

2-1-2011 Total calls 1801

CALLING AS RESULT OF BROADCAST

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 | |

Feedback |

Safety Issue | | |

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES | | |

S/N check | |

700 Log Sheet – 2010 CNBC Story

Date: 2/1/11 CSR: Anne

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

irate

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:

700 Log Sheet – 2010 CNBC Story

Date: 2-1-11 CSR: Row

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: KEVIN EDGE

Address: _____

Phone: _____

Serial #: 71504137 2008

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 2/1/11 CSR: Chris

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:

Putting Aftermarket trigger parts in trigger.
wanted info about adjuster screw. Told trigger should

700 Log Sheet – 2010 CNBC Story

Date: 2/11/11 CSR: Chris

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:

Transfer to Product Service

700 Log Sheet – 2010 CNBC Story

Date:

2/1/01

CSR:

Andrew Turner

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:

Transferred to Product Services

700 Log Sheet – 2010 CNBC Story

Date: 2/1/01 CSR: Andrew Tacer

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
in SMP

700 Log Sheet – 2010 CNBC Story

Date: 2-1-11 CSR: Ron

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 Bjornstad

Address: _____

Phone: _____

Serial #: 6517240 (1571)

Send an ARS label

Comments:

2-2-2011 Total calls 1594

CALLING AS RESULT OF BROADCAST

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 | | |

Feedback

Safety Issue |

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES)

S/N check | | |

700 Log Sheet – 2010 CNBC Story

Date: Feb 2, 2011 CSR: SD

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: Victor Suspaia

Address: 301 LANCASTER

LONGVIEW TX 75601

Phone: 903 452-7523

Serial #: _____

Send an ARS label

Yes

5 Labels @ 30165

Comments:

is sending 15 guns, is concerned about safety of guns after seeing program and

700 Log Sheet – 2010 CNBC Story

Date: 2/2/11 CSR: T-ams

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:

2129 - FSR

700 Log Sheet – 2010 CNBC Story

Date: 2/2/11 CSR: Chris

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

700 Log Sheet – 2010 CNBC Story

Date: 2/2/11 CSR: Chris

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 #: C6224274 B 6679003

Send an ARS label

Comments:

Age

700 Log Sheet - 2010 CNBC Story

Date: 2/2/11 CSR: Andrew Turner

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 rifle is included
in SMP

700 Log Sheet – 2010 CNBC Story

Date: 2-2-11 CSR: LMW

Is the customer calling as a result of the broadcast? **YES** NO

Initial tone/Attitude of the caller:

Art, cal

☐ 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 #: E6602976

Send an ARS label

Comments:

Q-3-2011 Total calls 1511

CALLING AS RESULT OF BROADCAST

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 ~~||||~~ |

Feedback

Safety Issue |

No Problem w/ firearm |||

ARS sent |||

To PRODUCT SERVICES |

S/N check ~~||||~~

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: ANNE

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: Thomas Wilson

Address: 28 Saratoga Ave, Apt DS
Pleasantville NY 10570

Phone: 414 769 7552

Serial #: A6492752

Send an ARS label

Comments:

On Local News Station

700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: SDT

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: STEVEN GEE

Address: 5107 DANA LEIGH
Houston, TX 77066

Phone: 281 704-1101

Serial #: 6243046

Send an ARS label Yes

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 2-3-11 CSR: Danny

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:

SMP Questions

700 Log Sheet – 2010 CNBC Story

Date: 2-3-11 CSR: Pammy

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 #: E6535193

Send an ARS label

Comments:

SMP questions 1999 rifle

700 Log Sheet – 2010 CNBC Story

Date: 2/3/11 CSR: Chris

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:

SMP

700 Log Sheet - 2010 CNBC Story

Date: 2-3-11 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 Bolt Lock feature.

