

From: Hicks Malcolm [REDACTED]@eu.mcd.com
Subject: France Monopoly Game Query
Date: October 23, 2015 at 05:34
To: [REDACTED]



Dear [REDACTED],

I am Malcolm Hicks and I serve as the General Counsel for the McDonald's business segment that includes France among other countries. I have recently become aware of your concerns with the conduct of the Monopoly promotion run by McDonald's France.

While this is a French program and would typically be dealt with by the French team, I have chosen to intervene in this matter, given your past dealings with the French team. In my capacity, I will be instructing an outside French lawyer to examine this issue.

While I understand your eagerness to get some satisfaction, it is only counter-productive to send correspondence to as many people as you can find in the McDonald's system. Henceforth, it would be advisable to deal directly with me or our designated outside lawyer.

Despite your position, it is not realistic to expect me or an outside lawyer, neither of whom have any past involvement in this matter, to be able to answer your questions immediately. Trust me that I will deal with the matter in a timely fashion, but I will need to discuss the same with the outside lawyer and get his/her careful review of the situation. On that basis, we will be in touch when I am fully updated on the issue.

Thanks.

Malcolm

Malcolm W. Hicks

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