2-1-2011 Total CAILS 1801

| | CALLING AS RESULT OF BROADCAST |
|---|---------------------------------------|
| | Yes + + + |
| | No I |
| | ATTITUDE |
| | Angry at Remington |
| | Angry CNBC |
| | Supportive of REM 1 / |
| | Supportive of CNBC |
| | |
| | NATURE/PURPOSE OF CALL |
| | Offer Support |
| | Inquisitive on Rem position / |
| | Calling to provide Broadcast feedback |
| | |
| ٠ | OWNS MODEL 700 |
| | General Concern 1 |
| | |
| | Feedback / |
| | Safety Issue () |
| | No Problem w/ firearm |
| | |
| | ARS sent |
| | |
| | To PRODUCT SERVICES |
| | S/N check 1 |

| Is the customer calling as a result of the broadc | ast?(YES) NO | |
|--|--|--|
| Initial tone/Attitude of the caller: | | |
| Angry at Remington Supp | ortive of Remingt | on |
| Angry at CNBC for airing Supp | ortive of CNBC | |
| Nature/Purpose of Call: | irate | |
| Calling to offer support (pro-Remington) | 110 | |
| Inquisitive about Remington position | | · |
| Calling to provide broadcast feedback | | |
| Customer Owns a Model 700: | | |
| General concern of safety with personal mode | 1 700 | |
| \sum claims they experienced a "safety" related issu | ue with their perso | onal Model 700 |
| | blems experience | ed in relation to the opera |
| If the customer references any concerns or pro the safety of the firearm, they should be advised | blems experience | ed in relation to the opera |
| If the customer references any concerns or pro the safety of the firearm, they should be advised Did they agree to return it to the factory? | blems experience I to return it to (| ed in relation to the opera Product Service, Ilion NY |
| If the customer references any concerns or prothe safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: | blems experience I to return it to (YES | ed in relation to the opera Product Service, Ilion NY |
| has not experienced a problem but wants firea If the customer references any concerns or pro the safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address: Phone: | blems experience I to return it to (YES | ed in relation to the opera Product Service, Ilion NY |
| If the customer references any concerns or prothe safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address: | blems experience I to return it to (| ed in relation to the opera Product Service, Ilion NY |
| If the customer references any concerns or prothe safety of the firearm, they should be advised Did they agree to return it to the factory? Consumer Name: Address: | blems experience I to return it to (| ed in relation to the opera Product Service, Ilion NY |

| Date: 2-1-11 | _ CSR: _ Cor |
|-------------------------------------|--|
| Is the customer calling as a resu | It of the broadcast? YES NO |
| Initial tone/Attitude of the caller | |
| Angry at Remington | Supportive of Remington |
| Angry at CNBC for airing | Supportive of CNBC |
| Nature/Purpose of Call: | |
| Calling to offer support (pro-l | Remington) |
| Inquisitive about Remington | position |
| Calling to provide broadcast f | eedback |
| Customer Owns a Model 700: | |
| General concern of safety wit | h personal model 700 |
| seeking company feedback re | garding direction/use of personal Model 700 |
| claims they experienced a "sa | fety" related issue with their personal Model 700 |
| has not experienced a problem | but wants firearm inspected (fill out address) send to an RARC |
| | oncerns or problems experienced in relation to the operation of ould be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the | factory? YES NO |
| Consumer Name: KEV, N | ElgE |
| Address: | |
| | · |
| Phone: | |
| Serial #: | 37 2008 |
| ********** | |
| ***Send an ARS label*** | |

| Date: CSR: |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: |
| ***Send an ARS label*** |
| Comments: Puting Aftermarket trisger parts in trigger. |
| Puting Aftermarket trisger parts in trigger. wanted into about adjuster seven. Told tigger should |

| Date: | _ CSR: | Chris | | · - |
|--|-------------------|-------------------|-------------------|------------|
| Is the customer calling as a result | of the broadca | st? (YES) NO |) | |
| Initial tone/Attitude of the caller: | | | | |
| Angry at Remington | Suppo | rtive of Reming | ton | |
| Angry at CNBC for airing | Suppo | rtive of CNBC | | |
| Nature/Purpose of Call: | | | | |
| Calling to offer support (pro-Re | mington) | | | |
| Inquisitive about Remington po | sition | | | |
| Calling to provide broadcast fee | dback | | | |
| Customer Owns a Model 700: | | | | · |
| General concern of safety with p | personal model | 700 | | |
| seeking company feedback rega | rding direction | use of personal | Model 700 | |
| claims they experienced a "safet | ty" related issue | with their pers | onal Model 700 | |
| has not experienced a problem b | out wants firear | n inspected (fill | out address) send | to an RARC |
| If the customer references any cor the safety of the firearm, they show | _ | - | | - |
| Did they agree to return it to the fa | actory? | YES | NO | |
| Consumer Name: | | | | |
| Address: | | | | |
| | | | | |
| Phone: | <u>.</u> | | · | |
| Serial #: | | | | |
| ***Send an ARS label*** | | | | |
| Comments: | | | | |
| Transfer to Product | Service | | | |

| • | Date: a //// CSR: Anong Jurner |
|---|--|
| | Is the customer calling as a result of the broadcast? YES NO |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington Supportive of Remington |
| | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| - | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: |
| | Address: |
| | |
| | Phone: |
| | Serial #: |
| | ***Send an ARS label*** |
| | Comments: |
| | Transformed to Dondust Socilions |

| Date: 2/1/01 CSR: Andrew Tarer |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: |
| ***Send an ARS label*** |
| Comments: |
| Calling to see if his 700 was included |
| SO SMP |

| Date: CSR: |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: Mike Birans 70 |
| Address: |
| |
| Phone: |
| Serial #: 6517240 (1971) |
| ***Send an ARS label*** |
| Comments: |
| |
| |

