



FACSIMILE MESSAGE
CIRCULAR

TO : All Jafza Companies
ATTN : General Manager
DATE : Sunday, October 16th, 2011
FROM : Fatma Salem, EVP & Commercial Director,
Operations Department - UAE
SUBJECT : Customer Survey
REFERENCE : OPT/Survey/October 2011

Dear Valued Customer,

Jafza values your opinion regarding the services it provides to your organization. In this regard, **Jafza** has commissioned **Dun & Bradstreet (D&B)** to carry out research to understand your needs about the services provided by **Jafza**. We request your kind cooperation.

The findings will be used to improve on our services. Your confidentiality will be assured.

Please note that **D&B** is the world's largest business information/intelligence services company and will be operating as per the strictest guidelines for conduct of Market Research. **D&B** will only report the findings at an accumulated level and will not be sharing any opinion that you express, at an individual level with **Jafza**.

For any further details, please do not hesitate to contact:

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Jafza
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* This is a computer generated document hence bears no signature