



The reason Bettyrejectsbobsreq is non compliant with MA Disability Discrimination Policy is because:

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Bobsrequest is denied based on health information contained in xphone record 2892. Under the MA Disability Discrimination Law it is illegal to use health information to deny a service request.
The requester, Bob Same, resides in MA and is covered by the MA Disability Discrimination Law
Bob Same's request, Bobsrequest, was refused because of xphone record 2892

Premises:

```
Bettyrejectsbobsreq reason xphone record 2892
                      receiver customer351
                      reply to Bobsrequest
                      type Refuse Request
customer351 name Bob Same
```