

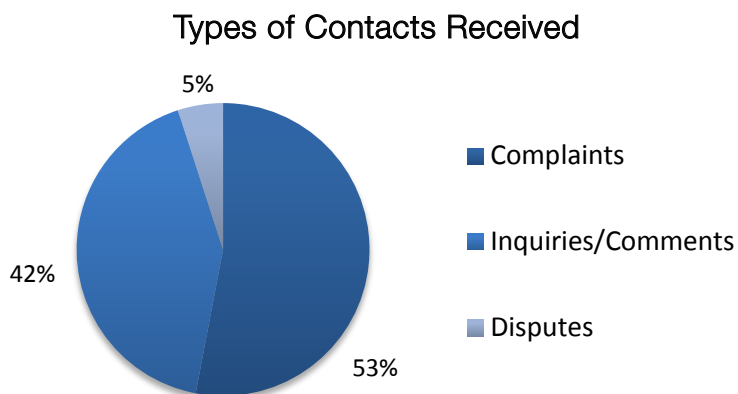
Ombudsman's 2012 Annual Report

Les Weinstein was appointed as the first CTP Ombudsman in 2010 and continues to serve in that capacity. He is responsible for responding to a range of contacts, including complaints from various stakeholders and the public, and facilitates the resolution of disputes between CTP and the industry it regulates. While providing this service, he maintains his impartiality and neutrality. This Annual Report summarizes the complaints, disputes, and inquiries/comments the Ombudsman has received: the number of contacts, their source, subject matter, and status during 2012.

A complaint might be an expression of dissatisfaction with a CTP policy or action. It might be a trade complaint about a tobacco company or retailer, or a consumer complaint about a product or type of product. A dispute may involve a disagreement with, a challenge to, or an appeal of a CTP decision or action. An inquiry or a comment may be about an issue that does not rise to the level of a complaint or a dispute.

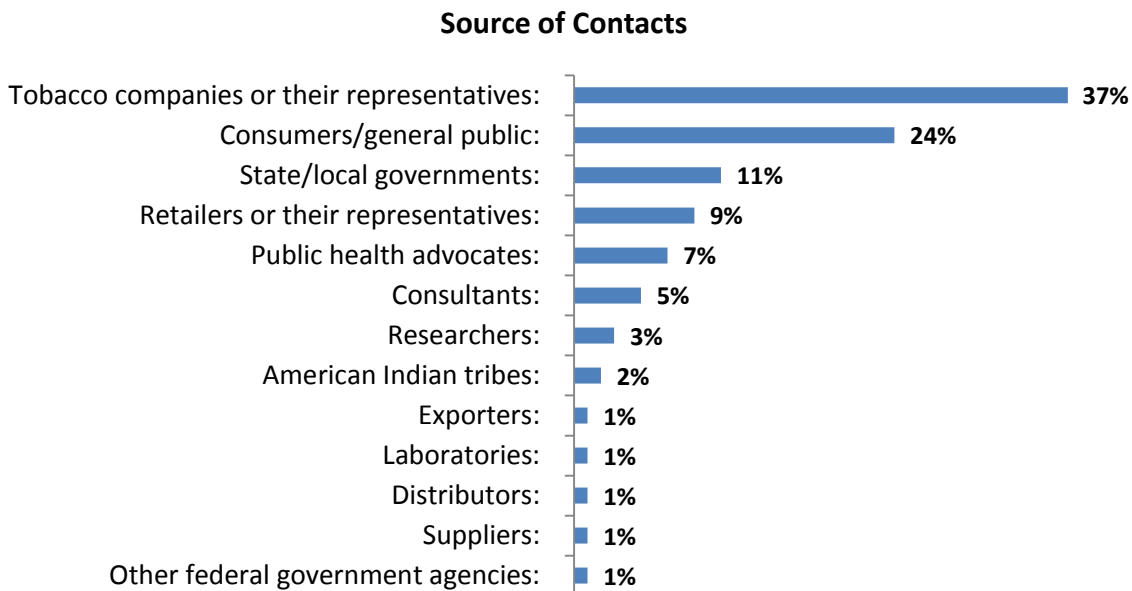
A. Total Number of Contacts Received: 109

(In 2011, there were 235.)



