

We are very sorry that this happened to Andrew. An honest mistake was made when Andrew purchased Q-Cash Cards in 2010 and he received \$5 vouchers from the year prior. We regret that he was unable to redeem these vouchers as a result and take full responsibility for the breakdown in communication and lack of immediate resolve to this issue. We place great importance on each guests' experience when they visit our restaurants and that said, are currently working to ensure that we can remedy this situation with Andrew. We've also taken steps internally to ensure that this mistake is not made again with our current Q-Cash card promotion. If any guest experiences an issue with their Q-Cash card or voucher, we encourage them to call 1-888-49-QDOBA for further assistance.

Lauren Preston  
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