

Received: from e3000b.state.ms.us
by governor.state.ms.us; Fri, 16 Nov 2001 10:19:34 -0600
Received: from mx1.its.state.ms.us (mx1.its.state.ms.us [192.42.4.253])
by e3000b.state.ms.us (8.10.0/8.10.0) with SMTP id fAGGHai21112
for <governor@governor.state.ms.us>; Fri, 16 Nov 2001 10:17:37 -0600 (CST)
Received: from mta01.usi.net (csuaim02.usi.net [209.62.128.68])
by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id fAGGFfe006035
for <governor@governor.state.ms.us>; Fri, 16 Nov 2001 10:15:41 -0600 (CST)
Received: from msubwt01 ([209.62.154.84]) by mta01.usi.net with ESMTP
id <20011116161117.UVCU21717.mta01@msubwt01>
for <governor@governor.state.ms.us>;
Fri, 16 Nov 2001 08:11:17 -0800

Message-ID: <21699423.1005927442920.JavaMail.root@msubwt01>

From: "Tawnya D. Smith" <ashjensyd@aol.com>
To: Ronnie Musgrove <governor@governor.state.ms.us>
Subject: Tawnya D. Smith Wanted You To Know About This!
Mime-Version: 1.0
Content-Type: text/plain; charset=iso-8859-1
Content-Transfer-Encoding: 7bit
Date: Fri, 16 Nov 2001 08:11:17 -0800

You're receiving a copy of this letter written via PlanetFeedback.com because Tawnya D. Smith considers you someone who should be aware of this experience with Conagra Grocery Products Co.

Please handle this letter the same as you would handle any other type of constituent feedback.

To learn more about our services, visit our home page at <http://www.planetfeedback.com>, the leading online consumer feedback Web site.

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November 16, 2001

TO:
Bruce Rohde, CEO
Conagra Grocery Products Co
1645 West Valencia Drive
Fullerton, CA 92833-3860

FROM:
Tawnya D. Smith
65 Nelson Road
Vicksburg, MS 39183
(601) 631-0009
ashjensyd@aol.com

RE: PLANETFEEDBACK REFERENCE NUMBER 1131486

Dear Mr. Rohde,

I hope you can help me. I have a complaint that I'd like resolved. The specific product I am writing about is Swiss Miss Cocoa Mix.

Here are the details: the Swiss Miss Cocoa Mix I bought had a package that had been torn & then TAPED!! It really concerned me especially since my two very young kids drank some from another package. There could've been something in it & my kids could've gotten real sick. No excuse for something like this to happen. I bought it at the Wal Mart store in Vicksburg, MS

Right now, I'm fairly surprised by this. I've always been somewhat satisfied with you in the past.

Here's what I'd like you to do: I don't know what you can do to fix this, but I don't appreciate spending my money on products that could have harmful things in them.

I probably won't do business with you again. And, there's little chance I'll recommend you to my family and friends.

I hope you care enough about your customers to address this problem. I look forward to hearing from you soon.

Sincerely,
ashjensyd@aol.com

CC:
Ronnie Musgrove

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PlanetFeedback.com helps consumers focus and direct their feedback to companies. It keeps people and organizations who are interested in consumer issues informed of the public's experiences and opinions. Involving people and organizations like you helps consumers become even more influential.

Perhaps you can help this constituent directly. Perhaps it's simply helpful for you to know the kinds of feedback your constituents are giving and the companies they are writing to.