

# Lorillard

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June 19, 1983

Ms. Rose Ann Cordio  
251 Daniel Street  
Fitchburg, MA 01240

Dear Ms. Cordio:

Thank you for your letter concerning Satin cigarettes. It is always a pleasure to hear from and respond to consumers such as you.

We are very sorry that the Satin lighter doesn't work properly but we are not allowed to send flammable objects through the U.S. Mail. Because we appreciate your patronage we are sending you, under separate cover, a carton of Satin Menthol 100's. In addition, we have also enclosed a Satin pouch. It's an ideal way to carry your cigarettes but can also be used for a lot of other things like jewelry and cosmetics.

We hope you accept our apology and we also hope you continue to enjoy the smooth, silky taste of new Satin cigarettes.

Sincerely,



Mary Anne Kayiatos  
Satin Brand Manager

/be  
enc.

bcc: Nick Ruffalo - Please send one carton of Satin Menthol 100's.  
Thanks.

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