

May 30, 2002

Mr. Akbar Khan
PSC Condominium
Bldg.1, 17th floor, Room 1717
Yannawa District, Bangkok

Without prejudice

Dear Mr. Khan,

Thank you for taking your time to contact Tesco Lotus about the Twix chocolate bar purchased from our Rama III store on May 10th, 2002. I would like to apologize to you for the delay in responding to the complaint and reassure you that we have reviewed our systems and procedures to ensure that this can not recur. As you are aware, our own Tesco Lotus Technical department has been investigating this matter along with our supplier Effem Foods. Both Effem and we have checked existing stocks of this product and have found them to be perfect quality. As we have not received other similar complaints. This would appear to be an isolated occurrence. Effem has sent a sample of the product for analysis. As the time of writing, the result is not received however you can be reassured that should it identify any contaminating the product we will follow this up.

The earlier letter, which you received from Effem Foods, referenced to our in store cleaning procedures. I can confirm that our Tesco Lotus Technical department has completed their review of our practices and are fully satisfied that they are suitable for use in a food store. Nevertheless, we have reminded all of our store managers that great care should be exercised when using cleaning chemical products to avoid the risk of product contamination.

I realize that you have suffered considerable inconvenience in dealing with this complaint. We are very grateful to you for bringing this to our attention as we regard the safety of the food we sell as the highest priority. In the circumstances, we have decided to make a payment to you for the time and trouble you have been through, as agree to Mr. Steve Purser. I enclose a cheque in the sum of 10,000 baht in full and final settlement.

We are respecting you as one of our valuable customer and hope that we can regain your trust to Tesco Lotus.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read "Maliwan Dejaritt".

Maliwan Dejaritt
Vice President of Marketing