

NEWS PACKAGE SAMSUNG GALAXY NOTE 7 RECALL	MC330 WITH MARK POEPEL
<p>[ANCHOR ON-CAM] JOE SCHMO RR: 14.5</p> <p>[TAKE PKG]</p> <p>[NATS UP FULL FOR 1.5 SECONDS]</p> <p>CU- Hand scrolling through home screen on Samsung phone</p> <p>MS- Customers walking into local Verizon store</p> <p>[SOT] Jamal Berry Verizon Chesterfield Store Manager TC: 0:24-0:31</p> <p>MS- Interior of Verizon store</p> <p>CU- Samsung logo on the back of a phone</p> <p>MS- Side by side of exterior shots of local T-Mobile and AT&amp;T stores.</p> <p>[SOT] Jenna Davison Samsung Customer TC: 0:50-0:58</p> <p>CU- Interior of local dealer, customers walking around and talking with employees.</p>	<p>{ANCHOR INTRO} SAMSUNG CUSTOMERS IN THE ST. LOUIS AREA ARE ELIGIBLE FOR REFUNDS AFTER THE GALAXY NOTE 7 HAS BEEN CATCHING FIRE.</p> <p>{TAKE PKG}</p> <p>{NATS UP FULL – TEXT MESSAGE ALERT SOUND 1.5 SECONDS}</p> <p>THE SAMSUNG GALAXY NOTE 7 STOPPED PRODUCTION ON TUESDAY AFTER NUMEROUS PHONES CAUGHT FIRE. THERE WERE AN ESTIMATED 5,000 PHONES SOLD IN THE ST. LOUIS AREA, AROUND 250 CUSTOMERS HAVE REPORTED INCIDENTS TO SAMSUNG. LOCAL VERIZON STORES ARE OFFERING AN INCENTIVE TO GALAXY NOTE 7 OWNERS.</p> <p>{SOT: Jamal Berry} “We are offering extra incentives we don’t have to keep our customers with us. We want them to feel safe and be safe.”</p> <p>THIS OFFER INCLUDES 400 DOLLARS TOWARD A NEW PHONE WITH EXCHANGE OF THE GALAXY NOTE 7. AS WELL AS THE INCENTIVE FROM THE LOCAL DEALER, SAMSUNG IS OFFERING AN EXTRA 200 DOLLARS IF THE CUSTOMER CHOOSES A SAMSUNG PHONE. ALONG WITH ST. LOUIS VERIZON STORES, T-MOBILE AND AT&amp;T ARE ALSO OFFERING DEALS TO MATCH VERIZON’S INCENTIVES.</p> <p>{SOT: Jenna Davison} “My phone never had any problems so I don’t know why I’m supposed to return it. Either way I’m out a hundred bucks even with the money from the store and the company.”</p> <p>THROUGH ALL OF THE LOCAL DEALERS, IF</p>

<p>[SOT]  Jamal Berry  Verizon Chesterfield Store Manager  TC: 1:00-1:07</p> <p>LS- Exterior of post office</p> <p>CU- Packaging of a Samsung phone</p> <p>LS- St. Louis arch</p> <p>[ANCHOR TAG]  JOE SCHMO  RR: 14.5</p>	<p>CUSTOMERS DO EXCHANGE, THEY MUST SIGN A TWO-YEAR CONTRACT.</p> <p>{SOT: Jamal Berry}  “I never thought it would get this bad, this is the biggest recall I’ve seen and I’ve been doing this for a very long time.”</p> <p>ONCE CUSTOMERS SIGN THEIR TWO-YEAR CONTRACT AND RETURN THEIR PHONE, THEY ARE PROVIDED WITH A FIREPROOF BAG TO SEND THEIR DEVICE BACK TO SAMSUNG.</p> <p>THIS EXCHANGE IS OFFERED THROUGH NOVEMBER 12.</p> <p>IN ST. LOUIS, I’M SUSY CREAMCHEESE, STL NEWS.</p> <p>{ANCHOR TAG}  LET’S HOPE THE NEXT SAMSUNG RELEASE WILL BE SAFER FOR THE CUSTOMERS, THANKS FOR TUNING IN, HAVE A GREAT NIGHT.</p>
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