



Dear xpress lube® owner, manager, team member:

Chevron Products Company contracted with Ipsos, a global research agency, to conduct customer satisfaction mystery shop surveys and image audit surveys exclusively at Havoline xpress lube® and Chevron xpress lube® locations in the United States, as part of Chevron's new **xpress lube® shopper program™**.

Mystery shops and image audits are designed to evaluate customer satisfaction and tangible site image attributes that are most important to customers and to Chevron. Insights from survey results are intended to identify strengths and areas of opportunity to help business owners recognize things that are going well with employees and take corrective actions to improve overall performance and image. Everything that happens at a site is a reflection on the ownership and the brand.

The person presenting this letter is an authorized evaluator from Ipsos, contracted by Chevron. Your cooperation in allowing them to complete the image audit of your site is appreciated. Image audits are expected to take approximately 30-40 minutes to complete. The results are captured and shared with the business owner in an online reporting platform.

If you have questions, please contact your Chevron Business Consultant.

Sincerely

Barbara Nelson
Automotive Installed Marketing Manager
Chevron Lubricants

cc: Ipsos