

We're ready to serve you better. To let us know how we can help, just fill out the questionnaire below and fax it back to us.

What factors are most important to you when choosing an S & O supplier?

(rate level of importance, 1 being most important)

- | | |
|---|---|
| <input type="checkbox"/> Quality | <input type="checkbox"/> Reputation |
| <input type="checkbox"/> Price | <input type="checkbox"/> Size |
| <input type="checkbox"/> Delivery | <input type="checkbox"/> Flexibility |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Product Availability |
| <input type="checkbox"/> Value-Added Services | <input type="checkbox"/> Location |

Do you do business with more than one S & O supplier?

- Yes No

Do you buy products from Central Soya?

- Yes No

What percentage of S & O products do you buy from Central Soya? _____%

How do you rate Central Soya on the following?

- | | Excellent | Good | Fair | Poor |
|-------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Price | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Flexibility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Value | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Which of our value-added services would be most valuable to your company? (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Contract Flexibility | <input type="checkbox"/> DTN Market Screens |
| <input type="checkbox"/> Option Hedge Contract | <input type="checkbox"/> Internet Access |
| <input type="checkbox"/> Chilled Products | <input type="checkbox"/> Central Soya School |
| <input type="checkbox"/> Single Source Sales | <input type="checkbox"/> Special Needs |
| <input type="checkbox"/> Electronic Data Info. | <input type="checkbox"/> Variety of Products |
| <input type="checkbox"/> Other (explain) | |

Name _____	Title _____
Company _____	
Address _____	
City _____	State _____ Zip _____
Phone () _____	Fax () _____ Email _____
Send me more info. on: _____	

Send Fax to: (219) 425-5281

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Web site: www.centralesoya.com

We
More Quality.
Offer More
More Services.
To Serve You
More Value.
Better



CENTRAL SOYA
Refined Oils

A company of
 ERIDANIA BÉCHIN-SAY

Our business is helping your business.

At Central Soya, we take your concerns very seriously. Our commitment to you goes way beyond providing the highest quality oil products at the most competitive prices.

We listen to all your needs and do our best to meet them.

In addition to high quality products at competitive prices, what more do you expect from your S & O supplier?

The following is a list of some of our value-added services in which our customers told us would be very helpful and valuable to their business. We encourage you to take full advantage of them. Just call your sales rep today and ask how we can design a program tailored to meet your specific needs.

"I need a company who can be flexible with the way we want to set up our contracts."

Contract Flexibility—We can offer you Cash contracts, Basis contracts, Futures contracts and Option Hedge contracts. We can bundle packaged and bulk into one contract and transfer volumes between packaged and bulk contracts. We can price average multiple contracts and we can take in your futures contracts through our traders at the Chicago Board of Trade.

Option Hedge Contracts—This Risk Management tool is custom designed to fit your needs through the use of option and futures.

"I need to be assured of JIT delivery of product at our exact temperature specs."

Chilled Products—Our on-site chilling capacity allows us to manufacture, store, and deliver shortening to your temperature specifications. This ensures you of receiving higher quality products, when you need them and where you need them—all while saving you time, money and costly warehouse space.

"I want to work with one knowledgeable sales rep who understands all my needs, regardless of the different products I may purchase."

Single Source Sales Interaction—Whether you need packaged or bulk oils, we make ordering easy. No need to deal with several sales reps. One salesperson works with you to accommodate all your needs.

Knowledgeable, Experienced Staff—Our staff brings together many years of experience, knowledge and market analysis. We produce a market newsletter full of technical and fundamental information that's fun and easy to read!

"When I need answers, I want them now."

Electronic Data Information—Our EDI system allows us to automatically handle purchasing, contract balances, invoices, and payments. From tracking inventories to generating orders, it's all done electronically to save you time and resources.

DTN Market Screens—We can assist you in getting all the instantaneous market information you need with a DTN screen. This program provides you with up-to-date markets, news, quotes, charts, and other commodities that have an effect on the commodity items you purchase.

Internet Access—When you need immediate access to MSDS sheets, Kosher Certification, product spec sheets and nutritional information, it's available to

you around the clock on our web site. Place orders. Communicate with our sales reps. Retrieve data. All the answers you need are right at your fingertips when you visit our web page.

"Where can I go to brush up on all the ins and outs of the S & O market?"

Central Soya School—Learn about shortenings and oils, the dynamics of markets, dietary trends and the general understandings of S & Os at our Central Soya School.

Special Needs—At Central Soya, we're ready to assist you in any way we can. That's why we offer you help with COAs, TQM layout and charting, plant/product troubleshooting, comparative analysis, audits of oil handling systems, HACCP layout for incoming shortening or oils, label layout and claims, and much more. We're ready to serve you better.

"I want to work with one supplier who offers a variety of products."

The Central Soya Family of Products—Since one of our sister companies is the world's largest olive oil manufacturer and another is the world's largest producer of canola oils, you can receive a variety of products from a single supplier. Canola oils from CanAmera, corn products from Cerestar, lecithins and soy products from our Chemurgy group, and olive oils from our Medeol Division in Italy. We'll put you in touch with the members of the Central Soya family to help you meet your needs.

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