

Jonsie Poindexter

From: Poindexter, Jonsie
Sent: 12/09/2005 11:25:09 AM
To: Loschin, John
CC:
BCC:
Subject: RE: Repair 103957

Just a follow-up. I spoke with Connie McClain about this repair/check. This repair was paid twice and will be refunded. I have already contacted the customer and made notes on the repair.

Jonsie Poindexter
Consumer Services Department
P.O. Box 700
870 Remington Drive
Madison, NC 27025-0700
800-243-9700

From: Loschin, John
Sent: Monday, December 05, 2005 4:41 PM
To: Poindexter, Jonsie
Subject: RE: Repair 103957

What's your thoughts on it? Did you check with credit? Did he advise you that the check was cashed?

From: Poindexter, Jonsie
Sent: Monday, December 05, 2005 4:37 PM
To: Loschin, John
Subject: Repair 103957

John,

Henry from Henry's Trap and Steel wants to know what happened to the check he sent to the factory for the safety modification program. The check number 1529 dated November 10th. The reason he is asking is because he had to pay UPS a C.O.D. charge for the repair. Please advise. Thanks!

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