

**BEVERLY AND REGINALD ALLEN:** This particular time we were on our way out of town going on a business trip and no sooner than we got to the airport, got a phone call, 10:00 a.m. on a Saturday morning, a hysterical teenager shouting that the Security was following her out of the mall, and that they came up upon her, snatched her purse, took her purse, dumped it, and accused her of shoplifting, and she had nothing in her purse. She was hysterical and frantic, humiliated in front of everybody in the mall and so she calls me and she's yelling and hollering. I'm telling her to calm down, there's nothing I can do, call your attorneys and that she had her legal shield in her pocket. And so at that time we finally got her to call the attorneys. She called them, they calmed her down, they talked to the Security at the mall and they walked her to her car. They were very apologetic.