

## JOHN LOSCHIN

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**From:** Evans, Danny  
**Sent:** 01/30/2003 02:11:24 PM  
**To:** Kemp, Lisa; Atkins, Denise; Loschin, John  
**CC:**  
**BCC:**  
**Subject:** RE: Richard Roberts / 700 safety rebates

I would suggest that we simply call this gentleman, if he cannot provide a receipt, ask him for the serial # off of his safe, & ask him where & when he purchased the safe. This could then be easily verified with the dealer. If you get this info....pay him his \$120.

-----Original Message-----

**From:** Kemp, Lisa  
**Sent:** Thursday, January 30, 2003 10:05 AM  
**To:** Atkins, Denise; Loschin, John; Evans, Danny  
**Subject:** FW: Richard Roberts / 700 safety rebates

Please read Coresco's response below on the gentlemen who had 6 guns repaired but could not supply invoice of safe purchase. Do you want us to pay anyway? It sounds a little suspicious to me.

Let me know how you want to proceed.

Lisa O. Kemp

Remington Arms Company, Inc.  
870 Remington Drive  
PO Box 700  
Madison, NC 27025  
336/548-8523 phone  
336/548-7741 fax  
Lisa.Kemp@Remington.com

-----Original Message-----

**From:** Donna Whitley [mailto:dwhitley@coresco.com]  
**Sent:** Thursday, January 30, 2003 9:35 AM  
**To:** Kemp, Lisa  
**Subject:** RE: Richard Roberts / 700 safety rebates

Good Morning Lisa:

I checked in to the situation below and "history" means a combination of notes we have in the system documenting conversations with Mr. Roberts. Our records indicate that he did not send in a receipt or UPC for the purchase of the safe. He spoke with customer service and was explained to that we need a receipt and UPC. He says he does not have it. That is why he was unqualified. He did have (6) guns modified.

Don't you want us to get proof that he purchased a safe?

We will certainly proceed in any manner you authorize, we just thought you needed to know that we have no proof of purchase.

Donna Whitley  
Account Service Representative  
Phone: (704) 296-5600 x 109