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May 19, 2006

Pfizer, Inc.  
235 East 42nd Street  
New York, NY 10017  
ATTN: Anusol Hemorrhoid Cream

Dear Pfizer:

First, please tell me how to pronounce your company name. I have a condition that prevents me from using the telephone very much. I get extremely nervous whenever I am unable to pronounce words correctly, so unless it is really easy to read and say, I don't talk much. I can write things without any problem -- even if I don't know how to spell them, but don't ever ask me to say a word that I cannot pronounce! I get very sweaty and lightheaded in those situations, and I often chew on the insides of my cheeks to the point of creating open sores on the inside of my mouth. I use a lot of Anbesol cream to treat my mouth canker sores. That keeps my mouth pretty numbed up most of the time, which doesn't improve my pronunciation ability much. So I need to know, is the "P" in Pfizer pronounced or silent and is it a long or short /i/ sound? If you let me know, the next time I have a consumer question, I may actually call your toll free number.

Now on to my real problem. Like I said, I get a lot of canker sores in my mouth, so I go through quite a bit of Anbesol to try to keep things from hurting. Lately I have also developed a pretty irritating case of hemorrhoids. I picked up a tube of your product Anusol to treat that problem. (Is that pronounced: A-nes-ol, or an-YOO-sol?)

Yesterday evening my hemorrhoids flared up something fierce, so I applied a generous amount of Anusol around and into my anus to try to relieve that burning, itchy, painful condition. I used every last bit left in the tube. It wasn't until a little bit later that I realized I had mixed up my supplies of Anusol and Anbesol. Now my entire derry aire is numb and I am unable to hold my bowel movements because I cannot even feel that they are in need of releasing.

This has caused a major embarrassment to me and has left an awful mess on more than one occasion. Because I am not able to feel the need to go or hold the trap door shut, I am spending hours at a time sitting on the toilet, just to avoid crapping in my pants.

I know that I should have paid closer attention myself to the products before using them, but why would you name your hemorrhoid care product, Anusol, so close in sound and pronunciation to the oral sore care product, Anbesol? Especially when the two items have such

different uses.

I hope that my condition will have cleared up once this letter gets to you, but on the chance that it has not, do you have any suggestions of treating my numbed bottom? Maybe I should check with the makers of Anbesol as well.

I have been unable to call my doctor for fear of saying something wrong. What is worse is that I used up all of my Anbesol (thinking it was Anusol) so now I have nothing to treat the painful sores in my mouth. But I cannot risk a trip to the pharmacy at the moment to buy some more because I am afraid I will mess my pants while waiting in line. If only I had some adult diapers that I could wear. I can't even call in a request for Anbesol or adult diapers because the pain in my mouth is almost unbearable and I won't be able to speak clearly. It is just a vicious cycle.

The last thing I want to have happen now is for me to mistake my Anusol for Anbesol and squirt hemorrhoid cream into my mouth.

I am not sure what, if anything, you can do for me at the moment. But would you consider changing the name of your product from Anusol to Butt Paste or something that sounds nothing like Anbesol so that some other poor fool doesn't find himself in the same predicament as me?

Sincerely,

A handwritten signature in black ink that reads "Rusty Lucas". The signature is written in a cursive, slightly slanted style.

Rusty Lucas

p.s. Could you please send me a free Pfizer baseball cap for my trouble? I think I have suffered enough at your hands and deserve something out of this ordeal. A free baseball cap is not much at all to ask for.