

Arval Centre
Windmill Hill Business Park
Swindon
SN5 6PE

September 2009

Dear Customer,

The experteye landmark customer satisfaction survey has been used by the leasing industry since 1998. Its results are keenly followed by Arval and it is key part of a number of measures helping us to focus on areas for improvement.

Arval together with experteye recently undertook a review of the landmark survey and as part of this process, consulted with fleet operators to gain feedback and suggestions for improvement. As a result fleeteye has been developed to provide a free online forum for fleet operators. For more information please visit www.fleeteye.net.

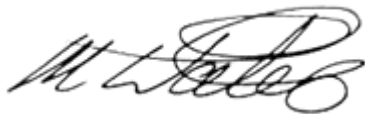
The concept of fleeteye is that it gives fleet operators a quick and easy way to provide feedback on the products and services you use to run your fleet. An important part of fleeteye is that anyone taking part in the studies will receive feedback on all the suppliers they use and be able to see how they perform against the marketplace as a whole.

From 1st September, landmark forms part of fleeteye and will be known as the fleeteye CSi survey. Whilst the purpose of the survey will remain the same, we believe the new survey will offer both real improvements and additional incentives for those taking part.

During September you may receive an invitation from experteye to become a fleeteye member. You will then be able to register your preferences in terms of how often you would like to take part in future studies, whenever best suits your timetable. The fleeteye CSi survey only takes around 5 minutes to complete and we would very much appreciate your participation.

If you have any questions regarding the survey, please do not hesitate to contact your account manager.

Kind regards



Mike Waters - Director Market Insight