

PLEASE TELL US WHAT YOU THINK

How satisfied were you in each of the following areas:

		Neither			
Very	Somewhat	Satisfied	Nor	Somewhat	Very
Satisfied	Satisfied	Dissatisfied	Dissatisfied	Dissatisfied	Dissatisfied

1. PHONE CALL

Was our representative courteous and polite?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was our representative knowledgeable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was your question/request handled?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which ONE of the following statements BEST describes the way you feel about R. J. Reynolds' response to your request for assistance?

- ☒ I was very satisfied.
- ☐ I was somewhat satisfied.
- ☐ I was neither satisfied nor dissatisfied.
- ☐ I was somewhat dissatisfied.
- ☐ I was very dissatisfied.

Requested a Catalog

3. Based on the service you received, will you continue to purchase the brand of cigarettes you contacted us about?

I Definitely Would	I Probably Would	I Might or Might Not	I Probably Would Not	I Definitely Would Not
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Based on the service you received, would you recommend this brand of cigarettes to an adult smoker (21 years of age or older) who currently smokes a competitive brand?

I Definitely Would	I Probably Would	I Might or Might Not	I Probably Would Not	I Definitely Would Not
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>