

Mr.Akbar Khan

PSC Condominium Building 1
17th floor, room 1717
Yannawa, Bangkok, 10120

9 July 2002

Dear Mr.Khan

Without prejudice

Tesco Lotus Rama III 'Twix' Chocolate Bar Complaint

I refer to your recent e-mail correspondence to our Chief Executive Officer, Mr.Michael Raycraft about the "Twix" chocolate bar which you purchased from our store at Rama III Road. Mike asked me to respond personally to your message. I apologise for the delay, however I have been out of the country.

As you will be aware the Thai Food and Drug Administration is now investigating this case. We are, of course co-operating in every way we can with them and should they have any recommendation for us, we will implement it.

At the time of your complaint, the product sample was analysed by The Mars Company in Australia. Mars advised us that the result of the analysis was that there was no evidence of any chemical contamination on the product. Although a trace of a 'solvent like' substance was discovered on the outer chocolate wrapper, unfortunately Mars was unable to identify the substance because it was present in such small quantity. Our in-store cleaning chemicals are intended for use in food premises and do not contain any solvent and Food storage and Merchandising at our stores is arranged to avoid any risk of product taint or contamination. Neither Mars, nor ourselves have received any similar product complaints and so I am afraid that we have been unable to explain the actual cause.