2-2-2011 Total CAIS 1594

| CALLING AS RESU | JLT | OF. | BROA | NDCAS | т |
|-----------------|-----|-----|------|-------|---|
|-----------------|-----|-----|------|-------|---|

Yes ++++

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern | | 11

Feedback

Safety Issue

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES)

S/N check ///

| | Date: 166 2, 2011 CSR: 500 |
|---|--|
| | Is the customer calling as a result of the broadcast? YES NO |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington |
| | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: Victor Suspaifa |
| | Address: 301 CANCAS FER |
| | LONGVIEW TX 75601 |
| | Phone: 903 452- 7523 |
| | Serial #: |
| | ***Send an ARS label*** VES 5 Labs 30 165 |
| | Comments: |
| | About SAFETY of guns Aten seeing program and |
| • | shout sately of guns steen seeing program and |

| | Date: 2/2/11 CSR: |
|---|--|
| | Is the customer calling as a result of the broadcast? (YES NO |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington Supportive of Remington |
| | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| - | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | A claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: |
| | Address: |
| | |
| | Phone: |
| | Serial #: |
| | |
| | ***Send an ARS label*** |
| | |

| Date: | 2/2/11 | CSR: | Chuis | | _ |
|-----------------|--|-----------------------|------------------|-------------------|------------|
| Is the cust | tomer calling as a resul | t of the broadcast? | YES NO | | |
| Initial ton | e/Attitude of the caller | <u>:</u> | | | |
| Angry | at Remington | Supportiv | e of Remingto | on | |
| Angry | at CNBC for airing | Supportiv | e of CNBC | | |
| Nature/Pu | urpose of Call: | | | | |
| Callin | g to offer support (pro-R | emington) | · | | |
| Inquis | sitive about Remington p | osition | | | |
| Callin | g to provide broadcast fe | eedback | | | |
| Customer | Owns a Model 700: | | | | · |
| General General | al concern of safety with | personal model 700 |) | | |
| seekin | g company feedback reg | arding direction/use | of personal N | Model 700 | |
| claims | s they experienced a "saf | ety" related issue wi | th their person | nal Model 700 | |
| has no | t experienced a problem | but wants firearm in | ispected (fill o | out address) send | to an RARC |
| | omer references any co of the firearm, they sho | | | | |
| Did they a | gree to return it to the | factory? | YES | NO | |
| Consumer | Name: | | | | |
| Address: _ | | | | | |
| _ | | | | | |
| Phone: _ | | | | | |
| Serial #: _ | | | | | |
| ***Send a | n ARS label*** | | | | |
| Comments | s: _{//} | | | | |
| - SM | <i>f</i> | | | | |
| | | | | | |

| Date: CSR: |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: <u>C6274274</u> <u>B6679003</u> |
| Serial #: |
| ***Send an ARS label*** |
| |

| Date: | _ CSR: // | draw Lui | 119 | |
|---|---|--|---|---------|
| Is the customer calling as a result | of the broadcas | et? (YES) NO |) | |
| Initial tone/Attitude of the caller: | | | | |
| Angry at Remington | Suppor | tive of Reming | ton | |
| Angry at CNBC for airing | Suppor | tive of CNBC | | |
| Nature/Purpose of Call: | | | | |
| Calling to offer support (pro-Re | emington) | | | |
| Inquisitive about Remington po | osition | | | |
| Calling to provide broadcast fee | edback | | | |
| Customer Owns a Model 700: | | - | | |
| General concern of safety with | personal model | 700 | | |
| seeking company feedback rega | arding direction/ | use of personal | Model 700 | |
| claims they experienced a "safe | ety" related issue | with their pers | onal Model 700 | |
| | | | | |
| has not experienced a problem | but wants firearr | n inspected (fill | out address) send to | an R.A |
| If the customer references any co | ncerns or probl | ems experienc | ed in relation to the | e opera |
| has not experienced a problem. If the customer references any course the safety of the firearm, they sho Did they agree to return it to the f | ncerns or probl uld be advised t | ems experienc | ed in relation to the | e opera |
| If the customer references any conthe safety of the firearm, they sho | ncerns or probluld be advised tactory? | ems experienc o return it to (| ed in relation to the Product Service, Ili | e opera |
| If the customer references any conthe safety of the firearm, they sho Did they agree to return it to the f | ncerns or probluid be advised t | ems experience to return it to (YES | ed in relation to the Product Service, Ili | e opera |
| If the customer references any conthe safety of the firearm, they sho Did they agree to return it to the fi Consumer Name: | ncerns or probl uld be advised t factory? | ems experience to return it to (YES | ed in relation to the Product Service, Ili | e opera |
| If the customer references any conthe safety of the firearm, they sho Did they agree to return it to the fi Consumer Name: Address: | ncerns or probl uld be advised t factory? | ems experience oreturn it to (YES | ed in relation to the Product Service, Ili | e opera |
| If the customer references any conthe safety of the firearm, they sho Did they agree to return it to the firearm Name: Address: | ncerns or probluid be advised to | ems experience or return it to (YES | ed in relation to the Product Service, Ili | e opera |

| Date: CSR: |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: <u>£ 66000 976</u> |
| ***Send an ARS label*** |
| Comments: |
| · · · · · · · · · · · · · · · · · · · |
| |

