Appendix A

Sent: Thursday, December 18, 2003 3:27 PM

Subject: Hearing tests

Dear Sirs:

I understand that consideration is being given to allowing the purchase of hearing aids without a hearing test. I think that is a mistake, for many reasons. Let me tell you about my own situation.

I went to Hearing Associates, in Libertyville, IL, for a hearing test, conducted by Linda Renensnyder. She discovered that something was wrong, enough so that she did not just order a hearing aid for me. She sent me to see Dr. Gatti for an examination of my ear. After conducting several tests and still being unable to pinpoint the problem, he ordered an MRI of my brain. They discovered that I had a Cholesteatoma that had calcified and was pressing against my brain. I was then referred to a specialist, Dr. Dennis Moore, for surgery.

I was told had that gone untreated my condition could have led anywhere from total deafness, to infection in my brain, to death.

There is absolutely no doubt in my mind that without that hearing test, coupled with a caring and astute audiologist, my life would have been endangered.

[Patient's Name Withheld]