

**From:** Atterbury, Linette  
**Sent:** Tuesday, September 30, 2014 8:04 AM  
**To:**  
**Cc:**  
**Subject:** Today's news - Talking points and Q&A  
**Importance:** High

All:

Attached are the guidelines for speaking with customers about today's news.  
If you have any questions please contact [Martha Cass](#) in PR/Comms.

Thank you,  
Linette

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