



September 2, 2003

Dear Customer:

As announced last month, effective October 1, 2003, Norfolk Southern Railway Company (NS) will begin assessing a finance charge of one percent (1%) per month (or .0329% per day) on all linehaul freight bills that are unpaid and undisputed beyond credit terms. The first bill will be issued November 3, 2003 for finance charges accruing in October 2003.

To allow our customers time to prepare for this change and to give them an opportunity to review their account, a [sample Finance Charge Statement](#) is enclosed. The sample statement details any freight bills that were unpaid and undisputed beyond terms for the prior month, along with the finance charge that would have been assessed. **The finance charge shown on the sample statement is for demonstration purposes only and should not be paid.** We would like to answer any questions you have about specific bills listed on the sample bill or about the calculation procedure we used to determine the amount assessed.

We encourage you to visit our web site at www.nscorp.com for detailed information regarding the finance charge and for suggestions on reducing potential finance charges. We also ask that you review your current payment procedure to ensure payments are being issued timely. Finally, we would like to help you remove days from your payment cycle by enrolling you in our electronic billing (EDI billing) option, electronic payment (EFT) option or in the (ACH) Automated Clearing House draft plan if you are not already participating in these programs. Your Customer Account Representative, whose name, telephone number and email address appear on your freight bill, can assist you with any questions you have regarding the finance charge and/or freight payment options.

Norfolk Southern appreciates your business!

A handwritten signature in black ink that reads "J. K. Sublett".

Judy Sublett
Assistant Treasurer and Credit Manager