

JOHN LOSCHIN

From: Kemp, Lisa
Sent: 01/30/2003 10:05:25 AM
To: Atkins, Denise; Loschin, John; Evans, Danny
CC:
BCC:
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
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
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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
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Consumer Service
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