0-3-2011 Total CAILS 1511

| CALLING AS RESULT OF BROADC | AS | DC | Αſ | RO. | BR | OF | LT | RESU | AS | ING | CALL | |
|-----------------------------|----|----|----|-----|----|----|----|------|----|-----|------|--|
|-----------------------------|----|----|----|-----|----|----|----|------|----|-----|------|--|

Yes ++++ 11

No | |

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM |

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 1

Feedback

Safety Issue

No Problem w/ firearm / / /

ARS sent | | |

To PRODUCT SERVICES

S/N check 11/1

| Date: | CSR: | ANNE | |
|---|---------------------|------------------------------|--------------|
| Is the customer calling as a result of t | the broadcast? | ES) NO | |
| Initial tone/Attitude of the caller: | | • | |
| Angry at Remington | Supportive o | Remington | |
| Angry at CNBC for airing | Supportive of | CNBC | |
| Nature/Purpose of Call: | | | |
| Calling to offer support (pro-Remir | ngton) | | |
| Inquisitive about Remington position | on | | |
| Calling to provide broadcast feedba | ack | | |
| Customer Owns a Model 700: | | | |
| General concern of safety with person | sonal model 700 | | |
| seeking company feedback regarding | ng direction/use of | personal Model 700 | |
| claims they experienced a "safety" | related issue with | heir personal Model 700 | |
| has not experienced a problem but | wants firearm insp | cted (fill out address) sen- | d to an RARC |
| If the customer references any concer the safety of the firearm, they should | | | |
| Did they agree to return it to the factor | orỳ? | no No | |
| Consumer Name: homes | Wilson | 1.1 05 | |
| Address: 28 Janatog | a Ave, | AFET DE | |
| 1 described | - N7 | 105 70 | |
| Phone: 9/4 769 70 | 5/- | | |
| Serial #: 14 6 49 5 75 Z | | - | • |
| ***Send an ARS label*** | | | k . |
| Comments: | Iscal | News Sta | Hon |
| | | | |

| Initial tone/Attitude of the caller: Angry at Remington Supportive of Remington Angry at CNBC for airing Supportive of CNBC Nature/Purpose of Call: Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Story One Consumer Name: Transported Address: 5107 Dana Leigh Hasfon, Tx 77066 Phone: 281 709-1101 Serial #: 6213046 ***Send an ARS label**** | Is the customer calling as a result | t of the broadcast? (YES) | NO |
|--|--------------------------------------|---------------------------------|--|
| | Initial tone/Attitude of the caller: | | |
| Nature/Purpose of Call: Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? Consumer Name: Show Gee Address: 5107 Dana Leigh Hasbar, Tx 77066 Phone: 281 709-1101 Serial #: 6143046 | Angry at Remington | Supportive of Rem | ington |
| Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RAI If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: States Gree Address: 5107 Dana Leigh | Angry at CNBC for airing | Supportive of CNB | С |
| Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? | Nature/Purpose of Call: | | |
| Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Stocky Haston, Tx 77066 Phone: 281 709-1101 Serial #: 6243046 | Calling to offer support (pro-Re | emington) | |
| Customer Owns a Model 700: General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? Consumer Name: Steven Gee Address: 5/07 Dana Leigh Haston, TX 77066 Phone: 281 709-1101 Serial #: 6143046 | Inquisitive about Remington po | osition | , |
| General concern of safety with personal model 700 seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Stoken Gett Address: 5107 Dania Leigh Hasbon, Tx 77066 Phone: 281 709-1101 Serial #: 6243046 | Calling to provide broadcast fe | edback | |
| seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA. If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Steven Gee Address: 5107 Dana Leigh Huston, Tx 77066 Phone: 281 709-1101 Serial #: 6243046 | Customer Owns a Model 700: | | ······································ |
| claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Steven Gtt Address: 5107 Dana Leigh Haston, Tx 77066 Phone: 281 709-1101 Serial #: 6743046 | General concern of safety with | personal model 700 | |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RA If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: States Gtt Address: 5107 Dana Leigh Haston, Tx 77066 Phone: 281 709-1101 Serial #: 6143046 | seeking company feedback reg | arding direction/use of persor | nal Model 700 |
| If the customer references any concerns or problems experienced in relation to the opera the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Steven Gett Address: 5107 Dania Leigh Huston, Tx 77066 Phone: 281 709-1101 Serial #: 6143046 | claims they experienced a "safe | ety" related issue with their p | ersonal Model 700 |
| the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY) Did they agree to return it to the factory? YES NO Consumer Name: Stoten Gtt Address: 5107 Dania Leigh Huston, Tx 77066 Phone: 281 709-1101 Serial #: 6143046 | has not experienced a problem | but wants firearm inspected (| fill out address) send to an RAI |
| Consumer Name: Steven Gee Address: 5107 Dania Leigh Huston, Tx 77066 Phone: 281 709-1101 Serial #: 6243046 | _ | | |
| Address: 5107 Dania Leigh Huston, TX 77066 Phone: 281 704-1101 Serial #: 6243046 | Did they agree to return it to the | factory? YES | NO |
| Phone: 281 709-1101 Serial #: 6743046 | Consumer Name: Staten | GEE | |
| Phone: 281 709-1101 Serial #: 6743046 | Address: 5/07 Z | DANIA LEIGH | |
| Serial #: 6743046 | Huston, 7 | X 77066 | |
| | Phone: 281 704- | 1(01 | |
| ***Send an ARS label*** | Serial #: 6743046 | | |
| | ***Send an ARS label*** | hi | |

