



23 March 2009

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Dear Gail,

I just wanted to drop you a note to thank you so much for joining us at our meeting last week.

It was a wonderful opportunity for our employees to hear directly from the people who are out there every day and a real reality check for us to hear your challenges, as well as the things that you really enjoy about your relationship with Avon.

It is certainly not an easy task to talk openly and honestly in front of a group of people at the best of times, but when you're talking about the company they work for it is especially difficult. We did however really appreciate all the feedback you shared – you gave it to us warts and all which is exactly what we wanted to hear.

As you know, the purpose of the meeting was to help us identify areas that we should focus on to improve our service to and relationship with our Customers, Representatives and Sales Leaders. I really believe that your input will have helped us on this path and look forward to meeting and, if possible, exceeding your expectations of Avon in the future.

Thank you once again for taking the time to help us on our journey. It was great to see you Gail and I would like to wish you continued success with your Avon business. Look forward to seeing you at the event in August.

With very best wishes,

Anna Segatti  
President Avon UK & ROI

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