

EXXON COMPANY, U.S.A.

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Community Leader Forum
November 28, 1984
Corpus Christi, Texas

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EXXON COMPANY, U.S.A

STATEMENT OF POLICY REGARDING CUSTOMER RELATIONS

The Company recognizes that customer satisfaction is of primary importance to its success. Mindful of its responsibility to the consumers it serves directly and the customers who resell its products, the Company strives to understand their requirements and concerns to merit their business by responding energetically and effectively. Specifically, it is the Company's policy to:

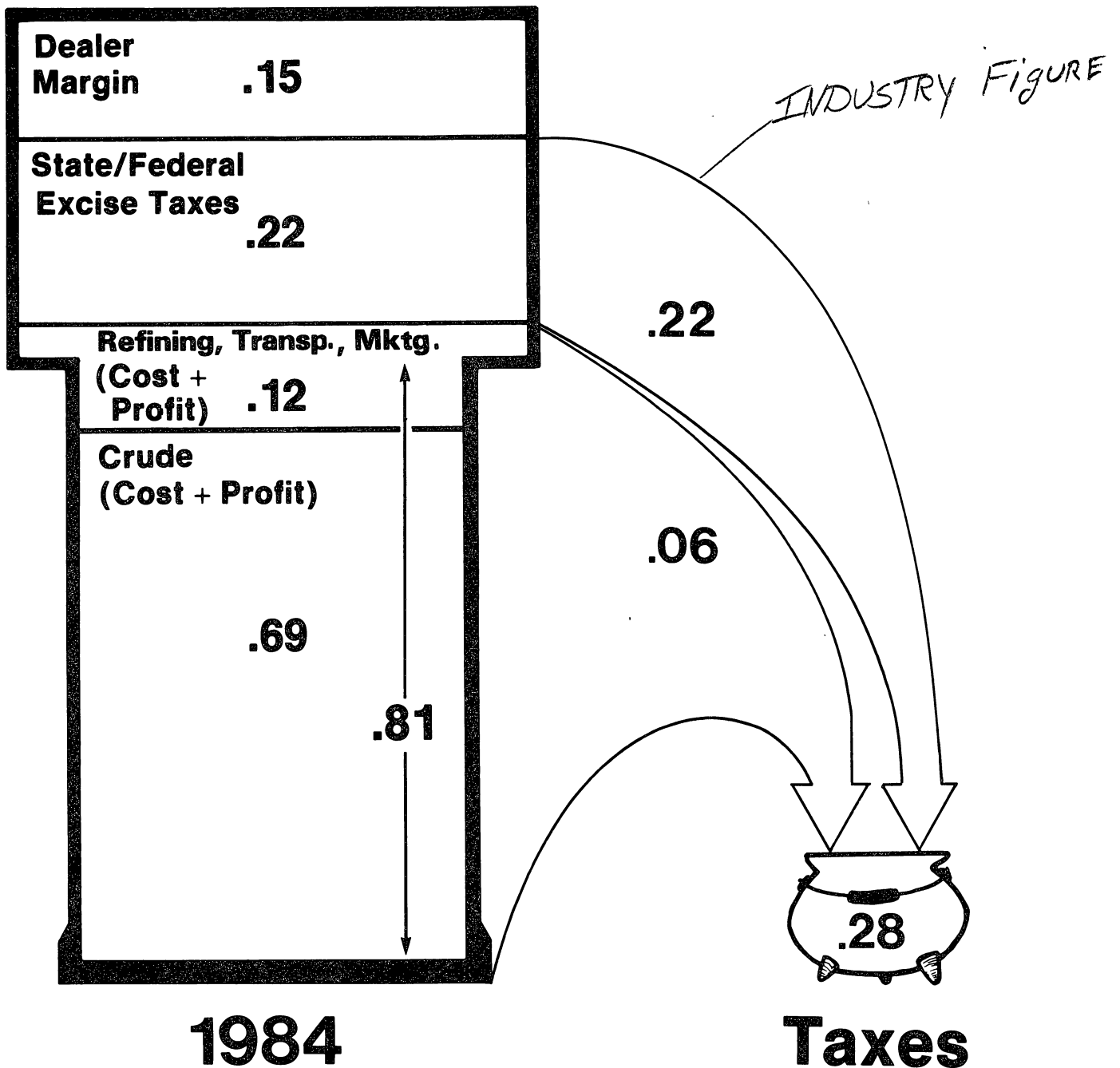
- provide high quality products that meet or exceed equipment specifications and consumer needs under all reasonable circumstances;
- furnish services which reliably meet responsible standards of performance, efficiency and courtesy;
- price products and services competitively; explain terms of sale and send accurate understandable bills promptly;
- assure that products and services are compatible with the safety, health and environmental standards of the community, and beyond that, continuously evaluate safety and health aspects and give appropriate warning of known potential hazards;
- furnish accurate and sufficient information about its products and services, including details of guarantees and warranties, so that a customer can make an informed purchasing decision; be scrupulously truthful in advertising and all other communications;
- respond promptly and constructively to suggestions, requests for information and complaints;
- recognize the importance of meeting community standards of appearance in designing and maintaining company facilities;
- foster conservation of energy by encouraging the efficient, non-wasteful utilization of its products;
- participate constructively in discussion of public issues affecting customers and consumers; encourage governmental policies conducive to adequate supplies;
- comply rigorously with applicable laws and regulations.

