

No Response

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December 1, 2000

737542835
Lloyd Livingstone
S2228 County Rd E
Waumandee, WI 54622

Consumer Relations
Winston-Salem, N. C. 27102

Dear Valued Customer:

Thank you for calling R. J. Reynolds recently! We are eager to know if we have met your needs.

We want to do an outstanding job of serving you, so please take a few minutes to complete our short questionnaire. After completing the survey on the reverse side of this letter, please return it within ten days in the enclosed postage-paid envelope.

One of R. J. Reynolds' most important goals is providing quality service to our customers. We need your feedback so we can improve and serve you better! We want you to know that we value your opinion and appreciate your business!

Sincerely,

Mark Conrad

Mark Conrad
Consumer Satisfaction Research Manager

P.S. Please enjoy the enclosed coupon!

WAZAN
812 - LE7

"WE MAKE A DIFFERENCE - ONE CUSTOMER AT A TIME"

"We work for smokers."

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