| Is the customer calling as a result of the broadcast? (YES NO Initial tone/Attitude of the caller: |
|--|
| Initial tone/Attitude of the caller: |
| |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: |
| ***Send an ARS label*** |
| Comments: 5MP Questions |

| | Date: 2-3-1/ CSR: /anny |
|---|--|
| | Is the customer calling as a result of the broadcast? YES (NO) |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington Supportive of Remington |
| , | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: |
| | Address: |
| | · |
| | Phone: |
| | Serial #: |
| | ***Send an ARS label*** |
| | Comments: |
| | 5M Pquestions 1999 sifle |
| | |

| Date: CSR: |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: 6240455 (1969) |
| ***Send an ARS label*** |
| Comments: |
| <u>SMP</u> |
| The state of the s |

| | Date: 2 - 1 CSR: CHUCK |
|---|--|
| | Is the customer calling as a result of the broadcast? YES NO |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington Supportive of Remington |
| | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: |
| | Address: |
| | |
| | Phone: |
| | Serial #: |
| | ***Send an ARS label*** |
| | Comments: Has Several 700's Will CHeck |
| • | ON Bult lock feature. |

| Date: CSR: |
|--|
| Is the customer calling as a result of the broadcast? (YES)NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: |
| ***Send an ARS label*** |
| Comments: |
| + ransferred to Product Service |
| · transferred to traduct Service |

| Date: (2 - 3 - // | CSR: | LM | | · - |
|---|---------------------------------------|--|-------------------|-------------------|
| Is the customer calling as a res | ult of the broadc | ast? YES (NO | | |
| Initial tone/Attitude of the call | er: | | | |
| Angry at Remington | Supp | ortive of Reming | ton | |
| Angry at CNBC for airing | Supp | ortive of CNBC | | |
| Nature/Purpose of Call: | | | | |
| Calling to offer support (pro | -Remington) | | | |
| Inquisitive about Remington | position | | | |
| Calling to provide broadcast | feedback | | | |
| Customer Owns a Model 700: | | ************************************** | | |
| General concern of safety wi | ith personal mode | 1 700 | | |
| seeking company feedback r | egarding direction | vuse of personal | Model 700 | |
| claims they experienced a "s | safety" related issu | e with their perso | onal Model 700 | |
| has not experienced a proble | m but wants firea | rm inspected (fill | out address) send | to an RARC |
| If the customer references any the safety of the firearm, they s | | | | |
| Did they agree to return it to th | ne factory? | YES | NO | |
| Consumer Name: | | | | |
| Address: | | | | |
| | | <u>_</u> | | |
| Phone: | · · · · · · · · · · · · · · · · · · · | | | |
| Serial #: | | | | |
| ***Send an ARS label*** | | | | |
| Comments: | | | | |
| | | | | |

| Initial tone/Attitude of the caller: Angry at Remington Angry at CNBC for airing | Supportive of Remington |
|--|--|
| - | Supportive of Remington |
| Angry at CNBC for airing | |
| | Supportive of CNBC |
| Nature/Purpose of Call: | |
| Calling to offer support (pro-Re | mington) |
| Inquisitive about Remington po | osition |
| Calling to provide broadcast fee | edback en |
| Customer Owns a Model 700: | |
| General concern of safety with I | personal model 700 |
| seeking company feedback rega | arding direction/use of personal Model 700 |
| claims they experienced a "safe | ety" related issue with their personal Model 700 |
| has not experienced a problem b | but wants firearm inspected (fill out address) send to an |
| | ncerns or problems experienced in relation to the op uld be advised to return it to (Product Service, Ilion |
| Did they agree to return it to the fa | |
| Consumer Name: HERB | > in rode 2 |
| Address: | |
| Phone: 972-378- | 4157 |
| Serial #: 679 2671 | PR) A63397 (U (1876) |
| ***Send an ARS label*** | |
| Comments: | |

