

Shell U.K. Limited



Shell-Mex House
Strand
London WC2R 0DX

Mr J Donovan
Managing Director
Don Marketing UK Limited
St Andrews Castle
33 St Andrews Street South
Bury St Edmunds
Suffolk
IP33 3PH

Telephone 0171 257 3161
Facsimile 0171 257 3939
Switchboard 0171 257 3000

our ref UK
your ref BD/JAD/M69
21 October 1996

Dear Mr Donovan

I am pleased that our long running dispute has been satisfactorily resolved. It is unfortunate that some of our dealings with you appear not to have met the high standards we set ourselves and which our long relationship had led you to expect of us.

On reflection it seems that, had this aspect been more focused on than the strict legal issues, we might have been able to resolve our differences more quickly.

May I wish you and your business every success for the future.

Yours sincerely

A handwritten signature in black ink, appearing to read 'C E Fay', is written over a horizontal line.

C E Fay
Chairman and Chief Executive