
From: Walkup, Donna F.
To: Joyce, Traci S.; Powell, Mandy K. (Consumer Relations)
CC:
BCC:
Sent Date: 6/4/2004 10:22:11 AM
Received Date: 6/4/2004 10:22:11 AM
Subject: Eclipse website contact form{R}{R}
Attachments:

Explain to the consumer that this was a promotion on Eclipse last year. Explain that we're not offering the \$10 coupon this year. Explain to her that the info on the other website is old.

Donna Walkup
Manager Marketing Operations
R.J. Reynolds Tobacco Company
Phone (336) 741-1732
Fax (336) 741-2308

-----Original Message-----

From: Joyce, Traci S.
Sent: Friday, June 04, 2004 10:17 AM
To: Powell, Mandy K. (Consumer Relations)
Cc: Walkup, Donna F.
Subject: FW: RE: Eclipse website contact form

Here's her reply to the \$10 cpn.

-----Original Message-----

From: debrawalls2002@yahoo.com
Sent: 6/4/2004 00:18:00
To: eclipse@rjrt.com
Subject: RE: Eclipse website contact form

I searched on different websites and this is one of the sites I found. It is :
DealExpert Forum | 1-800-Freebie | \$10 Coupon "Eclipse" Cigarettes
Forums for Deals, Coupons, Freebies, Sweepstakes, and more. ... Call today for
your free \$10 coupon for Eclipse Cigarettes ! Eclipse is for smokers who have
decided not to quit, but ...

www.dealexpert.net/thread38150.html - 24k

"R. J. Reynolds Tobacco Co." <eclipse@rjrt.com> wrote:

PID: 413025658

NAME: WALLS, DEBRA

RESTRICTED: This e-mail is intended for the addressee only and should not be forwarded. The following information is being provided to you based on your e-mail to R. J. Reynolds Tobacco Company.

Hi Debra,

Thanks for your e-mail. We appreciate your interest in Eclipse.

Please reply to this e-mail providing information on where you saw a reference to a \$10 coupon.

We look forward to hearing from you.

Traci

Customer Care Team

For more information on protecting your rights as an adult smoker, visit www.mysmokersrights.com.

P.S. We want our customer service to be top-notch. We have two easy ways for you to let us know how we're doing. Please complete our quick survey by doing one of the following:

* Visit our website at <http://www.esmartsurvey.com/feedback> or

* Call us toll-free at 1-877-315-6437. If you decide to call, you must have a phone with touch-tone service, and you might want to have a pen and paper available.

Brought to you by America's favorite cigarette brands

SURGEON GENERAL'S WARNING: Smoking
By Pregnant Women May Result in Fetal
Injury, Premature Birth, and Low Birth Weight.

R. J. Reynolds Tobacco Co. respects the privacy of its customers.
We do not sell customer names, addresses or e-mail addresses to anyone.

****ORIGINAL MESSAGE: RECEIVED ON 2004-06-03**

****FROM: debrawalls2002@yahoo.com**

Name: DEBRA WALLS

PID #: 413025658

Address: PO BOX 894

City: HAZLEHURST

State: GA

Zip: 31539

Birthdate (yyyymm): 196010

Phone: 9122060948

Message:

The website promised a \$10.00 coupon, but when it told me to print it was only a \$4.00 coupon. What's going on?

CONFIDENTIALITY NOTE: This e-mail message, including any attachment(s), contains information that may be confidential, protected by the attorney-client or other legal privileges, and/or proprietary non-public information. If you are not an intended recipient of this message or an authorized assistant to an intended recipient, please notify the sender by replying to this message and then delete it from your system. Use, dissemination, distribution, or reproduction of this message and/or any of its attachments (if any) by unintended recipients is not authorized and may be unlawful.

Do you Yahoo!?

Friends. Fun. Try the all-new Yahoo! Messenger