

07 May 2015

Attention: Madika Mashiloane

CEO Escalations

Dear Sir / Madam

In response to the complaint received:

It is with great concern that I address an incident you experienced with our company together with our external Debt collectors.

After receiving the complaint, Virgin Mobile investigated further and has agreed, without prejudice and without admitting any liability to do so, to credit the outstanding amounts due on your account. In other words, Virgin Mobile will not require you to make any further payment to our external Debt Collectors.

Once again, please accept our apologies for the frustrations and any inconveniences it has caused you.

CEO'S DESK

2015 -05- 07



Regards,

Reshma Matadin

Collections Manager

Virgin Mobile South Africa (Pty) Ltd

Cedar Square

Shop G69

Fourways

2050