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July 8, 2026

VIA CERTIFIED MAIL — RETURN RECEIPT REQUESTED, EMAIL, AND HAND DELIVERY

arc Thrift Stores
Attn: Legal Department / Risk Management / Loss Prevention
12345 W. Alameda Pkwy, Suite 111
Lakewood, CO 80228

RE: NOTICE OF CLAIM AND DEMAND FOR PRESERVATION OF EVIDENCE — Theft of customer property at arc Thrift Store, 1515 S. Broadway, Denver, CO 80210, on June 27, 2026; Denver Police Department Case No. 2026-349629; related DPD Internal Affairs Case No. OIM2026-0176

To Whom It May Concern:

I am the customer whose backpack and its entire contents were stolen from the customer lockers at your Broadway location in Denver on June 27, 2026, discovered at approximately 4:00 PM. On arrival, your security guard directed me to place my bag in the customer lockers as a condition of entry. The lockers bore no instructions, no signage regarding locking, and — as your own staff and the responding Denver Police officers confirmed — operate on a single universal code shared by every locker. While I shopped and made a purchase (receipt retained), my bag was taken. The bag contained, among other items, my laptop, wallet, government ID, debit card, approximately \$220 in cash, the only keys to my storage unit, and other essential property. Store management refused to review camera footage, and I was told by responding officers that footage must be requested from your corporate office. A police report is on file (DPD Case No. 2026-349629), and the police response to this incident is now the subject of an open Denver Police Internal Affairs investigation (Case No. OIM2026-0176), referred by the Office of the Independent Monitor.

This letter constitutes formal notice of a claim and of anticipated litigation arising from this incident, including claims relating to bailment, negligence, and the conduct of your employees. You are now on notice of a legal duty to preserve all evidence relevant to this matter. Destruction, alteration, deletion, or overwriting of such evidence — including through routine or automatic retention cycles — may constitute spoliation of evidence and may give rise to sanctions and adverse-inference instructions.

Accordingly, I demand that arc Thrift Stores immediately preserve, and suspend any automatic deletion or overwriting of, the following, for the full business days of June 26 through June 28, 2026, and for the seven (7) days preceding June 27, 2026:

1. All video surveillance footage from the Broadway location, interior and exterior, including all cameras covering the customer lockers, cashier stations, entrance/exit, sales floor, and parking areas.
2. All records concerning the customer lockers, including the locker code(s), any code-change logs, locker policies, signage or instructions (or the absence thereof), and any prior incident reports involving the lockers at any location.
3. All incident reports, internal communications, emails, texts, and notes created by or between employees, managers, security personnel, loss prevention, or corporate staff concerning this incident or my presence in the store.
4. The names, roles, and schedules of all employees, managers, and security personnel on duty at the Broadway location on June 27, 2026, including the contract or vendor information for any third-party security service and that guard's post orders.
5. All communications between arc Thrift Stores (store or corporate) and the Denver Police Department concerning this incident, including any request for, or production of, camera footage in connection with DPD Case No. 2026-349629 or Internal Affairs Case No. OIM2026-0176.
6. All policies, procedures, and training materials in effect on June 27, 2026 concerning mandatory bag checks, customer lockers, customer property, theft response, and camera footage retention and retrieval.

Please confirm in writing within ten (10) days of the date of this letter that the above materials have been preserved, and identify the person responsible for their preservation. Please also produce, or confirm production to DPD of, the camera footage referenced in Item 1 in connection with the pending police investigation.

I further request that all future communications regarding this matter be directed to me in writing at the address and email above.

Sincerely,

William Lodge
WilliamsCompass.com | WilliamLodge.com

cc: Store Manager, arc Thrift Store, 1515 S. Broadway, Denver, CO 80210
cc: Denver Police Department, Case No. 2026-349629 / IAB Case No. OIM2026-0176