



Dear Customer,

I hope this finds you, your family and your staff doing quite well.

TOTAL is committed to being customer-centric and fully focused on your satisfaction. Over the last few months, we have seen increases in the costs of raw materials (base oils and additives), as well as significant changes in the transportation costs and an unfavorable exchange rate for our imported products.

These are complex times and we hoped to avoid this notification, but unfortunately, we find ourselves forced to revise the price of our oils, greases and other specialties products accordingly.

Effective for orders placed on or after November 2, 2020, we will increase prices by \$0.40 per gallon for our finished lubricants and \$0.07 per pound for all grease.

This change will apply to both bulk and packaged products.

Orders before the date of November 2, 2020 will be limited to 120% of the average monthly purchases of the previous 12 months. We reserve the right to modify orders in line with this policy.

A member of our sales team will contact you shortly to discuss these changes and to give you all the support necessary for the continued development of your business.

We thank you for your continued loyalty.

Franck Bagouet

Senior Vice-President Lubricants

Total Specialties USA, Inc.

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