2-4-2011 TOTAL CAILS 1611

| CALLING AS RESULT OF BROADCAST | • |
|---------------------------------------|---|
| Yes + TT | - |
| No \ | |
| ATTITUDE | |
| Angry at Remington | |
| Angry CNBC | |
| Supportive of REM | |
| Supportive of CNBC | |
| | |
| NATURE/PURPOSE OF CALL | |
| Offer Support | |
| Inquisitive on Rem position | |
| Calling to provide Broadcast feedback | |
| | |
| OWNS MODEL 700 | |
| General Concern) | |
| | |
| Feedback | |
| Safety Issue | |
| No Problem w/ firearm / | |
| | |
| ARS sent | |
| | |
| To PRODUCT SERVICES | |
| S/N check 1 | |
| 1 1 | |

| Date: | CSR: S Pere |
|--------------------------------------|---|
| Is the customer calling as a result | t of the broadcast? (YES) NO |
| Initial tone/Attitude of the caller: | <u>!</u> |
| Angry at Remington | Supportive of Remington |
| Angry at CNBC for airing | Supportive of CNBC |
| Nature/Purpose of Call: | |
| Calling to offer support (pro-R | Remington) |
| Inquisitive about Remington po | position |
| Calling to provide broadcast fe | eedback |
| Customer Owns a Model 700: | |
| General concern of safety with | n personal model 700 |
| seeking company feedback reg | garding direction/use of personal Model 700 |
| claims they experienced a "safe | fety" related issue with their personal Model 700 |
| has not experienced a problem | but wants firearm inspected (fill out address) send to an R |
| | oncerns or problems experienced in relation to the ope ould be advised to return it to (Product Service, Ilion N |
| Did they agree to return it to the | factory? YES NO |
| Consumer Name: <u>Ronald</u> | FPROJNY |
| Address: ZZ67 | South Str |
| Ovid, 1 | NY 14521 |
| Phone: 565- | 721- 7876 |
| Serial #: | |
| J 01141 111 | |

| Date: 2/4/11 CSR: Chais |
|--|
| Is the customer calling as a result of the broadcast? (YES)NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: |
| ***Send an ARS label*** |
| Comments: |
| SMF 60's madel |

| Date: | CSR: | any | | |
|--|---------------|--------------------|----------------------|---------|
| Is the customer calling as a result of t | he broadca | st? YES NO |) | |
| Initial tone/Attitude of the caller: | | | | |
| Angry at Remington | Suppo | rtive of Remingt | on | |
| Angry at CNBC for airing | Suppo | rtive of CNBC | • | |
| Nature/Purpose of Call: | | | | |
| Calling to offer support (pro-Remi | ngton) | | | |
| Inquisitive about Remington positi | on | | | |
| Calling to provide broadcast feedb | ack | | | |
| Customer Owns a Model 700: | | | | |
| General concern of safety with per- | sonal model | 700 | | |
| seeking company feedback regardi | ng direction | use of personal. | Model 700 | |
| claims they experienced a "safety" | related issue | e with their perso | onal Model 700 | |
| has not experienced a problem but | wants firean | m inspected (fill | out address) send to | an RARC |
| If the customer references any conce the safety of the firearm, they should | - | - | | - |
| Did they agree to return it to the fact | ory? | YES | NO | |
| Consumer Name: | | | | |
| Address: | | . | | |
| | | | | |
| Phone: | | | | |
| Serial #: <u>B6847923</u> | · | | | |
| ***Send an ARS label*** | | | | |
| Comments: | | | | |

| Is the customer calling as a resul | t of the broadcast? | YES NO | |
|--|-----------------------|-------------------|--------------------------|
| Initial tone/Attitude of the caller | <u>i</u> | | |
| Angry at Remington | Supportiv | e of Remington | |
| Angry at CNBC for airing | Supportiv | e of CNBC | |
| Nature/Purpose of Call: | | | |
| Calling to offer support (pro-R | lemington) | | |
| Inquisitive about Remington p | osition | | |
| Calling to provide broadcast fe | eedback | | |
| Customer Owns a Model 700: | | | · |
| General concern of safety with | ı personal model 700 |) | |
| seeking company feedback reg | garding direction/use | of personal Mo | odel 700 |
| claims they experienced a "saf | ety" related issue w | ith their persona | I Model 700 |
| has not experienced a problem | but wants firearm in | nspected (fill ou | t address) send to an RA |
| If the customer references any co the safety of the firearm, they sho | | | |
| Did they agree to return it to the | | YES | NO |
| Consumer Name: | Mix | ABELLA | |
| Address: | | | |
| Addiess. | | | |
| Address. | | | |
| Phone: | | | |
| Phone: | 6 5 14500 |) | |
| Phone: | |) | |

| | Is the customer calling as a result of the broadcast? YES NO Initial tone/Attitude of the caller: Angry at Remington Supportive of Remington Angry at CNBC for airing Supportive of CNBC |
|---|--|
| | Angry at Remington Supportive of Remington |
| | |
| | Angry at CNBC for airing Supportive of CNBC |
| | |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| , | Inquisitive about Remington position |
| • | Calling to provide broadcast feedback |
| | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? |
| | Consumer Name: B. 1.1 Rokens |
| | Address: |
| | |
| | Phone: |
| | Serial #: 6798064 1375 |
| | ***Send an ARS label*** |
| | Comments: |

