

May 22nd, 2002

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

Ref: Suspected chemical contaminated product

Dear Mr. Khan,

We are sincerely apologizing for this incident that should not have happened. We are urgently inspecting every aspect to prove its cause. We are eagerly coordinating with involved parties to find what cause the contamination in product and how it did. Effem Thailand has sent a sample to its laboratory for analysis. This process would be time consuming.

We are extremely regretful knowing about your incident at the improper time. We would like you, our valuable customer, to know that we are seriously taken your complaint. You will be contacted as soon as our finding is released.

We would like to thank you for your patience as we continue this inspection. If you wish to discuss the matter further, please feel free to contact me at 02-722-9640 ext.678

Best Regards,



Maliwan Dejaritt
Vice President of Marketing