to this day.

Over the years, Jason and I have been partners in half marathon events and gym partners. He is very health conscious. This is something that I appreciate about him. We both appreciate vitality and good health. Furthermore, I have never witnessed Jason engage in drug use, or alcohol abuse. Nor is Jason a thief. This is just not who he is.

I understand that the circumstances that surround the events of November 28, 2022 may look suspicious to the eyes of those guarding the integrity of the pharmacology industry, but I believe these suspicions do not align with the person I know. And I plead with you to consider any other possible explanations for the events of this day, considering that Jason's future in this field is in jeopardy. He's a good person and I believe he should remain a pharmacist.

In conclusion, please reach out to me via text, phone or email if you would like further elaboration.

Respectfully, Troy Henry
[REDACTED]@gmail.com

Chris Rusby

From: Jason Bigelow <[REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Tuesday, May 16, 2023 1:40 PM
To: Chris Rusby
Subject: Fwd: Character reference
Attachments: JDB Character Reference.docx; Untitled attachment 13041.htm

Sent from my iPhone

Begin forwarded message:

From: Dan Helt <[REDACTED]@hotmail.com>
Date: May 14, 2023 at 5:04:13 PM MDT
To: JASON BIGELOW <[REDACTED]@icloud.com>
Subject: Character reference

May 14th, 2023

Nevada State Board of Pharmacy

Subject: Character reference for Jason Dean Bigelow

Dear Sir or Madam,

My name is Daniel Helt, I am the Vice President of Real Estate Sales for Mission Federal Credit Union. We are the largest San Diego only credit union, serving 300,000 members with over \$6 billion in assets. As a credit union we are a not-for-profit institution dedicated to serving & improving the financial lives of our members.

I met Jason in Salt Lake City, Utah in 1995 and have been friends with him ever since. We keep in touch regularly via phone, email, text and occasionally travelling to spend time in person. As such we have been active parts of each other's lives and dependable friends for almost 30 years.

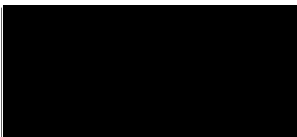
I understand the issue before the Board of Pharmacy is a serious matter, and the things of which he is accused do not in any way resemble the Jason I know. I can't help but think there must be a misunderstanding as these charges are very out of character for Jason.

As long as I've been friends with Jason I've known him to be an ethical, moral, honest and trustworthy person. I also know him to be a dedicated husband, son, brother and confidant to his friends and family. During our early 20s Jason was the first among our friend group to graduate college and the first to pursue and attain a serious career. Along the way he encouraged all of us to get serious about our careers and focus on the future. I know Jason specifically chose pharmacy since he saw that as a way he could give back to and make a difference in the communities in which he lives. I know how devastated he has been to receive this complaint and now charges, wanting nothing more than to clear his good name so he can return to doing what he loves, which is serving the community.

If you need any further information regarding Jason's character or require me to appear before the Board of Pharmacy to verify the information I have provided here, please feel free to contact me at 801-699-2058.

Sincerely,

Dan Helt



Chris Rusby

From: Jason Bigelow <[REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Tuesday, May 16, 2023 2:08 PM
To: Chris Rusby
Subject: Fwd: revision Jason

Sent from my iPhone

Begin forwarded message:

From: Troy Henry <[REDACTED]@gmail.com>
Date: May 16, 2023 at 2:52:52 PM MDT
To: jaesin3@icloud.com
Subject: revision

May 15, 2023

To Whom It May Concern,

I am writing this letter as a character endorsement on behalf of my friend of over 10 years, Jason Bigelow. I have carefully read the allegations that the Board has made against him, referencing the event of missing drugs that occurred during his oversight on November 28, 2022, at Costco Pharmacy #127. I truly appreciate the deliberations and decisions that your Board needs to make in order to protect the safety of all individuals seeking medical care. Furthermore, considering the national opioid epidemic and the many lives that have been lost due to the abuse of prescription drugs over the last few years, it is understandable that the Board of Pharmacology needs to pursue the strictest measures to ensure the laws and guidelines are upheld by every practitioner in this field.

