

Winston CIGARETTES Salem VANTAGE DORAL NEWBORN MORE

5-9-00

Remove

RJ Reynolds

Tobacco Company
Winston-Salem, NC • 27102

Copy 1st
to send to
agencies.

April 20, 2000

Ms. Robin Andre
830 Western Ave Apt 210C
Monroe, MI 48161-1891

Dear Ms. Andre:

Thank you for sharing your concerns with us regarding the Doral carton offer. Customer feedback is very important to us, and we appreciate customers who take the time to let us know how they feel.

We certainly apologize for any misunderstanding regarding this offer. Because of restrictions in your state, we are not permitted to send fresh product directly from our factory to you through the mail. For this reason, we offer a \$10 coupon to people living in states where we are prohibited from sending the product itself. The order form does note that those living in restricted areas will receive a \$10 coupon instead of a free carton.

In your letter you mentioned that you are no longer a customer. If you would like to be removed from our mailing list, please sign below and return this letter in the enclosed postage-paid envelope.

Sincerely,

Pat Riggs

Pat Riggs
Consumer Response Specialist

ID#: P-58040319
SEQ: 0
CON: 902283511-1-2

Please remove my name from the mailing list

Signature: *Robin Andre*

Date:

04-26-00

"We work for smokers."

IF IT WASN'T, YOU WOULD SEND COUPON FOR FREE CARTON, NO \$10.00 OFF. NOW SOFT PACK 100's FILTER: 2 mg. "tar", 0.2 mg. nicotine, VANTAGE FILTER: 9 mg. "tar", 0.7 mg. nicotine, MORE FILTER: 13 mg. "tar", 1.1 mg. nicotine, DORAL FULL FLAVOR: 14 mg. "tar", 0.8 mg. nicotine, WINSTON 100's: 15 mg. "tar", 1.1 mg. nicotine, SALEM 100's: 16 mg. "tar", 1.2 mg. nicotine, CAMEL FILTERS: 17 mg. "tar", 1.1 mg. nicotine, av. per cigarette by FTC method. I would have to buy 2 cartons to = a free carton, at \$10.00 off carton, can't coupon!!

SURGEON GENERAL'S WARNING: Smoking By Pregnant Women May Result in Fetal Injury, Premature Birth, And Low Birth Weight.

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