700 Log Sheet – 2010 CNBC Story

Date: 2-3-11 CSR: [Signature]

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:

700 - fired
transferred to Product Service

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

700 Log Sheet – 2010 CNBC Story

Date: 2-3-11 CSR: LM

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:

BMP

700 Log Sheet - 2010 CNBC Story

Date: 2-3-1 CSR: Ran

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: Herb Schröder

Address: _____

Phone: 912-378-4157

Serial #: 679 2671 PD A6339210 (1876)

Send an ARS label

Comments:

2-4-2011 total calls 1611

CALLING AS RESULT OF BROADCAST

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 ||||

Feedback

Safety Issue

No Problem w/ firearm |

ARS sent |

To PRODUCT SERVICES

S/N check ||||

700 Log Sheet – 2010 CNBC Story

Date: _____ CSR: Steve

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: Ronald FPROJNY

Address: 2267 South St
Ovid, NY 14521

Phone: 585-721-7976

Serial #: _____

Send an ARS label

Yes

Comments:

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

700 Log Sheet – 2010 CNBC Story

Date: 2/4/11 CSR: Chris

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:

SMP 60's model

*****Internal Use Only*****
700 Log Sheet - 2010 CNBC Story

Date: _____ CSR: Amie

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 #: B6847923

Send an ARS label

Comments: _____

700 Log Sheet – 2010 CNBC Story

Date: 2-4-17 CSR: Row

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

1 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: JOE MIRABELLA

Address: _____

Phone: _____

Serial #: DW 73 6514500

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 2-4-11 CSR: Ron

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: B. H. Rogers

Address: _____

Phone: _____

Serial #: 6798064 1375

Send an ARS label

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 2/4/11 CSR: [Signature]

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 #: A6349473

Send an ARS label

Comments:

2-7-2011 2018 Total

CALLING AS RESULT OF BROADCAST

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 |

Feedback

Safety Issue | |

No Problem w/ firearm

ARS sent

To PRODUCT SERVICES |

S/N check |||

700 Log Sheet – 2010 CNBC Story

Date: 2/7/10 CSR: T. Davis

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:

XR-100 FSR → 2129

700 Log Sheet – 2010 CNBC Story

Date: 2-7-11 CSR: Row

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: John Arnett

Address: _____

Phone: _____

Serial #: 6883536 1976

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date:

2/7/11

CSR:

Andrew Turner

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:

Steve Zhierajewski

Address:

Phone:

Serial #:

B6267720

Send an ARS label

Comments:

Would like to participate in SMP

700 Log Sheet – 2010 CNBC Story

Date: 2/7/11 CSR: Andrew Turner

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 #: B6813532

Send an ARS label

Comments:

Cust. is sending rifle into have
firearm inspected

700 Log Sheet - 2010 CNBC Story

Date: 2-7-11 CSR: [Signature]

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: _____

700 Log Sheet – 2010 CNBC Story

Date: 2/7/11 CSR: Anne

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 Sehaakelford
Address: 1096 Mechem Dr Suite 616
Ruidoso, NM 88345
Phone: 575-937-6670 / 258-2029

Serial #: _____

Send an ARS label

Comments:

2-8-2011 Total Calls 1923

CALLING AS RESULT OF BROADCAST

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 ~~||||~~ ||

Feedback

Safety Issue |

No Problem w/ firearm |

ARS sent | |

To PRODUCT SERVICES

S/N check | | |

700 Log Sheet - 2010 CNBC Story

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:

Saw Show. General safety questions.

700 Log Sheet – 2010 CNBC Story

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 worried after CNBC SHOW

700 Log Sheet – 2010 CNBC Story

Date: 2-8-11 CSR: Rw

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: Tim Ferguson

Address: _____

Phone: _____

Serial #: _____

Send an ARS label

Comments:

700 Log Sheet - 2010 CNBC Story

Date: 2-8-11 CSR: Con

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 DEBAL

Address: _____

Phone: 810-225-

Serial #: 7 81

Send an ARS label

Comments:

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

700 Log Sheet - 2010 CNBC Story

Date: 2-8-11 CSR: Ron

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: Robert McHadden

Address: _____

Phone: 428-353-4030

- Serial #: A673 7468 (1979)

Send an ARS label 7778008 (2007)

Comments:

06833884 (1984)
86423741 (1983)
58342107 (1985)

700 Log Sheet – 2010 CNBC Story

Date: 2-8 CSR: Anne

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: Russell Swanson

Address: 4484 Lynar Forest Dr.
GAINESVILLE VA 20155

Phone: 703-754 0142

Serial #: A6824510

Send an ARS label YES

Comments:

700 Log Sheet – 2010 CNBC Story

Date: 2/8 CSR: Anne

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

*Bolt Lock
Safety Program*

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:

