



22 October 2007

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Dear Mr Shullot

Thank you for the letter you sent through to Richard Bowker. I am delighted that you have such a positive view of our service.

National Express does recognise that climate change is a serious challenge and we are committed to playing our role in reducing this. Fortunately coaches are actually the most efficient form of transport in terms of emissions of greenhouse gases per passenger kilometre.

National Express is committed to providing a quality service to all our customers. The National Express coach fleet recently received an investment of £14m in new vehicles on our network. Our latest coach fleet now has on board improvements for customers such as wheelchair access, improved toilet design, leather seating and new child safety improvements.

We have also made it even easier for customers to access our coach services by providing new innovative ways of buying and printing tickets. Customers are increasingly buying 24hrs a day from anywhere in the world direct from our award winning website. We have led the way in introducing travel tickets that can be sent and used via mobile phones, and also increasing the availability of our new ticket machines at busy locations such as Heathrow, Gatwick, Manchester and Birmingham.

National Express is improving customer facilities at the sites which are operated by our own staff. During 2007 we have already offered extensive refurbishment to our offices at Leicester, Luton Airport and Golders Green and have planned improvements during 2008 to open exciting new facilities at Brighton, Milton Keynes and at Heathrow's new Terminal 5. During 2008 we will also be starting work on the development of new £10m coach station in the heart of Birmingham – one of our busiest customer areas.

Combined with our great value tickets we believe that travel doesn't have to cost the earth!

Yours sincerely

Paul Bunting
Chief Executive
National Express Coach Division

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