

Winston CLASSIC Edition VANTAGE DORAL NICE More

5.900

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

Note: to *RJ. Reynolds*
BASIC - HAS 800# to Call For A \$10.00
off a CARTON Coupon OR when you
buy (1) CARTON (not 7) it has \$10.00
off CARTON OF Cigs, Coupon!
You have people buy (7) CARTONS
For \$10.00 off A CARTON (Send the Seals)
Don't List STATES and Towns you claim
You can't send to! Don't Send Coupon
For FREE CARTON include TAXES they can

Please remove my name from the mailing list
Signature: *Robin Andre* Date: 04-26-00 even after
"We work for smokers." of case yours is a SCAM!

52236 6052

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

NOW SOFTPACK 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 6 CARTONS
TO = a FREE CARTON, AT \$10.00 off Carton, (Carton \$10.00)