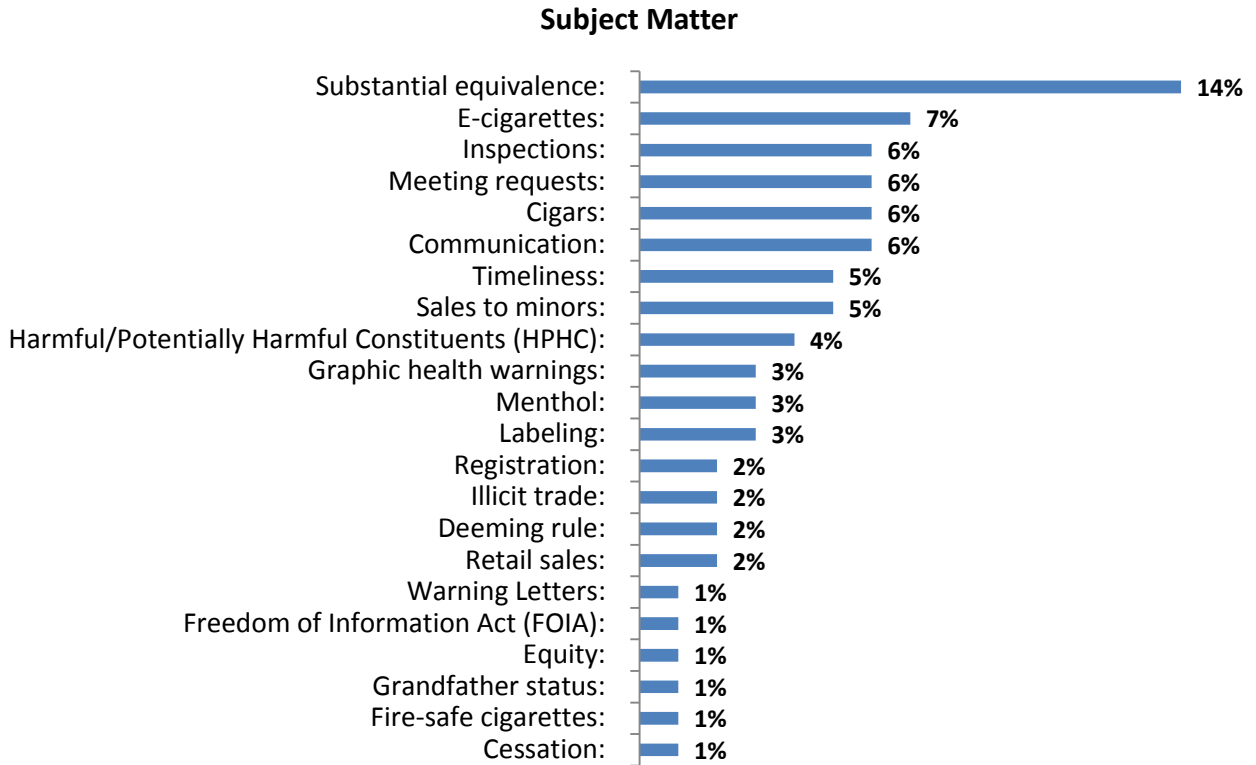
B. Source of Contacts:

(Total is more than 100% because of rounding.)



C. Subject Matter of Complaints, Disputes, and Inquiries/Comments:

(Subjects with less than 1% of the total are not listed.)



D. Year-End Status of Complaints, Disputes, and Inquiries:

Closed: 94%

(Complaint addressed, dispute resolved, inquiry responded to, referred outside CTP, withdrawn, or had no follow-up by the initiator. Includes those carried over from 2011 and closed in 2012.)

Pending: 6%

