

Shell Canada Limited Fuel System Problems
Class Proceeding Settlement

Expenses Claim Form
for Residents of Quebec

Please complete the designated sections below and return this form to be delivered or postmarked no later than <●90 days after 2nd publication>, to:

Shell Canada Limited
P.O. Box 40, Stn. Anjou
Montréal, Québec H1K 4G5
Attention: Claims Adjudication Department

Customers of Shell may be entitled to for compensation for all or some of their expenses relating to specified fuel system problems in the specified period after March 1, 2001. Please read this Expenses Claim Form carefully to determine whether or not you are entitled to compensation and, if so, in what amount.

If you are claiming Expenses, you must fill out all applicable parts of the Expenses Claim Form and send it and other documents specified in the Expenses Claim Form to Shell. If you do not follow the instructions or do not complete the Expenses Claim Form, your claim may be delayed or denied.

Please type or print clearly.

Section I – Claimant Information

Name: _____

Address: _____ Prov.: _____

Daytime Phone Number (____) _____ Alternate Phone Number (____) _____

Email Address (optional): _____

Section II – Fuel System Problems

To be eligible for compensation for expenses under this section of the settlement, your vehicle must, during the period described, have had one or both of the two fuel system problems listed below.

➤ If you can certify that, during the period described, your vehicle had one or both of the fuel system problems listed below, please check the box(es) that apply to you, and sign in the space(s) indicated.

My vehicle had fuel sensor problems, which began between March 1, 2001, and October 31, 2002, and continued until the fuel sensor was repaired, causing a wavering or stuck fuel gauge, or a fuel warning light blinking empty when the tank was substantially full.

(signature of claimant)

My vehicle had fuel pump problems between March 1, 2001, and October 31, 2002, causing a failure to start following a period of inactivity.

(signature of claimant)

Section III – Prior Compensation by Shell

Shell has already compensated many customers relating to the fuel used during the period described. If you have received any compensation from Shell, you must declare it here. This includes gift certificates received as a goodwill payment or for inconvenience. Any compensation previously received from Shell addressing the same head of compensation as provided by the settlement will be deducted from the amount to which you may otherwise be entitled under this settlement.

➤ Please check the box that applies to you, and sign in the space indicated.

I have not received any compensation from Shell (including via Crawford) relating to the use of Shell fuel in my vehicle between March 1, 2001, and October 31, 2002.

(signature of claimant)

I have received compensation from Shell (including via Crawford) for repairs, in the amount of \$_____.

(signature of claimant)

This amount was paid to me on ____ / ____ / ____.
(mm) (dd) (yy)

I have received compensation from Shell (including via Crawford) for inconvenience, in the amount of \$_____.

This amount was paid to me on ___ / ___ / ___.

(signature of claimant)

I have received compensation from Shell (including via Crawford) for vouchers received as goodwill, in the amount of \$_____.

This amount was paid to me on ___ / ___ / ___.

(signature of claimant)

Section IV – Gas Purchases

To be eligible for compensation for the fuel system problems specified in Section II, you must have purchased at least \$100 of Shell-branded gasoline between March 1, 2001, and October 31, 2002, for use in the vehicle that you have identified in Section V as having one or both of the Fuel System Problems indicated.

➤ You can prove your gas purchases in one of two ways:

1. Attach receipts or AIR MILES® statements showing purchases of Shell- branded gasoline between March 1, 2001, and October 31, 2002, which total at least \$100. If you have attached receipts or AIR MILES® statements, please check this box.

2. If you do not have receipts or AIR MILES® statements, but purchased at least \$100 of Shell-branded gasoline between March 1, 2001, and October 31, 2002, you must provide an affidavit on the following page, signed and declared to be true in front of any commissioner of oaths, notary, lawyer, justice of the peace, judge, provincial court judge, clerk of a court of justice or his deputy, or mayor in your territory or province. If you are providing the affidavit on the following page, please check this box.

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Section V – Claims Information

If you have completed Sections I, II, III and IV, and supplied the material requested, you may be eligible for compensation (less compensation already received from Shell on the same head of compensation, if any) in one of the following three categories. Please read the following carefully to determine your category and the additional documentation you must provide to Shell:

Category 1: *You owned or leased a Chrysler vehicle (including Dodge and Plymouth vehicles), but not a Chrysler Jeep vehicle, of model years 1996 to 2003 inclusive, which required repairs for one or both of the two Fuel System Problems identified in Section II (above).*

Category 2: *You owned or leased any make of vehicle other than those described in Category I, of model years 1996 to 2003 inclusive, which required repairs for one or both of the two Fuel System Problems identified in Section II (above).*

Category 3: *You owned or leased any make of vehicle of model years older than 1996, which required repairs for one or both of the two Fuel System Problems identified in Section II (above).*

Please complete the information only in the Claims Category applicable to you.