In addition, where the Company's products reach the ultimate consumer through independent parties, such as service station dealers and distributors, it is the Company's policy actively to encourage such parties to achieve standards comparable to those which have been established for the Company's own performance.

The Price Of Gasoline

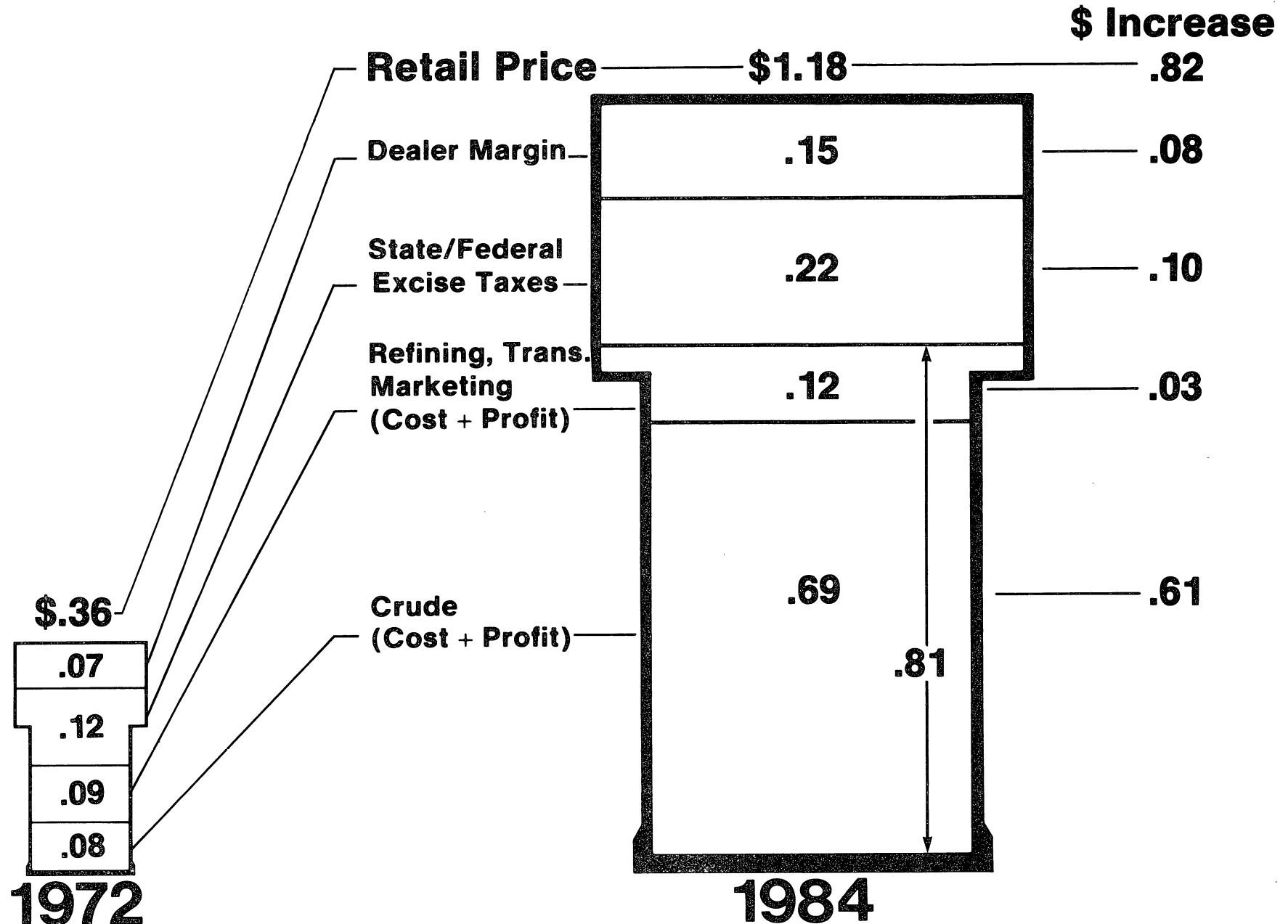
U.S. Average Industry
\$ Per Gallon

\$1.18
Retail Price



The Price Of Gasoline

U.S. Average Industry - \$ Per Gallon



Source: American Petroleum Institute/Platt's/Lundberg