

Our Ref:

14 November 2007

Mrs L Midgley

Trevose House
Orsett Street
LONDON
SE11 5PN

TESCO

Customer Service Centre
Baird Avenue
Dundee
DD2 3TN
Freephone 0800 505555

Dear Mrs Midgley

Thank you for contacting us again, I am sorry that you did not receive replies to your letters dated 11th, 15th August, or 25th September. Unfortunately the person who was dealing with your initial enquiry has left the business. I was very interested to read your comments about the decision to include suit able for vegetarians on our Pineapples. I have contacted our suppliers and they agree that this is too much information. They have assured me that when their packaging is updated, this will be omitted. Unfortunately they do not have a date for this, however I am sure you will be pleased to hear that the words suitable for vegetarians will no longer appear on the label.

Regarding your query about latex balloons and whether Tesco have ever been sued, fortunately there have been no cases of this nature. The decision to effectively ban latex balloons was made after complaints were received from parents whose children did have latex allergies. Certainly we have not banned clowns or any other children's entertainers, just the latex balloons.

If you have any further queries regarding Tesco policies, could I suggest that you contact our press office directly on

Thank you for taking the time to contact us.

Yours sincerely
For and on behalf of Tesco Stores Ltd



Customer service Manager