Category 1 Claims

Part A: Ownership

If the vehicle you owned or leased was a Chrysler vehicle (including Dodge and Plymouth vehicles), but not a Chrysler Jeep vehicle, of model year 1996 to 2003 inclusive, and it required repairs for one or both of the two Fuel System Problems identified in Section II (above), please check this box.

If you have checked the above box, please complete the information on this page.

My vehicle: model: _____ year: _____

- Please provide proof of ownership by attaching a copy of the purchase contract or proof of lease by attaching a copy of the lease.

Part B: Compensation

If you have met the requirements of Sections I, II, III and IV, and if your vehicle properly belongs to this category, you will be eligible **upon providing proof below** for:

- i) reimbursement of all of your eligible expenses (repair bills, towing, alternative transportation costs, lodging and meals only), which were reasonable and necessary and incurred because of the fuel system problem(s) identified in Section II; and
- ii) ii) to receive Shell Vouchers valued at \$100, less any compensation already received from Shell for the same head of compensation.

Expenses must have been incurred for the vehicle described in Part A in respect of the fuel system problem(s) identified in Section II.

➤ You must provide the following information and **attach receipts** showing the cost, nature and date of all eligible expenses claimed:

Expense		Amount
Repair Bill	Fuel Pump	\$ _____ . ____
	Fuel Sensor	\$ _____ . ____
Towing Costs		\$ _____ . ____
Alternative Transportation Costs		\$ _____ . ____
Lodging		\$ _____ . ____
Meals		\$ _____ . ____
Total eligible expenses		\$ _____ . ____

Category 2 Claims

Part A: Ownership

If the vehicle you owned or leased was a vehicle of model year 1996 to 2003 inclusive, which is not included in Category I, and which required repairs for one or both of the two Fuel System Problems identified in Section II above, please check this box.

If you have checked the above box, please complete the information on this page.

For further clarity: *If you owned or leased a Chrysler, Dodge or Plymouth vehicle of model years 1996 to 2003, which is not a Chrysler Jeep vehicle, you belong in Category 1 (above). If you owned or leased a Chrysler Jeep vehicle of model years 1996 to 2003 inclusive, you belong here in Category 2 and should complete the information below to make your claim. If you do not fit in Category 1 or 2 (i.e. if you own or lease any make of vehicle of model years earlier than 1996), proceed to Category 3 below.*

My vehicle: model _____ year: _____

- Please provide proof of ownership by attaching a copy of the purchase contract, or proof of lease by attaching a copy of the lease.

Part B: Residue Requirement

- To claim compensation under Category 2, you must provide proof that a sticky brown residue not usually present was found on a fuel sensor or fuel pump in your vehicle. You may provide this proof in one of three ways:

1. Attach a receipt or contemporaneous repair document which contains the words "sticky brown residue" or equivalent words. If you have attached a receipt or repair document, please check this box.
2. Provide the Residue Solemn Declaration contained in this package, signed and declared to be true by a person having first hand knowledge (for example the mechanic who performed the repairs on your vehicle, or another person, if another person examined the part). If you have attached the Residue Solemn Declaration, please check this box.
3. Provide the Residue Affidavit contained in this package, sworn by yourself. If you have attached that Affidavit, please check this box.

Part C: Compensation

If you have met the requirements of Sections I, II, III and IV and the Residue Requirement and if your vehicle properly belongs to this category, you will be eligible upon providing the proof below:

- i) for reimbursement of **75%** of your eligible expenses (repair bills, towing, alternative transportation costs, lodging and meals only) which were reasonable and necessary, up to a **maximum amount of \$500** for fuel pump problems or fuel pump and fuel sensor problems, **or** up to a maximum amount of **\$250** for fuel sensor problems only; and
- ii) to receive Shell Vouchers valued at **\$50**, less any compensation already received from Shell addressing the same head of compensation.

Expenses must have been incurred for the vehicle described in Part A in respect of the fuel system problem(s) identified in Section II.

