

TGG: JOL: FGJ: AC: AJO: RF
XF: NONE

TO: Distribution

FROM: T. G. Grumbles

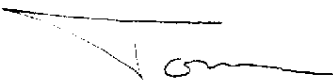
DATE: June 18, 1991

Interoffice
Communication

SUBJ: RESPONSIBLE CARE 1-800 NUMBER PHONE CALLS

VISTA

Attached is a form that you should consider using to record phone calls you receive as a result of the CMA Responsible Care® ads. You are not being asked to provide this data, but if you plan on keeping a record of calls, this is a good form to use.


T. G. Grumbles

dlj

Attachment

Distribution: PLANT MANAGERS

R. W. Seymour-Aber, L. R. Bauer-Balt, G. D. Williams-Blane, J. Pavao-Hmd, J. Friend-LCCP, J. W. Ware-LCLAB, P. Carrico-LCVCM, H. D. Garrison-Okc, P. L. Foote-Prem, V. W. Weiss-Austin

VVV 000006484



CHEMICAL MANUFACTURERS ASSOCIATION

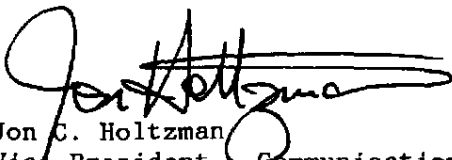
June 10, 1991

TO: Responsible Care® 800 Number Contacts
Responsible Care® Coordinators
Responsible Care® Communication and Public Relations Contacts

Inquiry Form for 800 Number Calls

The attached form is designed to help those designated as CMA Responsible Care® 800 number contacts record their company's calls. The Responsible Care® Inquiry Report is suggested as a means for companies to track the types of calls received, the nature of the calls and any actions taken by your firm.

CMA will receive monthly call reports from INFO/800 that reveal call trends and call volume. We will share this information with you in CMA News, the Responsible Care® newsletter and other publications.


Jon C. Holtzman
Vice President Communications

VVV 000006485

RESPONSIBLE CARE® INQUIRY REPORT

DATE: _____ INQUIRY HANDLED BY: _____

TIME: _____ INQUIRY HANDLED ON (Time/Day): _____

NAME OF CALLER: _____

ADDRESS (OPTIONAL): _____

TELEPHONE NUMBER: _____

TYPE OF CALL: (Direct or 800# referral) _____

NATURE OF INQUIRY: (particular code/issue, etc.)

CALL REFERRED TO: (IF APPLICABLE)

ACTION TAKEN BY COMPANY:

OTHER SUGGESTED MATERIALS TO HELP COMPANY CONTACT RESPOND:

PLEASE RETURN TO: (NAME OF 800# CONTACT)

VVV 000006486