

Dear Valued Customer,

You may have recently heard about, or been impacted by, the activities of **buyhear.com**, a group that sells hearing instruments directly to consumers despite being unauthorized to do so by ReSound.

ReSound believes that individuals suffering from hearing loss should seek assistance from an authorized, licensed hearing care professional to ensure they receive the best quality of care. Because buyhear.com continues to sell hearing instruments without being authorized to do so, ReSound will not honor or service any warranty associated with a hearing instrument purchased through buyhear.com. For more detailed information on our internet sales policy, please visit resound.com/internet-sales-policy.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Woods". The signature is fluid and cursive, with the first name "Tom" being more prominent than the last name "Woods".

Tom Woods
President, ReSound