

Wynne, Arkansas
April 14, 2000

Ms. Jane Henney, M.D.
Rockville, Maryland

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Dear Ms. Henney,

I am informed that the FDA is asked to take away my right to purchase hearing aids without first having a medical exam and/or a hearing test! I am writing to protest such action. It is unfair to let government have the right to decide what is best for us, even if they are willing to pay the cost, which I doubt.

The companies who offer hearing aids by mail describe the symptoms of hearing loss. An interested person can compare his or her own situation to see if the description fits his or her need, and may order the aids. If a deposit is required, ample time is allowed for the customer to try the aids thoroughly, during which time the provider can be consulted by phone, for helpful advice. Even if for any reason, the hearing aids are not satisfactory, every cent of their deposit will be refunded, so they lose nothing.

I respectfully urge you to do all you can to see that this Constitutional Right, one of our cherished freedoms, is not taken away! Thank you for your consideration.

N-0372

Sincerely,
Mrs. Marye Palmer
503 E. Baybill
Wynne, AR 72391

C4364

Attention FDA

It came to my attention that the FDA is being asked to take away my right to sign a medical waiver before purchasing a hearing aid. Instead I would be forced to have a medical exam or hearing test. Here's my views and/or experiences on several related questions?

1. Should I be forced to have a medical exam and/or hearing test before purchasing a hearing aid? If so, should the FDA pay for the exam?

It is well-known that prescription drugs are unjustly expensive today, and many people are not financially able to pay for them, plus the added cost of a medical exam or hearing test!

2. Some people are physically unable to drive to a doctor or hearing specialist, or have had bad experiences they don't want to repeat. For instance ...

For some it would be difficult to get to a hearing specialist, and could be added financial hardship.

3. Should the FDA take away my Constitutional Right, affirmed by the Supreme Court, to decide for myself my medical exams and treatment?

I believe we should all have the Right to make our own decision concerning medical exams and treatment. We know more about our needs and whether we want or need hearing aids than anyone else.

4. Should I be allowed to purchase hearing aids by mail as I choose?

I feel that I should be allowed to purchase hearing aids by mail, if I choose, unless, of course, I am known to be unable mentally to make such decision.

Signed by: Mrs. Mary Palmer Date: 4/14/2000

April 14, 2000

My dear Excel Friends,

I am sending my letter, addressing Ms. Jane Henney, to you, as you suggested. I am sorry I was unable to respond sooner. I decided to send it to you for your approval. It is my sincere sentiments.

I want to thank you for the fair and courteous treatment you gave me when I was trying your hearing aids.

I'm not in the market for aids anymore. My son and daughter insisted I go to a Belton agency that located in this area, where I could easily go for adjustments or with any problem. They were getting me the hearing aids for Christmas, so I couldn't refuse.

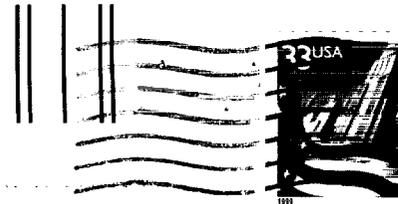
I greatly appreciate them, but they are not always "cooperative," if you know what I mean. I have come to realize that none of them can be expected to completely replace our natural hearing.

I'll always remember Excel with warm, friendly thoughts. I hope my enclosed letter is not too late, and I shall pray for your cause.

Sincerely,
Marye Palmer

FROM
Mrs. Marye Palmer
503 E. Hogbill
Wynne, AR 72396

CHECK HERE IF NEW ADDRESS



Attn: Jim & Katherine Hois
EXCEL Hearing Solutions
105 N First Street - FDA Survey
PO Box 586
DeKalb, IL 60115-0586

APR 17

