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**Registered in Scotland:**  
No: SC065527

21<sup>st</sup> September 2020

Dear customer,

As previously communicated, we are closing the BBPA 'Return Your Beer' website for new claims for HEINEKEN brands from 30<sup>th</sup> September 2020.

If any of your customers have not submitted a claim and need to, then please encourage them to do so immediately.

We will close the site for completion of these claims on 31<sup>st</sup> October.

It is vitally important that your customers do not dispose of any HEINEKEN draught beer and cider without the permission of HEINEKEN. We cannot give any credit for beer or cider that has been disposed of without permission.

The site has been live for over three months and has allowed us to provide support for customers across the On Trade, however the number of new claims being registered on the site has dramatically reduced over recent weeks and we feel that now is the right time to return to normal ways of working.

I hope you will recognise the scale of support provided during these very challenging times.

By communicating these deadlines we hope it will allow any unregistered claims to be logged and processed in plenty of time.