

**JOHN LOSCHIN**

---

**From:** Phillips, Rena  
**Sent:** 12/09/2002 03:54:19 PM  
**To:** Madison Consumer Services  
**CC:**  
**BCC:**  
**Subject:** Unhappy Consumer!! (Intermountain Sports, ID RARC)

Just had a consumer call regarding 700 bolt lock safety program, and he was referred to Intermountain Sports of Idaho. The consumer had another question as to how to ship it and instead of calling us back he called Intermountain Sports and got their message saying that they were no longer in business. He was not happy at all!! Nicole had sent out an e-mail earlier regarding this. Just thought I would send a reminder

Rena V. Phillips

Consumer Service Representative

Remington Arms Company, Inc.

PO Box 700

Madison, NC 27025

336-548-8781 (p)

336-548-7801 (f)

rena.phillips@remington.com

Visit Remington @ [www.remington.com](http://www.remington.com)

This is Remington Country...