



TOTAL

TOTAL UK

15 August 2007

Mr Peter Shullot
483 Green Lanes
LONDON N13 4BS

Dear Mr Shullot

Thank you for your recent letters to Malcolm Jones, Managing Director of Total UK, and please accept my apologies for not having acknowledged your first letter.

Malcolm Jones thanks you for taking the time to write to him and your loyal support for Total UK and hopes you will continue to be a valued customer.

Yours sincerely

Liz Kershaw
PA to Malcolm Jones
Managing Director



INVESTOR IN PEOPLE



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