Natalie,

First, I’d like to thank you for your time. Second, I apologize for the length. Melissa has probably already let you know to expect this and that she encouraged me to put it together and send it. I really believe this to be important. I also wanted to let you know that I will also be sharing this with Jon as recommended by Melissa.

In my near 25-year career, and after being with over ten different companies, I believed I found a company I wanted to work for, one that promoted a culture that I could get behind, support, and even promote. After, coming from a culture that morphed from awesome to horrible in less than five years and from a career that I dreaded waking up for, I found HealthEquity. I have since recommended my friends and family that they should come and work for a great company, one that provided a great opportunity for personal and career growth. I even convinced my wife to leave the company that she argued could in no way come close to the level of culture and happiness that she had experienced in her then current company.

This past Monday, my wife was fired and in my opinion was deliberately used as a scape goat to use to explain their own failures and utter lack of leadership demanded by a culture the company heavily promotes and strives for day to day. To make the situation worse no attempt was made to try to understand the situation from all sides prior to action. On her walk out, she was told that the “whole situation was not handled how it should have been and that if he would have handled differently”. Is this, in and of itself, not a text-book example of how not to promote and act as promoter and follower of a Purple culture? This culture leader and promoter did not follow his feelings and gut reaction to be extraordinary and provide the service and due diligence that the situation required. This in my opinion showed a lack of the exceptional character that defines PURPLE.

Pur•ple   [ **pur**-puhl ]

adjective

1. exceptional in character, extent, degree; remarkable
2. worthy of notice or attention; outstanding
3. notably or conspicuously unusual; extraordinary

I literally have lost sleep the past few days confused and upset at how this company and culture could treat my wife in the way that she was treated, that it could overlook with the lack of the due diligence that the situation required. I kept going back and forth on whether or not I should get involved. I am quite literally and rightfully so biased in the situation; after all it is my wife. I know the kind of person, worker and leader that she is. I am biased…but after thinking about it differently by taking the wife status out of the equation, I realized that by not getting involved, I too would be ignoring the purple that I want to achieve for myself and the company. I realized that if I had encouraged and brought on any person into the same situation my wife has been in, I would equally be upset at how he/she was treated by the company and culture that I support and embrace.

I don’t want to focus right now on the background, reasons and utter lies that were used to get her fired as I truly believe they will come to light. But at the same time I want to provide examples of the support my wife has received from her teams, mentors, and friends to help illustrate the utter frustration that I and others have experienced over this situation and how it was handled. I trust that the company, culture and leadership will come to the same conclusions that the actions taken were not in accordance at all with the culture and company that we strive to be.

Looking back, I am upset with myself for not speaking up prior for not pushing my wife harder to speak up. Over the past month or so, my wife has come home in tears, telling me about how difficult it was to go into work day after day and be blamed for all the issues that the department was experiencing, belittled by her manager, and not getting the support she needed to do her job. She was upset that her team members were feeling the same and that she felt un-empowered to do anything to get it fixed. I continually told her to consider discussing it with People, with Jon, with someone. Time and time again, she would tell me that she feared that if she did it would only come back and hurt her team members and that it would make the environment worse for them.

She told me Monday night, that on one of the bad weather days last week, on her way into work, she had spun off the road and nearly wrecked with a number of other cars. After, calming down and getting back on the road, she realized how dangerous it was and how she could have seriously been hurt. The thought came to her that maybe it would have been better to have been hurt because she would not have to go into work and deal with everything. The only thing that prevented her from turning around and going home was the thought of her team members.

She continued to tell me that I should not be upset and that I should not jeopardize my job by saying anything. She told me about the outpouring of support that she had been receiving from her team, friends and mentors and allowed me to read through them. The thing that got to me and encouraged me to write this was because of what she was replying back to these people. She continued to say that it is what it is, that they should get over it and not jeopardize their jobs. That things would get better and that they should trust in the leaders in operations to make things better. She told them to not worry about her and that she would get over it as well and that everything would work out. Her only real concerns throughout this whole ordeal was for her team members. This is how a leader should be, this is PURPLE. This is how all leaders should strive to become. Leaders should have two goals, success of the company and the success of his/her team.

After discussing my thoughts with Melissa, another example of a purple leader and one that can strive to become, I have decided to put my trust back into the company; that the correct actions will be taken. She encouraged me to share my thoughts and feelings to you to help you understand what truly happened and what type of person that my wife really is. I am biased, I love my wife and the person that she is but you do not need to just take my work for it. Please take some time to read the thoughts and experiences others have had so that you can understand our frustration and get to what really transpired.