





STAR 2000 Consumer Response System  
Philip Morris USA

Case Log  
Ricahrd C. Foss

Date: Sep 15, 1998  
Time: 10:31 am  
Page: 1 of 2

Case No: 1038728      Last Updated On: Sep 15, 1998      Status: Closed  
Created On: Sep 15, 1998      Last Updated By: BIU      Escalation: (None)  
Created By: BIU      Completed On: Sep 15, 1998      Resolution: Written Response

Item/Entered By	Description
 Initial Contact BIU Sep 15, 1998 11:31 am	Method: Mail Source: Consumer Tone: (None) Assigned To: BIU Assigned On: Sep 15, 1998  NOTE Received Parliament cigarette coupon for redemption.
 Name and Address BIU Sep 15, 1998 11:32 am	Consumer: Ricahrd C. Foss Home Address: Personal Confidential Redacted Home: Personal  Gender: Male    Do Not Contact: N    Special Handling: N  Birth Date: Personal    No Mail: N
 Issue BIU Sep 15, 1998 11:32 am	Questions/ Requests, Coupons, Requests Redemption, Requests Redemption
 Letter BIU Sep 15, 1998 11:32 am	Status: Complete  Letter Text September 15, 1998  Mr. Ricahrd C. Foss Personal Confidential Redacted  Dear Mr. Foss:  Thank you for your interest in coupons for Philip Morris cigarettes.  We are enclosing the coupon(s) that you mailed to the Coupon Redemption Center. In the future, please take all coupons to participating retailers in your area for redemption before the expiration date.  Please do not send individual coupons to the Coupon Redemption Center. The center is authorized to accept coupons from participating retail dealers only not from individual consumers.  We appreciate your interest in our coupons. We hope you will continue to enjoy Philip Morris products.  Cordially,  Basil Uzochukwu Consumer Specialist Consumer Affairs  Enclosure: Consumer Coupon  ID#: 1038728

2070251134


2070251134

STAR 2000 Consumer Response System  
Philip Morris USA

Case Log  
Ricahrd C. Foss

Date: Sep 15, 199  
Time: 10:31 am  
Page: 2 of 2

Case No: 1038728      Last Updated On: Sep 15, 1998      Status: Closed  
Created On: Sep 15, 1998      Last Updated By: BIU      Escalation: (None)  
Created By: BIU      Completed On: Sep 15, 1998      Resolution: Written Response

Item/Entered By	Description
 Enclosure	Consumer Coupon
BIU Sep 15, 1998 11:32 am	

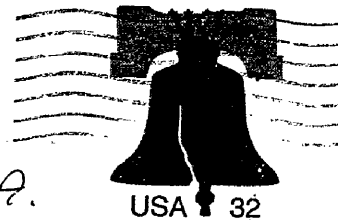
2070251135

2070251135

2070251135

*Richard C. Foss*

Personal Confidential  
Redacted



*Philip Morris U.S.A.  
CMS Dept # 28200  
1 Fawcett Drive  
Del Rio, TX 78840*

**2070251136**



**2070251136**

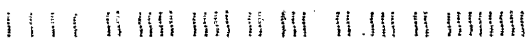
2070251136

RECEIVED

1998 SEP 11 PM 2:32

PHILIP MORRIS USA  
CONSUMER AFFAIRS

2070251137



6/21

2070251137

2070251137