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### **Statement of Sharla Fisher**

On September 26th I bought my daughter Roxy a ticket to go to Universal Studios Halloween Horror Nights. I have taken her to other such venues, Magic Mountain Fright Nights, Knott's Scary Farm and it's always a great time. A bunch of her school friends were going and she was very excited to go.

When she told me what had happened at the Purge:Anarchy scene, I was horrified. She was called names by a Universal Studios employee that no 13 year old girl should be called. She was sexualized over the microphone in front of a crowd of people and then put up for auction where an adult male from the crowd "bid" on her.

When my daughter showed me the videos I was livid. I couldn't believe that something like this could happen at Universal Studios, which I thought was a family friendly venue. I was shocked, disgusted, and very angry.

That night when I got home I went to their website and submitted a complaint. The next morning I called and spoke with Guest Relations. I was told that management would be informed and would investigate my complaint and get back to me in a day or two. I said that I wanted immediate action because I did not want this to happen to any other young girls. She repeated herself, so I asked to

speak to her manager. The "lead" of Guest Relations got on the phone and I told him what happened. He said the management would investigate and get back to me.

I said that I wanted to speak to management immediately. He said that was impossible, that they were too busy getting ready for that night's event. I said that I would come down there and wait in their office as long as necessary. He said that I would need to purchase a ticket to get in and that they were sold out. He said that even if I did get in I wouldn't be able to talk to anyone. I told him that I wanted to hear from someone that day and we ended the call.

That afternoon I called back and talked to the same person and told him that I hadn't heard back from anyone. He told me that they would investigate and get back to me in a day or two. I expressed to him my concern that this person's outrageous and inappropriate behavior might be repeated and she might really damage other young girls. He replied that all of Universal Studios employees are very well trained and that I shouldn't worry about it.

Frustrated and angry I ended the call. On Tuesday, September 30 I called again only to be told that management would investigate and get back to me in a day or two. It's been three and a half weeks and I still haven't heard back from anyone. For two weeks my daughter asked me every day if they had responded and I had to tell her no. Then she stopped asking. She figured out like I did that Universal Studios did not care.

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