November 17, 2011

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Executive Director, SawitWatch

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Executive Director, HuMa

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Former Secretary General, Serikat Petani Kelapa Sawit (SPKS Sanggau), West Kalimantan

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Executive Secretary, Sarekat Hijau Indonesia (SHI)

Lafcadio Cortesi  
Forest Campaign Director, Rainforest Action Network, USA

Feri Irawan  
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Arif Ilhamsyah
AGRA Jambi

Abun Yani
Ketua adat Suku Batin Sembilan

Anwar Sadat
Direktur of Walhi Sumatera Selatan

AW Boyce
Wahana Liar Sumatera Barat

Bahtiar, A.R.
Suku Anak Dalam Kelompok Mat Ukup

Acil Saputra
Ketua Suku Anak Dalam Kelompok Mat Ukup

Sent via e-mail (marcus@forestpeoples.org)

Re: 3rd complaint about Wilmar International, PT Asiatic Persada (PT AP), (IFC Project #26271)

Dear Complainants:

This letter confirms that your complaint, received by us on November 9th, 2011, meets CAO’s three eligibility criteria for further assessment:

1. The complaint pertains to a project that IFC/MIGA is participating in, or is actively considering.
2. The issues raised in the complaint pertain to the CAO’s mandate to address environmental and social impacts of IFC/MIGA investments.
3. The complainant (or those whom the complainant has authority to represent) may be affected if the social and/or environmental impacts raised in the complaint occurred.

According to CAO’s Operational Guidelines, the CAO Ombudsman will now begin an assessment of the opportunities for resolving the complaint. The assessment period is limited to a maximum of 120 working days, but may be completed more quickly. The Ombudsman team within the CAO office will be lead by Ms. Julia Gallu. Her contact details are as follows:

Ms. Julia Gallu
Specialist Ombudsman, CAO
International Finance Corporation
2121 Pennsylvania Ave, N.W.
Mailstop No.: F10K-1011
Washington, D.C. 20433
USA
Tel. No.: (+1-202) 473-6545
Email: JGallu1@ifc.org
The purpose of the Ombudsman assessment is to work with the parties to clarify the issues raised by the complainants, to gather information on how other stakeholders see the situation, and to help stakeholders determine whether and how they might be able to resolve the issues through the Ombudsman or Compliance functions of the CAO. Although a complaint may meet our eligibility criteria, this does not imply any judgment on the part of the CAO of the merit of the issues raised in the complaint.

In acknowledging the complaint, please respond whether the CAO has permission to share the complaint with other relevant parties and to post on our website. If you prefer that any information in the complaint be kept confidential, please advise us of that, as well.

Yours sincerely,

[Signature]

Meg Taylor
Compliance Advisor/Ombudsman