

DATE: 10/21/92
TIME: 6:10
FILE #: _____
CALL IS TO / FROM CUSTOMER

RECORD OF TELEPHONE CALL

CUSTOMER NAME: Mike Payne DEALER: _____
ADDRESS: 612 ADDRESS: _____
PHONE: _____ PHONE: _____
PRODUCT: 700 CODE/S/N: _____
CALIBER: 300 Win

CUSTOMER'S ATTITUDE:

BEGINNING: _____ IRATE _____ ANGRY X CALM _____ PLEASED
AT END: _____ IRATE _____ ANGRY _____ CALM X PLEASED

CUSTOMER CONCERN: Would prefer an 870 SPS Camo,
AAAC 5062, along with his re trigger assembled
M/700 for his grandfather if we could do so
for long time in resolving, her damaged
truck & a missed big buck due to

RESOLUTION: absence of his 700. I said I didn't
know whether I could do the 700 for
an 870 (law & policy) but I'd try &
call him tomorrow after talking to KDG

COMMENTS: DIS. His 2nd choice would be
a M/700 Camo Synthetic in 7 Mag., #5802,