| Date: | 2 4 1 CSR: DO |
|-------------|--|
| Is the cus | tomer calling as a result of the broadcast? (YES) NO |
| Initial tor | ne/Attitude of the caller: |
| Angry | y at Remington Supportive of Remington |
| Angry | y at CNBC for airing Supportive of CNBC |
| Nature/Pi | urpose of Call: |
| Callin | ng to offer support (pro-Remington) |
| Inquis | sitive about Remington position |
| Callin | ng to provide broadcast feedback |
| Customer | Owns a Model 700: |
| Gener | ral concern of safety with personal model 700 |
| seekir | ng company feedback regarding direction/use of personal Model 700 |
| claims | s they experienced a "safety" related issue with their personal Model 700 |
| has no | ot experienced a problem but wants firearm inspected (fill out address) send to an RAR |
| | tomer references any concerns or problems experienced in relation to the operation of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they a | agree to return it to the factory? YES, NO |
| Consumer | Name: |
| Address: . | |
| | |
| Phone: | |
| Serial #: _ | A6349413 |
| ***Send a | an ARS label*** |
| | |

| 2-7-0 | 7011 2218 TO top |
|-------|---------------------------------------|
| | CALLING AS RESULT OF BROADCAST |
| | Yes 1111 |
| | No |
| | ATTITUDE |
| | Angry at Remington |
| | Angry CNBC |
| | Supportive of REM |
| | Supportive of CNBC |
| | |
| | NATURE/PURPOSE OF CALL |
| | Offer Support / |
| | Inquisitive on Rem position |
| | Calling to provide Broadcast feedback |
| | |
| | OWNS MODEL 700 |
| | General Concern |
| | |
| | Feedback |
| | Safety Issue |
| | No Problem w/ firearm |
| | |
| | ARS sent |

Confidential-Subject to Protective Order Bledsoe v. Remington

To PRODUCT SERVICES

S/N check ///

Date: 2/7/10 CSR: Travis Is the customer calling as a result of the broadcast? /YES Initial tone/Attitude of the caller: ___ Supportive of Remington ___ Angry at Remington ___ Supportive of CNBC ___ Angry at CNBC for airing Nature/Purpose of Call: ___ Calling to offer support (pro-Remington) _ Inquisitive about Remington position ___ Calling to provide broadcast feedback Customer Owns a Model 700: ___ General concern of safety with personal model 700 ___ seeking company feedback regarding direction/use of personal Model 700 claims they experienced a "safety" related issue with their personal Model 700 __ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). Did they agree to return it to the factory? YES NO Consumer Name: Address: Phone: Serial #: _____ ***Send an ARS label*** Comments:

XR-100 FSR - 2129

| Is the customer calling as a | result of the broadcast? YES NO |
|-------------------------------|---|
| Initial tone/Attitude of the | |
| Angry at Remington | Supportive of Remington |
| Angry at CNBC for airin | ng Supportive of CNBC |
| Nature/Purpose of Call: | |
| Calling to offer support (| (pro-Remington) |
| Inquisitive about Reming | gton position |
| Calling to provide broad | lcast feedback |
| Customer Owns a Model 70 | 00: |
| General concern of safet | ty with personal model 700 |
| seeking company feedba | ack regarding direction/use of personal Model 700 |
| claims they experienced | a "safety" related issue with their personal Model 700 |
| has not experienced a pro | oblem but wants firearm inspected (fill out address) send to an R |
| | any concerns or problems experienced in relation to the open ney should be advised to return it to (Product Service, Ilion N |
| Did they agree to return it t | to the factory? YES NO |
| Consumer Name: | An Arnett |
| Address: | |
| 4-4 | |
| Phone: | |
| Serial #: <u>688</u> | 3736 1976 |
| ***Send an ARS label*** | |
| | |

700 Log Sheet – 2010 CNBC Story Is the customer calling as a result of the broadcast? YES) NO Initial tone/Attitude of the caller: __ Supportive of Remington __ Angry at Remington ___ Supportive of CNBC _ Angry at CNBC for airing Nature/Purpose of Call: __ Calling to offer support (pro-Remington) Inquisitive about Remington position Calling to provide broadcast feedback Customer Owns a Model 700: General concern of safety with personal model 700 ___ seeking company feedback regarding direction/use of personal Model 700 _ claims they experienced a "safety" related issue with their personal Model 700 has not experienced a problem but wants firearm inspected (fill out address) send to an RARC If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). NO Did they agree to return it to the factory? Consumer Name: Address: _ Phone: Serial #: ***Send an ARS label*** Comments:

*****Internal Use Only****

| | Date: 2/1/11 CSR: Andrew Thrner |
|---|--|
| | Is the customer calling as a result of the broadcast? YES NO |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington Supportive of Remington |
| | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: |
| | Address: |
| | · |
| | Phone: |
| | Serial #: 13681 3538 |
| | ***Send an ARS label*** |
| | Comments: |
| | Custis sending ritty into have |
| , | trump-insportati |

