



Arval Customer Satisfaction Survey 2009

Dear Sir/Madam,

It is our continuing objective at Arval to provide the highest possible standard of service and to this end we will soon be undertaking a **Customer Satisfaction survey, to provide an independent assessment of our performance**. We have spent some time reviewing the factors that our customers find most important, and we would now like to assess how you believe we are performing against these key factors.

In order to assess our performance we plan to conduct an **interview which should take around 20 minutes of your time**.

I believe that this process needs to be carried out in an impartial manner and Arval has therefore appointed **TNS Global**, an agency which specialises in this work, to carry out the exercise on our behalf. We have provided TNS Global with a full listing of all of our customers from which TNS will randomly select the companies that they will invite to complete the survey.

I sincerely hope you will be able to participate if asked, as your valuable input will help us to ensure that we are able to improve our performance.

Your responses will be treated as confidential by TNS Global and we will receive only an overall summary of the results of the interviews. Of course, if there are any particular points that you would like to draw to our attention you can ask for them to be recorded and your name associated with them if you wish.

I would like to thank you in advance for helping us with this vital exercise. I regard this as a very important step in our aim of continually improving the level of service we provide to you.

Yours sincerely

A handwritten signature in black ink, appearing to read "Mike Waters". The signature is fluid and cursive, with a large initial "M" and "W".

Mike Waters
Director - Market Insight