PRESS RELEASE
NOVEMBER 30, 2011

LUKOIL HOTLINE

Since the beginning of 2011, 79 complaints by consumers regarding the service quality and pricing at the Company's filling stations have been sent to the Company's hotline at the following address: http://www.lukoil.ru/back/query_azs.asp . All the complaints were sent to the Company's subsidiaries, namely, to the officials responsible for processing the customers' complaints to ensure they take the necessary measures and give feedback to the customers.

The Hotline section (comments and suggestions as to the operation of filling stations) was set up in 2004 based on the decision of the OAO LUKOIL Management Committee.

The information on the Hotline is also placed on the web sites of all of the Company's petroleum product supplying subsidiaries. Complaints and suggestions are accepted 24-7 at the following telephone numbers and e-mail addresses:

OOO LUKOIL-Tsentrnefteprodukt

www.luknef.lukoil.ru

Tel.: 7 800 200 24 25

hotline@lukoil.com

OOO LUKOIL-Volganefteprodukt

www.lukoil-volga.ru

Tel.: 8 800 1007 8 89

info@lukoil-volga.ru

OOO LUKOIL-Nizhnevolzhsknefteprodukt

www.nvnp.lukoil.ru

Tel.: (8442) 96 76 96

Press Centre PJSC "LUKOIL"
Phone:
E-mail: media@lukoil.com

vnp@volgograd.lukoil.com

OOO LUKOIL-Permnefteprodukt

www.lukoilpnp.ru

Tel.: 8 800 555 07 45

omir@pnp.lukoil.com

OOO LUKOIL-Severo-Zapadnefteprodukt

www.sznp.lukoil.com

Tel.: (812) 449 86 44

pr@spb.lukoil.com

OOO LUKOIL-Yugnefteprodukt

www.lukoil-unp.ru

Tel.: (861) 213 40 26

info@ynp.lukoil.com

OOO LUKOIL-Uralnefteprodukt

www.lukoil-ural.ru

Tel.: 8 800 1000 170

market@lukoil-ural.ru