

The "Shell" Transport and Trading Company, p.l.c.



9 April 1998

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

Direct lines:

Tel: 0171 934 5612

Fax: 0171 934 7987

Our ref: MGDMS

Dear Mr Donovan

Thank you for your letter of the 6th April which seems to have crossed with that of Miss Munsiff's of the same date.

I really do believe we have reached the stage where continued correspondence in this fashion is not constructive. You are aware of the circumstances in which Shell UK Ltd settled your last dispute. It is not appropriate that those circumstances should be repeated.

Mr Wiseman has kept Mr Herkströter informed who, as you are aware, is a Director of Shell UK Ltd. If you still feel the need to do so you may, as Miss Munsiff said in her letter of the 6th April, bring your current dispute to the attention of my fellow directors of Shell Transport.

While you portray your dispute as one of "David and Goliath" may I assure you that Shell Companies only engage in litigation under circumstances where they believe there is a legitimate merit in their case or other reasonable solutions are unavailable. It is not our policy to evaluate disputes or our response to them by taking advantage of the status, financial or otherwise, of the party making the claim.

If you feel you have a legitimate legal case against Shell UK Ltd my suggestion is that you should pursue it through the appropriate legal channels. How you conduct your campaign is naturally your prerogative, however I am sure you appreciate that Shell UK Ltd, like any other company, will be obliged to respond appropriately in the light of your actions.

Meanwhile, please may I suggest that all further correspondence should be addressed to Shell UK Ltd's lawyers, D.J. Freeman as I am not in a position to add further to this debate.

Yours sincerely

The "Shell" Transport and Trading Company, p.l.c.

Mark Moody-Stuart
 Chairman and Managing Director

Shell Centre
 London SE1 7NA

Registered in England: No. 54485
 Registered office: Shell Centre, London SE1 7NA

Tel: (0171) 934 1234
 Telex: 919651 SHELL A G
 JEM006