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**From:** Massey, Pierce E.  
**Sent:** Tuesday, November 7, 2000 7:47 AM  
**To:** Fleming, Jeffrey K.  
**Cc:** Shaughnessy, Patricia; Iler, Bill A.  
**Subject:** RJR RECERTIFICATION

Below is some feed back on RJR's recertification at retail.  
Very aggressive with a 4 pack offer.  
Call with any questions.

A nice ending to the story below.  
**Pierce**