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March 13, 1969
MAY -40 1969

Ms. Jane Henney, MD
Commissioner FDA
5600 Fishers Lane
Rockville, Md. 20857

Dear Dr. Henney:

I have been using hearing aids for many years. These hearing aids have been purchased from many different establishments. It would take a small book to tell you of all my experiences.

My last two hearing aid purchases were made by mail with a great deal of satisfaction. If I were not satisfied the hearing aid could have been returned with small cost to me. This could not be accomplished through a local establishment, as returning a hearing aid would result in considerable cost to me.

I myself am totally blind, and I have had a hearing loss for a long time. I did not need a medical examination or a hearing test prior to getting a new hearing aid. I should not be required to have these tests against my will. Freedom is making decisions for oneself. I do not require nor do I want government or anyone else telling me that I need a medical examination or a hearing test prior to purchasing a hearing aid. Needing to use a hearing aid does not indicate incompetence. Local hearing aid establishments want government to require a mandatory hearing test for their own benefit.

When you want to try out a hearing aid, you are told that they will give you a hearing test and that the aid must be made for you. You will also be told that you can take up to 30 days to try it. If you are not satisfied, it can be returned. Unless you ask about the cost of returning the aid, this fact will probably not be mentioned. The cost in most cases is \$150 or more.

People are frequently coerced into keeping an unsatisfactory hearing aid because to return it results in considerable cost, usually \$150. or more.

A few months ago I ordered a hearing aid for my mother from Excel Hearing Solutions by telephone and by mail. I sent a copy of her hearing test to assist in selecting the proper hearing aid for her. I knew she would be difficult to please with her severe hearing loss. The first model was returned for a second but she could not be satisfied. This only cost me \$25. She has since purchased one from a local firm at a much higher cost but is still unsatisfied.

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I could go on with many of my personal experiences, but I do not want to write a book. It will be a sad day if hearing aids could not be purchased by telephone or mail. I have no objection to giving some of my experiences in person or by telephone.

Very truly yours,

Orlo Wagoner

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FROM

Mr. Orlo Wagoner
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HERE IF NEW ADDRESS

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