



11th February 2016

Dear Customer,

Further to my communication to you on the 28th January, I wanted to take the opportunity to update you directly further in respect of the Hotpoint/Indesit/Creda tumble dryer campaign.

To reiterate, the safety of our consumers is our number one priority. Our communications campaign for the repair programme continues and **we have now sent over 3.4 million individual letters** directly to consumers homes. Consumers are being asked to visit our online model checkers either at <http://safety.hotpoint.eu> or <http://safety.indesit.eu> and follow the steps indicated. Alternatively they can call our dedicated helpline on 0800 151 0905.

I would also like to take this opportunity to invite you, if you have not already done so, to supply us with the details of consumers who have purchased one of these products from yourselves. We will then contact them directly to invite them to register for their free of charge modification.

Despite some recent comments in the media I can confirm that our previous guidance and statements on the safety of affected tumble dryers remains unchanged. This guidance states that consumers can continue to use their tumble dryers provided that they do not leave it unattended during operation (i.e. do not leave the house or leave the dryer on whilst asleep) and regularly clean the lint filter after every cycle and ensure proper venting, in accordance with the original instructions for use. **Our campaign does not envisage any product returns with related consumer refunds. If a consumer contacts you to enter into a dialogue to return the product and request a refund, please direct them to register with us** and we will manage the communication to arrange for their tumble dryer to be modified.

Please rest assured that we will also continue to update our trading team contacts regarding the programme and work closely with them to ensure there is minimal impact upon our consumers and your business.

Finally, I apologise for the inconvenience that this situation has caused, but I hope you are confident that we are working hard to put things right for our consumers. Please do let me know if you would like any further details at this stage.

Thank you for your cooperation and support.

Kindest regards,

A handwritten signature in black ink, appearing to read "Maurizio Pettorino".

Maurizio Pettorino
General Manager, UK & Ireland

Whirlpool UK Appliances Ltd
Morley Way, Woodston, Peterborough, PE2 9JB
Telephone: +44 (0)1733 568989 Fax: +44 (0)1733 341783
Registered Office: Peterborough PE2 9JB – Registered in London 106725 – VAT No 513936740

www.whirlpoolcorp.com