

2064992043

SCRIPT #30- "ADD ME TO MAIL LIST"- PREVIOUSLY APPROVED WITH  
ORIGINAL SITE CALL FLOWS  
APPROVED FCA 8/9/96

1. Add to mailing list

CUSTOMER SAYS:	REPRESENTATIVE SAYS:	REPRESENTATIVE ACTION:
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1. Please add me to your mailing list.

OR

Do you have a catalog for BRAND

(Brands such as Alpine or Basic do not offer catalog or current catalog not available to mail for other brands)

Are you a smoker 21 years of age or older?"

If **found** on signature database, CSR verifies name, address, city, state, and zip code info and phone number.

"

2. NO

"I'm sorry, but all of our offers are limited to smokers 21 years of age or older. Thank you for your interest"

Close call

OR

2. Yes

"May I have your date of birth please?"

"May I have your name, address, city, state and zip code please"

"May I have your telephone number with area code first, please."

2064992044

"We will be glad to add your name to our mailing list. You will then be eligible for branded promotional offers. We will send you a letter to sign that certifies in writing that you are a smoker 21 years of age or older. Please sign the letter, add your date of birth and return it to us. When we receive your properly completed letter, you will be eligible for future promotions.

(Go to closing)

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