

Q: Where can I direct my questions regarding this change?

A: Quarles is ready for your call: 877.444.FUEL or email us at: QFFhelp@quarlesinc.com

Q: Who is Quarles and how can I learn more about your business?

A: Glad you asked! Check us out online at QuarlesMeansBusiness.com or talk to us at 877.444.FUEL.

Q: Will my Watchcard/U.S. Fleet fueling cards still work?

A: Yes, there will be no changes to how you use your cards at U.S. Fleet and Watchcard sites.

Q: Did Quarles Petroleum buy Woodfin Oil?

A: No. Quarles Petroleum Inc. only purchased U.S. Fleet and Watchcard from Woodfin Oil, which is the fleet fueling portion of Woodfin's business. Woodfin's residential heating customers are not affected by this change.

Q: Where will future invoicing come from?

A: Quarles. Payments should be made to Quarles for any future billing.

Q: Can I pay my future bills online?

A: Customer initiated online billpay should be available in early 2012. We can set you up on EFT billing now and you can monitor your account online. Call our customer service department to sign up.

Q: Will we change our name?

A: Yes. We will take this opportunity to make a small change designed to clarify who we are. We will move to Quarles Fleet Fueling as soon as practical.

Q: Will my methods of payment and/or credit terms change?

A: We have set up your account with Quarles Fleet Fueling to match your account with Watchcard/U.S. Fleet. You will be billed at the same time of the month and in most cases will have the same amount of time to pay. Overall credit limits do change from time to time. The best way to monitor this is to set up online account access.

Q: Where do I make future payments if I previously paid by "secure eCheck"?

A: We are currently unable to accept eCheck, however, we offer several easy, convenient payment options, including Electronic Funds Transfer (EFT).

Q: Will my Watchcard and/or U.S. Fleet cards work at Quarles sites?

A: Not yet, but we're working on it. Expect to receive updates as we make the transition to expand your network.

Q: Can Quarles customers fuel at Watchcard or U.S. Fleet sites?

A: Not yet, but we're working on it. Expect to receive updates as we make the transition to expand your network.

Q: Can I get a Quarles Q-CARD to fuel at the 79 locations?

A: Sure! Call or email us and we'll get you set up.

Q: What type of fueling cards does Quarles offer?

A: Quarles has three card options: Classic, Universal and Off-Road. Learn more here: <http://www.quarlesinc.com/for-your-business/fleet-fueling/q-card>

Q: Do I have to complete a new credit application?

A: We want to welcome all of our new Watchcard & U.S. Fleet customers. We may ask that you update your application based on the age of your existing credit application and total credit extended.

Q: Are there contracts, fees or minimums with Quarles?

A: No, No and No. Get your Q-CARD and see for yourself.

Q: Do Quarles fueling sites offer premium diesel?

A: Yes. Every Quarles site offers premium diesel. The treatment delivers up to 47% less emissions, up to 5% more MPG, increased cetane and horsepower as well as reduced engine corrosion.

Q: Is Quarles' pricing good?

A: Our customers think so. See for yourself by signing up for daily price notifications. You'll receive pricing via text message or email every evening.

Q: Does Quarles have a GPS solution for my fleet?

A: Yes, we have several affordable wireless vehicle management solutions that are designed to help you better manage your fleet, increase your driver productivity, increase safety and security and reduce your operating costs. Call or email to learn more.

Q: How can I search for and locate Quarles sites?

A: Use our online fuel finder by visiting qfnsites.com, download our Android app by searching for "QFN Mobile Fuel Finder" in the Android App Market, request a printed site directory with maps, products and more, or call or click to talk to us.

Q: I am a QFN customer. How will this change affect me?

A: We intend to get our Classic Card and Universal Card working at the new locations as quickly as possible. The first sites should be open to these cards in November 2011. You can monitor qfnsites.com for the most up to date list of what sites currently accept these two cards.

Q: I'm a QFN customer, can I get a U.S. Fleet/Watchcard?

A: Absolutely. Call us and we'll get you set up.

Q: Who is my salesperson?

A: Call Quarles at 877.444.FUEL and let us introduce you to your personal sales representative.

Q: Who do I call to report a maintenance issue at a Watchcard or U.S. Fleet site?

A: Quarles is ready for your call - 877.444.FUEL or email us at: QFFhelp@quarlesinc.com

TALK TO US

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