Tab 17

Customer # 219

Cytodyne Complaint w/ RFA-1

CUSTOMER SERVICE INFORMATION

PROSOURCE [ ] CYTODYNE [X] DATE: 6/15/02

SALESMAN: J. INVOICE#:

NAME: [redacted] CUSTOMER#:

ADDRESS: ZIP:

PHONE #: [redacted]

TYPE OF ORDER: PHONE [ ] MAIL [ ] FAX [ ] INTERNET [ ] Store ?

PROBLEM: Heart attack. Dr. "claims" from our product. Started using product in/on 12/26. Alleged heart attack on 1/28th. He consumed a cup or two of coffee w/ product daily. "Moderate alcohol" consumption - 1 or 2 glasses of wine a day.

ACTION THAT NEEDS TO BE TAKEN OR THAT HAS BEEN TAKEN:

He claims he filed this with FDA. Claimed (did not mention) no current legal action? But not sure if he will. Also claims he had a physical before using product.

CHECK ONE AND EXPLAIN IF IT WAS OR IS A SHIPPING PROBLEM...

CALL TAG [ ] TRACER/ URGENT TRACE [ ]

DRIVER FOLLOW UP [ ] CLAIM [ ] CLAIM/REF#:

COMMENTS: He claims he still suffers from heart arythmea (sp) Has had two "cardio-versions" (sp)

You may want to call.

6-18 Called for follow-up. Did not really want to talk - Told him to call Colker + gave #. Told to call me w/ any further questions.

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