

February 12, 2012

To The Owner/Manager of the Nyack Shell Station:

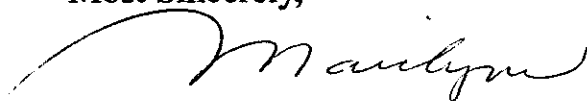
On February 10, Friday night, I had an extremely stressful situation. Coming down from the Summit, a great white owl flew into the front of my car. And, because I was traveling at about 65 miles an hour, it became embedded in the grill of my car.

I was quite close to Nyack so I carefully drove into the gas station. That is when I met Chris. I walked into the store and he immediately noticed me and asked if I was all right. I was crying and tried to tell him what happened. Right away he told me not to worry that he could help me and would get the bird off of the grill of my car. He went outside to take care of the matter.

He came back in the store to assure me that the owl hadn't suffered - that it had been killed immediately and did not know what even hit him. Being the animal lover that I am, that was very comforting news. I thanked him profusely however, he said it was just his job to take care of the customers. I doubt very much that anyone else would have been so kind and comforting and willing to remove the remains of an animal stuck on a car.

Chris is an OUTSTANDING employee and a great asset to the Shell Company.

Most Sincerely,

A handwritten signature in cursive script, appearing to read 'Marilynne', written in black ink.

Marilynne

A Shell advocate forever!