

## AAFES – Army, Air Force Exchange Service Milton Cuevas

AAFES stands for the Army, Air Force Exchange Service. Since 1895, the Exchange's mission has been to support the men and women of the armed forces during military operations, humanitarian missions and other endeavors around the world. At war and in peacetime, the Exchange provides Soldiers and Airmen with the services and merchandise they need to make their lives more comfortable. The Exchange also maintains services and support to family members and troops back home. The Exchange's partnership with the Army's Morale, Welfare and Recreation (MWR) programs and Air Force Services reflect loyalty and dedication to service members beyond cash registers.

**What are we doing for them** – TSI is responsible for working with Soldiers and Airmen to collect balances due on the "Store Card" that AAFES provides to our nation's fighting men and women. AAFES sets aside half of all the balances collected to fund programs designed to improve day to day life on our country's military bases all over the world. In 2016 TSI collected over \$31 million for AAFES.

**What gave TSI the competitive advantage** – TSI has continuously maintained this relationship since 1992. Our most recent award was a no bid procurement due to the fact that TSI is not just AAFES' collection vendor, we are their partner. Our Dublin Center works very closely with AAFES to provide Soldiers and Airmen all over the world with professional collection services delivered with respect and appreciation for those who service our country. TSI employs 14 Veterans at its Dublin Center on the AAFES account. Additionally, TSI's staff in Dublin is committed to servicing the United States Armed Forces in many ways from participating in fund raising events to support family members serving our country today.

In 2017, Angelina Craddolph White received the Armed Services Patriots Award (see below)

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DATE: March 29, 2017  
 TO: All Employees  
 FROM: Joe Laughlin, Chief Executive Officer  
 SUBJECT: Special Recognition Received from the US Department of Defense

Recently, TSI and in particular Angelia Craddolph White, Division Manager, received special recognition from the Department of Defense for actively supporting the Reserve Components of the United States Armed Forces.

With 14 full-time employees that are active duty members or veterans of the armed forces and additional service members that are part of the Company's independent contractor network, TSI has a well-established track record of hiring and supporting the U.S. Armed Forces service members.

Importantly, the Patriot Award is granted to supervisors that were nominated by an employee – or the spouse of an employee – serving in the National Guard or Reserve for "supporting citizen warriors through a wide-range of measures including flexible schedules, time off prior to and after deployment, caring for families, and granted leaves of absence."

Leslie Steed, a member of the Ohio National Guard's Military Police and a Supervisor at TSI, nominated Ms. Craddolph White for her, "continued support and consistent willingness to accommodate her reserve schedule," since Ms. Steed joined the TSI team in 2014. Among its other service member and veteran-friendly policies, TSI provides a minimum 10 paid service days per year, which Ms. Steed acknowledges as a personal and financial benefit.

Congratulations Angelia and to entire TSI team for supporting our Armed Forces. Their determination and commitment to the United States embody many of the core values of TSI – focus, discipline, dedication, and team.