➤ You must provide the following information and **attach receipts** showing the cost, nature and date of all eligible expenses claimed:

Expense		Amount
Repair Bill	Fuel Pump	\$ _____ . ____
	Fuel Sensor	\$ _____ . ____
Towing Costs		\$ _____ . ____
Alternative Transportation Costs		\$ _____ . ____
Lodging		\$ _____ . ____
Meals		\$ _____ . ____
Total eligible expenses		\$ _____ . ____

Category 3 Claims

Part A: Ownership

If the vehicle you owned or leased was a vehicle of model year older than 1996, which required repairs for one or both of the two Fuel System Problems identified in Section II above, please check this box.

If you have checked the above box, please complete the information on this page.

My vehicle: model: _____ year: _____

- Please provide proof of ownership by attaching a copy of the purchase contract, or proof of lease by attaching a copy of the lease.

Part B: Residue Requirement

- To claim compensation under Category 3, you must provide proof that a sticky brown residue not usually present was found on the fuel sensor or fuel pump in your vehicle. You may provide this proof in one of three ways:

1. Attach a receipt or contemporaneous repair document which contains the words "sticky brown residue" or equivalent words. If you have attached a receipt or repair document, please check this box.
2. Provide the Residue Solemn Declaration contained in this package, signed and declared to be true by a person having first hand knowledge (for example the mechanic who performed the repairs on your vehicle, or another person, if another person examined the part). If you have attached the Residue Solemn Declaration, please check this box.
3. Provide the Residue Affidavit contained in this package, sworn by yourself. If you have attached that Affidavit, please check this box.

Part C: Compensation

If you have met the requirements of Sections I, II, III and IV, and the Residue Requirement and if your vehicle properly belongs to this category, you will be eligible upon providing the proof below:

- i) for reimbursement of **50%** of your eligible expenses (repair bills, towing, alternative transportation costs, lodging and meals only) which were reasonable and necessary, up to a **maximum amount of \$500** for fuel pump problems or fuel pump and fuel sensor problems, **or** up to a maximum amount of **\$250** for fuel sensor problems only; and
- ii) to receive Shell Vouchers valued at **\$50**, less any compensation already received from Shell addressing the same head of compensation.

Expenses must have been incurred for the vehicle described in Part A in respect of the fuel system problem(s) identified in Section II.

➤ You must provide the following information and **attach receipts** showing the cost, nature and date of all eligible expenses claimed:

Expense		Amount
Repair Bill	Fuel Pump	\$ _____ . ____
	Fuel Sensor	\$ _____ . ____
Towing Costs		\$ _____ . ____
Alternative Transportation Costs		\$ _____ . ____
Lodging		\$ _____ . ____
Meals		\$ _____ . ____
Total eligible expenses		\$ _____ . ____

Section VI – Claimant’s Declaration

YOU must complete this section for your claim to be considered:

I hereby declare that the information provided in this Claim Form is true and accurate, to the best of my knowledge.

Signed: _____
(signature of claimant)

Dated: _____
(month / day / year)

Expenses Claim Form Checklist

*This claim form must be postmarked or delivered no later than ● **[90 days after second publication date]** to be eligible for consideration. Take a moment to make sure that you have included the following items with your Expenses Claim Form. An incomplete Claim Form could result in delay or denial of your claim:*

All claimants:

Section I – Claimant Information

- Are the address and telephone number you have given accurate? Please type or print clearly.

Section II – Fuel System Problems

- Have you signed beside the problem or problems that you experienced? Only those customers experiencing one or both of the problems set out in Section II are entitled to compensation under the present section of this settlement.

Section III – Prior Compensation

- Have you signed beside the line that applies to you?

Section IV – Gasoline Purchase

- Have you provided receipts or AIR MILES® statements showing that you purchased the required quantity of Shell Gasoline?

OR

- Have you provided a properly completed “Affidavit – Purchase of Shell Gasoline”?

Section V – Claims Information

- Have you provided a copy of your purchase contract or copy of lease?
- Have you provided receipts showing cost, nature and date of all eligible expenses claimed?

Section VI – Claimant’s Declaration

- Have you signed and dated the Claimant’s Declaration in Section VI?

Category 2 and 3 claimants only:

Section V – Claims Information:

- Have you provided a receipt or repair document which includes a reference to “sticky brown residue” or equivalent words?

OR

- Have you provided a Residue Solemn Declaration?

OR

Have you provided a Residue Affidavit?