Understanding this, I would like to present my understanding of Mr. Bigelow and his character, and respectfully request you to reconsider your decision to revoke his license. As I have mentioned, I have known Jason for over 10 years. I met Jason after my divorce from my wife, Adrienne. They began dating, and as a father of a young girl, my daughter Indigo, I was hesitant to have any other man aside from myself in her presence. However, Jason proved to be a superb guardian for her. He was infinitely protective and caring, and he never overstepped my role as her father. Eventually, we became friends, and our friendship has continued to this day.

Over the years, Jason and I have been partners in half marathon events and gym buddies. He is very health conscious, which is something I appreciate about him. We

both value vitality and good health. Furthermore, I have never witnessed Jason engaging in drug use or alcohol abuse. Nor is Jason a thief; this is simply not who he is.

I understand that the circumstances surrounding the events of November 28, 2022, may appear suspicious to those guarding the integrity of the pharmacology industry. However, I believe these suspicions do not align with the person I know, and I plead with you to consider any other possible explanations for the events of that day, especially considering that Jason's future in this field is in jeopardy. He is a good person, and I firmly believe he should be allowed to continue practicing as a pharmacist.

In conclusion, please feel free to reach out to me via text, phone, or email if you would like further elaboration.

Respectfully, Troy Henry [REDACTED]@gmail.com 775-722-0554

Here is a revised copy. it is better

Chris Rusby

From: Jason Bigelow <[REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Friday, May 19, 2023 4:19 PM
To: Chris Rusby
Subject: Fwd: Letter Jason Bigelow
Attachments: Jason's letter2.docx; Untitled attachment 105381.htm

Letter from my former tech

Sent from my iPhone

Begin forwarded message:

From: Johnny Breen <[REDACTED]@gmail.com>
Date: May 19, 2023 at 5:04:45 PM MDT
To: [REDACTED]@icloud.com
Subject: Letter

It's the letter

To whom it may concern,

My name is Johnny Breen and I am currently a pharmacy technician working in Reno, Nevada (License# PT13560). I'm writing this letter to hopefully provide more insight on the decision the board is going to make regarding Jason Bigelow's pharmacist license (Case# 22-501-RPH-N)

I worked at Savemart Pharmacy with Jason for about six years, and I can easily say he was the best pharmacy manager I've ever worked under in retail. Not only did he fix all the organization and sales issues that his predecessor left behind, he also facilitated an extremely collaborative and healthy work environment and culture that ended as soon as his replacement started.

In the time that Jason was managing the pharmacy, our patients were happier, everything was generally more organized, and there was a strong sense of comradery between the techs and pharmacists. I've been a technician for nearly ten years, and I've met a lot of pharmacists. Jason stands as one of the best I've ever worked with, not only because he gets things done, but because he's genuine and friendly. He's also thorough, hardworking, and has all the integrity in the world.

One more thing I wanted to mention was that in Jason's court hearing letter from the board, it says that he was terminated from Savemart on suspicion of diverted substances. From what I was told and understood of the situation, this was actually regarding a form for the DEA that was allegedly not sent in on time. While the situation with the missing medications is as serious as things get within our line of work, the investigation was inconclusive. With that being said, I honestly believe that he had nothing to do with the missing meds. I know that doesn't really carry any weight at this point, but I want to vouch for a good pharmacist and a good man that seems like he's been in the wrong place at the wrong time more often than not.

If you have any questions for me, feel free to email me at johnnybreen7979@gmail.com

Chris Rusby

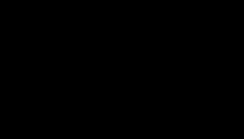
From: Jason Bigelow <[REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Friday, May 26, 2023 2:13 PM
To: Chris Rusby
Subject: Fwd: Character Letter Jason Bigelow

Sent from my iPhone

Begin forwarded message:

From: Orrie Holcomb <[REDACTED]@silvermt.com>
Date: May 26, 2023 at 2:07:48 PM PDT
To: [REDACTED]@icloud.com
Subject: Character Letter

Orrie Kostelich



05/25/2023

Dear NV Board of Pharmacy,

Hello, my name is Orrie Kostelich and I had the pleasure of working with Jason Bigelow at The Savemart Pharmacy on Plumb Lane in Reno, NV. Jason was my pharmacy manager and a great mentor in pharmacy operations and patient care. I worked with him from April of 2015 until August of 2017 when I relocated to Idaho.

