

Michael Crook- Write-up August 25, 2026

The agents in question have spent weeks saying they found boxes of PFR's and they ask if they should go scan them. I do not see the humor in it, especially when I'm about to go home early, something I look forward to when my assigned queues are finished.

Furthermore, they have overused the GIFs on numerous occasions. I consider their behavior to be malicious and intentionally provocative because one of them admitted in chat that they "play all day." Given that I do not do so, I find that to be insulting.

Because I feel that I was provoked, I cannot and will not apologize for what I wrote and said, because my words actually were toned down. In another environment, I would have been a lot harsher. However, in the future, I will simply say nothing. To anyone. If there were a way to block those two, I would do it.

Instead, were they to message me, I will not engage, even if they're seeking help with AED or breathless CPR, things I am certified for. In this state, I am held blameless in the eyes of the law when it comes to refusing to render aid.

Hopefully, that communicates the level of hatred that I have for them because of their jocularity. However, going forward, I will simply disengage and go about my day. To lay to rest any concerns, I am not violent and I am not a threat to anyone's safety.

I stand firm in my belief that I did not message anyone to demand anything. To be blunt, I do not like any agents in IDC and as such, I purposely avoid communicating with them unless there is a need in regards to keying a document.

I would go so far as to say that I hate them with a passion. Again, it is for that reason that I avoid them at all costs and, given my white hot hatred towards them, I do not message directly just for the fun of it.

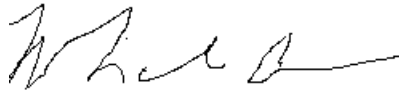
Whomever accused me of asking them to stop using GIFs (which shouldn't be used anyway) is a liar. It's as simple as that. I have shown you my chat activity in Teams and the claim against me is clearly shown to be a lie.

When someone messages me in Teams, I simply ignore them with the exception of you and someone who is clearly communicating a keying error on my part.

In short, the agents play too much and I have kept quiet until yesterday. Threatening to scan PFRs when I am in the process of locking provoked me one too many times.

To be clear, I am capable of communicating with anyone in the department for work-related reasons and I will continue to do so.

In closing, I would note that it took a year before I saw red and wrote and said what I did.

A handwritten signature in black ink, appearing to be "W. L. A." or similar, written in a cursive style.