| | Date: CSR: | 10 | |
|---|--|------------------|-----------------------------|
| | Is the customer calling as a result of the broadcast? | YES NO | |
| | Initial tone/Attitude of the caller: | | |
| | Angry at Remington Supporting | ve of Remingto | n |
| | Angry at CNBC for airing Supportive | ve of CNBC | |
| | Nature/Purpose of Call: | | |
| | Calling to offer support (pro-Remington) | | |
| | Inquisitive about Remington position | | |
| | Calling to provide broadcast feedback | | |
| | Customer Owns a Model 700: | | |
| | General concern of safety with personal model 70 | 0 | |
| | seeking company feedback regarding direction/use | e of personal M | Todel 700 |
| | claims they experienced a "safety" related issue w | ith their person | al Model 700 |
| | has not experienced a problem but wants firearm i | nspected (fill o | ut address) send to an RARC |
| | If the customer references any concerns or problem the safety of the firearm, they should be advised to | | |
| | Did they agree to return it to the factory? | YES | NO |
| | Consumer Name: | | |
| | Address: | | |
| | | | |
| | Phone: | | |
| | Serial #: | | |
| | ***Send an ARS label*** | | |
| | Comments: | | |
| | | | |
| • | | | |

| | Date: 2/7/11 CSR: AML |
|---|--|
| | Is the customer calling as a result of the broadcast? YES NO |
| | Initial tone/Attitude of the caller: |
| | Angry at Remington Supportive of Remington |
| | Angry at CNBC for airing Supportive of CNBC |
| | Nature/Purpose of Call: |
| | Calling to offer support (pro-Remington) |
| | Inquisitive about Remington position |
| | Calling to provide broadcast feedback |
| | Customer Owns a Model 700: |
| | General concern of safety with personal model 700 |
| | seeking company feedback regarding direction/use of personal Model 700 |
| | claims they experienced a "safety" related issue with their personal Model 700 |
| | has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| | If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| | Did they agree to return it to the factory? YES NO |
| | Consumer Name: Sam Schallelford |
| | Address: 1096 Mechen Dr Swite 6/6 |
| | Phone: 575-937-66 40 /258-2029 |
| | Phone: 3+3-93+-66 40 /238-2029 |
| | Serial #: |
| | ***Send an ARS label*** |
| | Comments: |
| | |
| • | |

2-8-2011 Total CA1/5 1923

| CALLING | ΔS | RESUI | T OF | BROA | DCAST |
|---------|-------|--------------|---------|--------|--------|
| CULLINO | / \ • | 112301 | _ ' _ ' | 011071 | 00,101 |

Yes + 1 1 1

No

ATTITUDE

Angry at Remington

Angry CNBC

Supportive of REM

Supportive of CNBC

NATURE/PURPOSE OF CALL

Offer Support 11

Inquisitive on Rem position

Calling to provide Broadcast feedback

OWNS MODEL 700

General Concern 11

Feedback

Safety Issue

No Problem w/ firearm 1

ARS sent

To PRODUCT SERVICES

S/N check

| | Date: $2-8-11$ | $CSR: \underline{J, L}$ | > <u> </u> | <u></u> | |
|---|--|-------------------------|------------------|------------------------|-----|
| | Is the customer calling as a result of | the broadcast? (| YES NO | | |
| | Initial tone/Attitude of the caller: | | | | |
| | Angry at Remington | Supportive | of Remington | | |
| | Angry at CNBC for airing | Supportive | of CNBC | | |
| | Nature/Purpose of Call: | | | | |
| | Calling to offer support (pro-Remi | ngton) | | | |
| | Inquisitive about Remington positi | on | | | |
| | Calling to provide broadcast feedb | ack | | | |
| | Customer Owns a Model 700: | | | | |
| · | General concern of safety with per | sonal model 700 | | • | |
| | seeking company feedback regardi | ng direction/use o | of personal Mod | iel 700 | |
| | claims they experienced a "safety" | related issue with | their personal | Model 700 | |
| | has not experienced a problem but | wants firearm ins | pected (fill out | address) send to an RA | \RC |
| | If the customer references any conce the safety of the firearm, they should | | | | |
| | Did they agree to return it to the fact | ory? | YES | NO | |
| | Consumer Name: | | | | |
| | Address: | | | | |
| | | | | • | |
| | Phone: | ··· | _ | | |
| | Serial #: | | | | |
| | ***Send an ARS label*** | | | | |
| | Comments: | Λ | a . — | , ~ | |
| | Saw Show. Go | neral say | fely que | istions. | |
| | | _ | , , | | |

| Date: 2-8-11 CSR: J.B. Irving |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: |
| Address: |
| |
| Phone: |
| Serial #: |
| ***Send an ARS label*** |
| Comments: |
| He is giving rifle to grandson and is wormed after CNBC SHOW |
| and is wormed after CNBC SHOW |

| Date: 2-8-11 CSR: K. |
|---|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? |
| Consumer Name: Jim FCKGLSOW |
| Address: |
| |
| Phone: |
| |
| Serial #: |
| Serial #: ***Send an ARS label*** |

| Date: 2-8-11 CSR: Com |
|--|
| Is the customer calling as a result of the broadcast? YES NO |
| Initial tone/Attitude of the caller: |
| Angry at Remington Supportive of Remington |
| Angry at CNBC for airing Supportive of CNBC |
| Nature/Purpose of Call: |
| Calling to offer support (pro-Remington) |
| Inquisitive about Remington position |
| Calling to provide broadcast feedback |
| Customer Owns a Model 700: |
| General concern of safety with personal model 700 |
| seeking company feedback regarding direction/use of personal Model 700 |
| claims they experienced a "safety" related issue with their personal Model 700 |
| has not experienced a problem but wants firearm inspected (fill out address) send to an RARC |
| If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to the factory? YES NO |
| Consumer Name: MIKA PEBOL |
| Address: |
| |
| Phone: 810 - 225- |
| Serial #: |
| ***Send an ARS label*** |
| Comments: |

