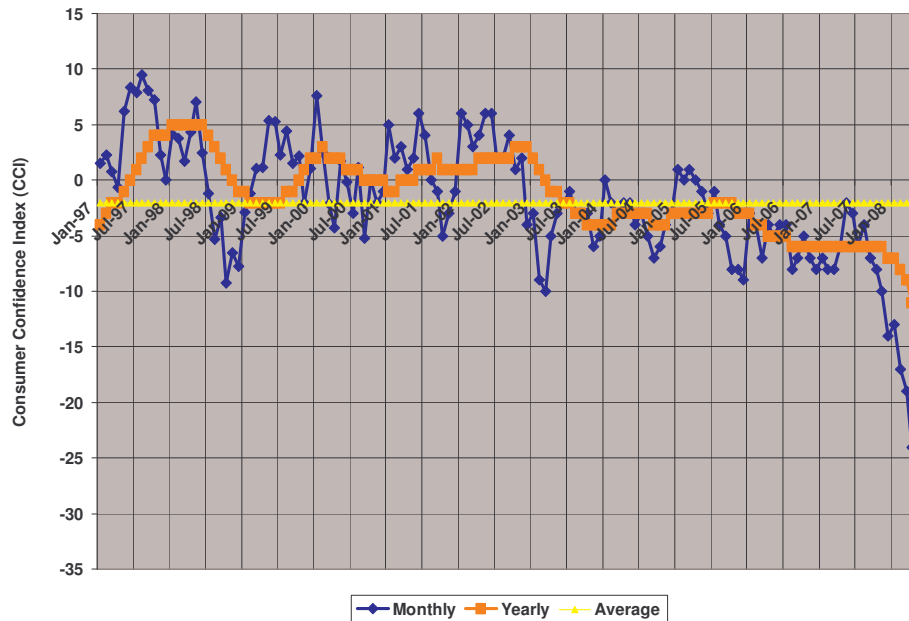


UK Consumer Confidence January 1997 – May 2008*

Base: 2,000 adults aged 16+



*Yellow line represents 137-month average, the brown line 12 month moving average and the blue line monthly consumer confidence index

Source: GfK NOP / European Commission / JGFR

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 LAST 12 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 – May 2008 is –7; the average for 2007 was –7, the lowest annual measure since 1995. The annual measure has dropped six points in the first 5 months of 2008 to –13. The May measure is the lowest since November 1990.