

Detailed Terms and Conditions of Membership in the Total Shareholders' Club

Article 1: Purpose and Definitions

- 1.1 The purpose of this document is to describe the terms and conditions under which Total offers Shareholders' Club members information services and activities designed to help them gain a better understanding of the Group's business.
- 1.2 Membership in the Shareholders' Club does not entitle members to receive price-sensitive inside information not available to other Total shareholders.
- 1.3 A plastic card (the Membership Card) is issued to Members as evidence of their membership in the Total Shareholders' Club.
- 1.4 All communications issued by the Shareholders' Club are written in French.

Article 2: Membership Conditions

- 2.1 Membership in the Club is open to all Total shareholders who are natural persons and hold, individually:
- At least 30 Total bearer shares, or
 - At least 1 Total registered share.
- In the case of any change in the par value of the shares, the above minimum holdings will be adjusted accordingly.
- 2.2 Any person who is aged under 18 and fulfills the above membership conditions will be entitled to join the Shareholders' Club with the consent of his or her legal guardian.
- 2.3 In the case of jointly-held shares, only the natural person who represents the joint shareholders may apply for membership of the Club and benefit from the services offered to Club members.

Article 3: Formalities, Effective Date and Duration of Membership

- 3.1 To become a Member of the Shareholders' Club, the shareholder should fill out the membership application and return it to the Club. The application form can be obtained, free of charge, from the Total Individual Shareholder Relations Department. Total will check the sworn declaration of ownership of Total shares submitted with the application form and will then record the application and issue a Membership Card to the member.
- 3.2 There is no fee for joining the Shareholders' Club. Membership is granted for a period starting on the date when the application is recorded and ending on the next renewal date.
- At said date, all Members will be sent a renewal notice. To renew their membership, shareholders will be required to fill out and sign the renewal notice, as well as the sworn declaration of ownership of Total shares, and to return these documents to the Shareholders' Club.
- 3.3 Total shall have the right to expel any Member whose declaration of ownership of Total shares is found to be false or incorrect. Any Member who ceases to fulfill the conditions set out in Article 2 hereof shall have his or her membership terminated *ipso jure*.

Article 4: The Membership Card

- 4.1 The Membership Card is issued in the Member's name and may not be used by any other person. Members will be required to give their Membership Card number to the Shareholders' Club Department in order to receive information and participate in activities reserved for Club Members.
- 4.2 The Membership Card does not entitle the Member to purchase or obtain discounts on Total products or any other product or service sold by the Group.
- 4.3 Each Member is responsible for the safekeeping of his or her Membership Card
- and for the use made thereof. Total shall have no liability in the event that the Member gives his or her Card or communicates the Card number to a third party. If the Membership Card is lost or stolen, the Member should notify the Total Shareholders' Club Department immediately by letter or by calling the toll-free number 0 800 300 948 (calls from France only). Lost or stolen Membership Cards will be replaced without charge.
- 4.4 A new Card will be issued when the Club Membership is renewed.

Article 5: Member Services

- 5.1 Members are informed, by means of specific Shareholders' Club communications, of the terms and conditions of the offers available to Members. In receiving such communications and obtaining the right to take up such offers, Members are considered to have accepted these terms and conditions.
- 5.2 On joining the Shareholders' Club, each Member implicitly authorizes the use of his or
- her picture in information materials published by Total. This authorization will be used mainly for group photos and/or videos illustrating events organized by the Shareholders' Club.
- 5.3 If Total organizes any competitions, the competition rules will be sent to Club Members on request by the Shareholders' Club Department.

Article 6: The Shareholders' Club

- 6.1 The Shareholders' Club can be contacted by:
- Phone at 0800 300 948 (toll-free number for calls from France only)
 - Mail:
Cercle des Actionnaires Total
2 place de la Coupole – La Défense 6
92078 Paris La Défense Cedex, France
 - E-mail:
cercledesactionnaires@total.com
- 6.2 Total reserves the right to modify these terms and conditions at any time. Members will be notified immediately of any such modifications in a written communication issued by the Shareholders' Club.