| Is the customer | calling as a result of | f the broadcast? | YES NO |) | |
|-----------------|--|---------------------------------------|-----------------|------------------|---------------|
| | itude of the caller: | the broadcast | | | |
| Angry at Re | | Supporti | ve of Reming | ton | |
| | NBC for airing | | ve of CNBC | | |
| Nature/Purpos | e of Call: | | | | |
| Calling to c | ffer support (pro-Ren | nington) | | | |
| Inquisitive | about Remington posi | tion | | | |
| Calling to p | rovide broadcast feed | back | | | |
| Customer Own | s a Model 700: | · · · · · · · · · · · · · · · · · · · | | | |
| General con | cern of safety with pe | ersonal model 70 | 0 | | |
| seeking cor | npany feedback regard | ding direction/us | e of personal | Model 700 | |
| claims they | experienced a "safety | " related issue w | ith their perso | onal Model 700 | |
| has not exp | erienced a problem bu | t wants firearm | nspected (fill | out address) ser | id to an RARC |
| | references any conc e firearm, they shoul | - | - | | _ |
| Did they agree | to return it to the fac | ctory? | YES | NO | • |
| Consumer Name | : Rhal | Mch | De | | |
| Address: | | | | | |
| | 428-353- 6737468 | (1979) | | 1683388 4277 | 4 1 (1583 |
| ***Send an AR | S label*** 77 | 18008 6 | 2007 | 583 47 | 0101(1 |
| Comments: | | | | | |

| Date: 28 | CSR: Annl |
|------------------------------------|--|
| Is the customer calling as a res | ult of the broadcast? YES NO |
| Initial tone/Attitude of the calle | <u></u> |
| Angry at Remington | Supportive of Remington |
| Angry at CNBC for airing | Supportive of CNBC |
| Nature/Purpose of Call: | |
| Calling to offer support (pro- | Remington) |
| Inquisitive about Remington | position |
| Calling to provide broadcast | feedback |
| Customer Owns a Model 700: | |
| General concern of safety wi | th personal model 700 |
| seeking company feedback re | egarding direction/use of personal Model 700 |
| claims they experienced a "sa | afety" related issue with their personal Model 700 |
| has not experienced a problem | m but wants firearm inspected (fill out address) send to an RARC |
| | concerns or problems experienced in relation to the operation of hould be advised to return it to (Product Service, Ilion NY). |
| Did they agree to return it to th | e factory? YES NO |
| , | 1 Swanson |
| | your toxest De. |
| GAINESY. | |
| 1 1101101 | Y 0142 |
| Serial #: | <u> </u> |
| ***Send an ARS label*** | |
| Comments: | |

| Date: CSI | R: Aune |
|---|---|
| Is the customer calling as a result of the bi | roadcast? (YES NO |
| Initial tone/Attitude of the caller: | |
| Angry at Remington | Supportive of Remington |
| Angry at CNBC for airing | Supportive of CNBC |
| Nature/Purpose of Call: | Bolf Lock Safety Inogram |
| Calling to offer support (pro-Remington |) Fr July July |
| Inquisitive about Remington position | Safe f |
| Calling to provide broadcast feedback | V |
| Customer Owns a Model 700: | |
| General concern of safety with personal | model 700 |
| seeking company feedback regarding dir | rection/use of personal Model 700 |
| | |
| elaims they experienced a "safety" relate | ed issue with their personal Model 700 |
| | |
| has not experienced a problem but wants If the customer references any concerns of | s firearm inspected (fill out address) send to an RAR |
| has not experienced a problem but wants If the customer references any concerns of | s firearm inspected (fill out address) send to an RAR r problems experienced in relation to the operati |
| has not experienced a problem but wants If the customer references any concerns of the safety of the firearm, they should be ac | s firearm inspected (fill out address) send to an RAR r problems experienced in relation to the operatidistic dvised to return it to (Product Service, Ilion NY). |
| has not experienced a problem but wants. If the customer references any concerns of the safety of the firearm, they should be account to the factory? | r problems experienced in relation to the operatidvised to return it to (Product Service, Ilion NY). YES NO |
| has not experienced a problem but wants If the customer references any concerns of the safety of the firearm, they should be accomplished by the firearm of the factory? Consumer Name: | r problems experienced in relation to the operatidvised to return it to (Product Service, Ilion NY). YES NO |
| has not experienced a problem but wants If the customer references any concerns of the safety of the firearm, they should be accomplished by the firearm of the factory? Consumer Name: | r problems experienced in relation to the operatidvised to return it to (Product Service, Ilion NY). YES NO |
| has not experienced a problem but wants If the customer references any concerns of the safety of the firearm, they should be accomplete to return it to the factory? Consumer Name: Address: | r problems experienced in relation to the operatidvised to return it to (Product Service, Ilion NY). YES NO |
| has not experienced a problem but wants If the customer references any concerns of the safety of the firearm, they should be accomplete to return it to the factory? Consumer Name: Address: | r problems experienced in relation to the operatidvised to return it to (Product Service, Ilion NY). YES NO |