In my time working with Jason, he was very honest, supportive, and trustworthy and a respected person in the community. Our patients loved working with him too and that is why I am writing this letter. Spending 40 hours a week working with the same people daily we all were more like a work family, and it was a great feeling never dreading to come to work. He exhibited professionalism and was very dedicated about his role as a pharmacy manager and took inventory and operations very seriously. The C2 counts were always correct daily, and all other inventory was accounted for as well. He had great communication skills and was always willing to listen and help any time needed. He even paid for my pharmacy technician license, so it did not lapse as I was struggling financially. That shows responsibility as a manager and caring for me so I could keep my license and status.

Jason was very fun to work with also, we can all be serious about our job and work setting and still have a good time. Every Friday our staff in the pharmacy went out to lunch together and we took turns picking which location to go which was fun and memorable. Some days that we did not go out to lunch, Jason would buy lunch and share it with us because he wanted us to enjoy the delicious things he liked

too. He had great attendance and great attention to detail and coached to make sure we had these important qualities as well.

I hope this has been helpful information, you are welcome to reach me if you have any questions.

Thank you,

Orrie Kostelich

Reservations Supervisor | Silver Mountain Resort



Chris Rusby

From: Jason Bigelow [REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Monday, May 29, 2023 11:06 AM
To: Chris Rusby
Subject: Fwd: pharmacy letter Jason Bigelow
Attachments: Bigelowletter.pdf; Untitled attachment 136384.htm

Flag Status: Flagged

Sent from my iPhone

Begin forwarded message:

From: Peter Rizzo [REDACTED]@gmail.com>
Date: May 29, 2023 at 10:35:26 AM PDT
To: Jason Bigelow <jaesin3@icloud.com>
Subject: pharmacy letter

To whom it may concern,

Jason Bigelow and I, Pete Rizzo, have had a professional relationship since he hired me as a pharmacy technician at Savemart on Plumb Lane in Reno, Nevada. Upon interviewing with Jason my first impression was that he ran a well organized pharmacy, seemed approachable, and very knowledgeable. Together with the other pharmacist, Bill, I found that the high prescription volume handled by this pharmacy was well managed, and the patients trusted Jason with their care and pharmaceutical needs. The high volume of prescriptions in the pharmacy required the staff to be well organized, efficient, and hard working, and Jason helped facilitate that flawlessly.

I have well over 10 years experience working in various pharmacies in the Reno area as a pharmacy technician. Many of them had different systems and policies for managing prescription flow. I found that this Savemart pharmacy, in particular, had many challenges out of our control. For example, the out-dated computer system, frequent system-wide shutdowns, automated prescription dispenser issues, other problems with printer and various electronics necessary to run a pharmacy were severely under funded, and neglected by Savemart upper management. These examples cause various problems with prescription flow hampering consistency and efficiency on a daily basis. Jason managed these circumstances very well, and kept the pharmacy staff and patients in good standing.

Jason is a great boss and pharmacist, who was always working to make sure everything got done each and everyday efficiently. Whenever there was a problem that needed fixing Jason always made sure it was solved in a timely manner including on his days off. Working with Jason in this environment gave me comfort that each day we accomplished as much as we could for the customer.

Sincerely,

Peter J. Rizzo

Chris Rusby

From: linda chappell [REDACTED]@sbcglobal.net> on behalf of linda chappell
Sent: Monday, May 29, 2023 7:07 PM
To: chris@rusbylaw.com
Subject: Re: character letter for Jason Bigelow

Flag Status: Flagged

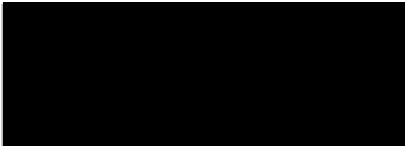
To whom it may concern,

I have known Jason Bigelow for over ten years. He is one of the most dedicated, hard working and innovative people I've had the pleasure of knowing. Jason is also compassionate, kind and never misses the opportunity to help others. Jason was there for me when my husband passed away six years ago. He helped me through one of the most difficult times in my life.

Jason is the type of person you can count on to keep a cool head in a stressful situation and his positive attitude is contagious. I am proud to call him my friend.

