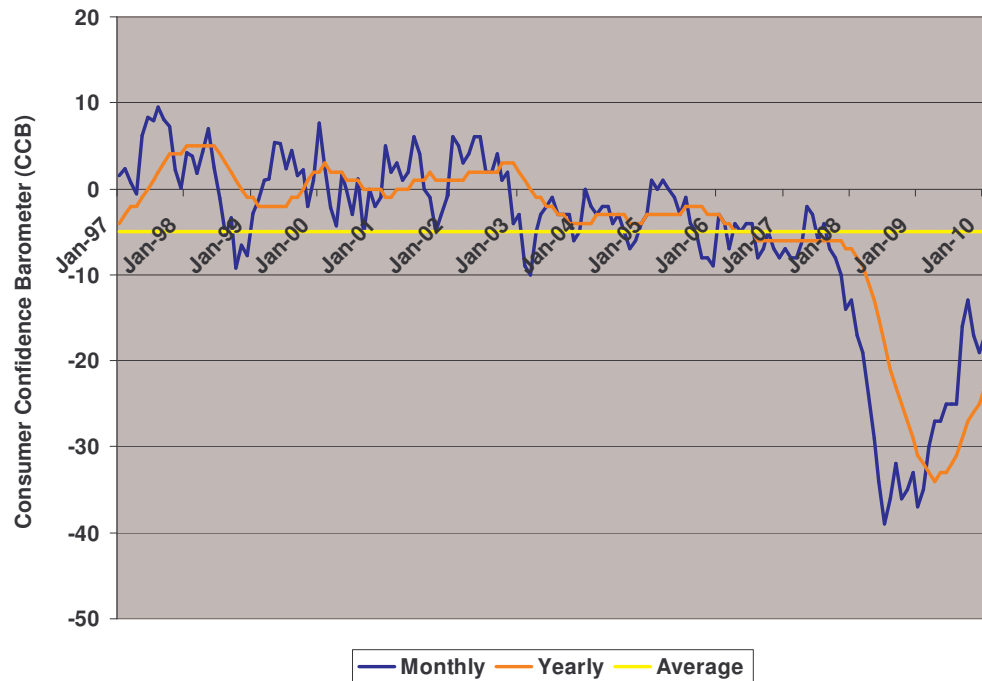


UK Consumer Confidence January 1997 – February 2010*

Base: 2,000 adults aged 16+



*Yellow line represents 158-month average, the brown line the 12-month moving average and the blue line the monthly consumer confidence index

Source: GfK NOP / European Commission / JGFR

Consumer confidence is up 3 points in February at -14, 21 points higher than a year ago, and at pre-recession levels.

The Consumer Confidence Headline Index figure is derived from the combined results of 5 of the 12 monthly barometer questions:

- Has the financial situation of your household changed over the last 12 months?
- How do you expect the financial position of your household to change over the next 12 MONTHS?
- How do you think the general economic situation in this country has changed over the LAST12 MONTHS?
- How do you think the general economic situation in this country to develop over the NEXT 12 MONTHS?
- In view of the general economic situation, do you think now is the right time for people to make major purchases such as furniture or electrical goods?

The average long-term consumer confidence from January 1997 – February 2010 is -5; the average for 2009 was -25, the first year-on-year improvement in confidence since 2002. Currently the 12-month moving average is -21, the eighth successive monthly improvement.