

**Shell Canada Limited Fuel System Problems
Class Proceeding Settlement**

**Inspection Claim Form
for Residents of Quebec**

Please complete the designated sections below and return this form to be delivered or postmarked no later than 60 days from the date of the Notice of Location of Inspection you received from Shell, to:

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

If you have submitted a quote from another duly authorized dealer in response to the Notice of Location of Inspection you received from Shell, you have 60 days from Shell's Notice of Decision to return this form by delivery or postmarked to the above address. If you bring an action in the Quebec Small Claims Court to contest the Notice of Decision, you have 60 days from the date of the judgment to return this form by delivery or postmarked to the above address.

Customers of Shell may be entitled to reimbursement of Inspection Costs relating to the purchase of Shell-branded gasoline from March 1, 2001, to October 31 2002, up to \$200 or \$300, depending on the case. Please read this Inspection Claim Form carefully to determine whether or not you are entitled to compensation and, if so, in what amount.

If you are claiming Inspection Costs, you must fill out all applicable parts of the Inspection Claim Form and send it and other documents specified in the Inspection Claim Form to Shell. If you do not follow the instructions or do not complete the Inspection 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 – Inspection Costs only

To be eligible for compensation, your vehicle must have had an inspection of its fuel system and, if required, removal of a sticky brown residue from its fuel system parts, and you must not claim for compensation of Expenses incurred for repair of Fuel System Problems under the Settlement Agreement.

➤ If you can certify that your vehicle had such an inspection and that you are not claiming for Expenses, please check the box and sign in the space indicated.

My vehicle had an inspection of its fuel system and, if required, a sticky brown residue was removed from its fuel system parts. I am not claiming for Expenses incurred for repair of Fuel System Problems under the Settlement Agreement.

(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 under the same head will be deducted from the amount to which you may otherwise be entitled under this settlement.

Also, if you have received compensation from Shell specifically for Expenses, you are not eligible to claim for Inspection Costs. Expenses are repair bills, towing, reasonable alternative transportation costs, lodging and meals incurred in respect of fuel system problem(s), such as full pump problems causing a failure to start following a period of inactivity or such as fuel sensor problems causing a wavering or stuck fuel gauge, or a fuel warning light blinking empty when the tank was substantially full.

➤ Please check the box which 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 \$_____.

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

(signature of claimant)

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 reimbursement of the costs of the inspection specified in Section II, you must have purchased **at least \$200** 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 had an inspection.*

➤ 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 \$200. 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 \$200 of Shell-branded gasoline between March 1, 2001 and October 31, 2002, please check this box.

You have already provided a sworn Registration Form before the inspection took place.

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, 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 had an inspection of its fuel system as stated 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 had an inspection of its fuel system as stated in Section II (above).*

Category 3: *You owned or leased any make of vehicle of model years older than 1996, which had an inspection of its fuel system as stated 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 had an inspection of its fuel system as stated 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 for reimbursement of the Inspection Costs **up to a maximum of \$300 upon providing the proof below:**

- You must **attach receipts** showing the cost, nature and date of the Inspection Costs claimed. The inspection must have been carried out on the fuel system and at the location designated or accepted by Shell or, if applicable, by the judgment of the Small Claims Court.

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 1, and which had an inspection of its fuel system as stated 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 inclusive, 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: 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 for reimbursement of Inspections Costs by receiving **\$200 in Vouchers** redeemable for products and services at Shell-branded retails outlets **upon providing the proof below:**

- You must **attach receipts** showing the cost, nature and date of the Inspection Costs claimed. The inspection must have been carried out on the fuel system and at the location designated or accepted by Shell or, if applicable, by the judgment of the Small Claims Court.

Category 3 Claims

Part A: Ownership

If the vehicle you owned or leased was a vehicle of model year older than 1996, which had an inspection of its fuel system as stated in Section II above, please check this box.

If you have checked the above box, 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 for reimbursement of Inspection Costs by receiving **\$200 in Vouchers** redeemable for products and services at Shell-branded retails outlets **upon providing the proof below:**

- You must **attach receipts** showing the cost, nature and date of the Inspection Costs claimed. The inspection must have been carried out on the fuel system and at the location designated or accepted by Shell or, if applicable, by the judgment of the Small Claims Court.

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)

Inspection Claim Form Checklist

This Claim Form must be postmarked or delivered no later than 60 days from the date of the Notice of Location of Inspection you received from Shell. If you have submitted a quote from another duly authorized dealer in response to the Notice of Location of Inspection you received from Shell, you have 60 days from the date of Shell's Notice of Decision or, if you bring an action in the Quebec Small Claims Court to contest the Notice of Decision, 60 days from the date of the judgment, to postmark or deliver this Claim Form.

Take a moment to make sure that you have included the following items with your Inspection 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 – Inspection costs only

- Have you signed beside your statement? Only those customers who had the inspection of the fuel system done and who do not claim for Expenses related to Fuel System Problems are entitled to compensation for this part of the 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

- You have already provided a sworn Registration Form before the inspection took place.

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 Inspection Costs claimed?

Section VI – Claimant's Declaration

- Have you signed and dated the Claimant's Declaration at Section VI?