



Specialty Fluids 14 December 2006

Our Ref: car/024/06

Peter Swead
Paramarq Ltd
18B Charles Street
Mayfair
London
W1J 5DU

Dear Sir

TO WHOM IT MAY CONCERN

Paramarq undertook a customer survey on behalf of Cabot Specialty Fluids Ltd between July and November 2006 for our customers in the UK and Norway.

The survey report is very interesting, even if one or two of the respondents have behaved fairly predicatably. Nonetheless it is very valuable and contains lots of pointers for thought and action.

Paramarq were professional in their approach and reporting. I would recommend their services.

Yours Faithfully
for Cabot Specialty Fluids

A handwritten signature in black ink, appearing to read "J. Turner", written over a horizontal line.

James Turner
General Manager/President