Sincerely,

Linda Eckles



Sent from AT&T Yahoo Mail on Android

Chris Rusby

From: Jason Bigelow <[REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Monday, June 19, 2023 3:15 PM
To: Chris Rusby
Subject: Fwd: Letter of Ref. Jason Bigelow
Attachments: Document ref. Jason Bigelow.rtf; Untitled attachment 138154.htm

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]@jps.net
Date: June 19, 2023 at 3:58:51 PM MDT
To: [REDACTED]@icloud.com
Subject: Letter of Ref.
Reply-To: [REDACTED]@jps.net

Hi Jason,

Attached please find the letter. Talk with you later.

Sorry for the delay. I worked 10 days in a row through yesterday. Also had my big brother and his wife visiting. it's been crazy for me.

I hope this is good enough.

Davidson

In All Things, Give Thanks!!

JUNE 15, 2023.

TO WHOM IT MAY CONCERN.

RE: JASON BIGELOW, Pharm.D, RPh.

Dear sir/madam,

I write on behalf of my dear friend, Jason Bigelow, a dedicated, hard working, responsible and trusted pharmacist, who has given his all to the profession since graduating from the college of pharmacy.

I have known and worked with Jason since 2015. I have had the privilege of watching Jason perform as a Pharmacist-In-Charge (PIC) over years of responsible leadership in this our very demanding profession. I had Jason cover shifts for me as we worked for the same company, (I as a fellow-PIC) without any problems, and each time he garnered high praise and respect from my staff with whom he worked.

Through the years I have known and worked with Jason, I have witnessed, without doubt, the unwavering love he has for the profession of pharmacy, and his dedication and care for the patients. Jason is a conscientious, dedicated co-worker who strives for the positive outcomes of the group effort, and showcase the true dedication to care of the company at large.

The Pharmacy profession has been blessed by the hard work, dedication and responsible stewardship of people like Jason Bigelow, and I hope Jason gets the chance to continue to do the great clinical work, and outstanding patient care that he has demonstrated over these many years.

Thank you so very much.

Sincerely yours,

Davidson Okpukpara, Pharm.D, RPh.

Chris Rusby

From: Jason Bigelow [REDACTED]@icloud.com> on behalf of Jason Bigelow
Sent: Monday, June 19, 2023 3:15 PM
To: Chris Rusby
Subject: Fwd: Character Letter Jason Bigelow

Sent from my iPhone

Begin forwarded message:

From: Spencer Terry [REDACTED]@icloud.com>
Date: June 18, 2023 at 11:31:37 AM MDT
To: [REDACTED]@icloud.com
Subject: Character Letter

Spencer J. Terry
Owner S.J. &T Beauty
[REDACTED]

To your Honor or whom it may concern:

I have known Jason Bigelow for well over ten (10) years in a professional capacity and about seven (7) years in personal capacity as well. I met Mr. Bigelow as a patient of the pharmacy he worked at and as time progressed he became one of my clients and someone I truly can call an honest, professional, trustworthy person, as well as a friend that I would trust with my life.

I am writing this letter to give the court a fuller picture of Mr. Bigelow as a person to the court. Especially since I have such high respect for the American Justice System I want to make sure that true Justice is carried out. Over all the years that I have known Jason Bigelow I have never known him to use his position in the pharmacy or pharmaceutical business to be anything but ethical and honest as well as being better than any pharmacist I have had the pleasure of being a patient of. I have seen him take people in who were struggling to pay their bills. I've seen him give generously without ever asking or expecting anything in return. Furthermore in a professional capacity I have seen him counsel patients who were having issues. But what I have never seen is him being in any altered state or under the influence of any substance. I think that if Mr. Bigelow did have any problem or issue with drugs (prescription or otherwise) alcohol or any substance for that matter, I know that he would seek out help for any issue, if he had one. And as someone who has over 10 years in recovery I can always tell if someone is using or not and if someone has an addiction or is just not being their true self and is struggling. However I have never seen Jason in any altered state.

Thank you for taking the time reviewing my letter about Mr. Bigelow's character. Please feel free to contact me at any time if you have any questions, comments or concerns.

Thank You,

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the left.

Spencer J. Terry,
CEO/Founder: S.J.&T. Beauty