

Fax: (704) 296-5500

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

From: Kemp, Lisa [mailto:lisa.kemp@remington.com]

Sent: Tuesday, January 28, 2003 3:06 PM

To: Donna Whitley

Subject: FW: Richard Roberts / 700 safety rebates

Donna,

Please give me a call when you get back. What does "a history" mean?

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: Faulcon, Pamela L.

Sent: Tuesday, January 28, 2003 2:41 PM

To: Kemp, Lisa

Cc: Atkins, Denise

Subject: FW: Richard Roberts / 700 safety rebates

This is for you.....Donna is on vacation until Thursday.

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

From: Atkins, Denise

Sent: Tuesday, January 28, 2003 2:37 PM

To: Faulcon, Pamela L.

Subject: Richard Roberts / 700 safety rebates

Hi Pam, On November 21, 2002, Mr. Roberts called and inquired about using his safety rebates from the Model 700 safety modification program. He had 6 firearms modified and wanted to use all six \$20 rebate coupons toward the purchase of his safe. Per a conversation with John Loschin, this was approved. He has not received his rebate. I called the center this morning in Monroe and was informed by Sandy that he "had a history" and that the reimbursement would have to be approved by you contacting Donna Whitley at the fulfillment center. Can you take care of this or do I need to ask someone else? I wasn't sure if this was one of your programs. Thanks for your help.

Denise G. Atkins

Remington Arms Company

Consumer Service

Telephone: 336-548-8799

Fax: 336-548-7801

denise.atkins@remington.com