

DOW CORNING
WRIGHT
P.O. BOX 100 - ARLINGTON, TN 38002

*known
M. Barrett*

August 4, 1992

Facsimile Number: (713) 790-0249
Office of Bernard M. Barrett, Jr., M.D., F.A.C.S.
Attention: Cecilia Rosmarin
6624 Fannin Street, Suite 2200
Houston, Texas 77030

AUG 17 1992
LEGAL DEPARTMENT

Re: Patient Options

Dear ~~XXXXXXXXXX~~

As we discussed on the telephone, this letter will confirm the options we have available for your patients. We would like to assure you that Dow Corning is concerned with patients who use our products and we do stand behind them.

Our first option is our Breast Implant Removal Assistance Program which provides up to \$1,200.00 towards the cost of the removal if it is medically necessary and the patient is financially unable to pay. There is no release required. To apply for this assistance, please call 1-800-442-5442. Enclosed is a copy of the information sheet for this program.

The second option is our P.R.E.P.[™] Warranty Program for our SILASTIC[®] II and SILASTIC[®] M.S.I. implants which were implanted after November 1, 1986. This allows the patient up to \$600.00 towards the cost of the revision surgery and previously replaced the implants or credited the doctor's account. Since we are no longer manufacturing silicone breast implants, we will consider an invoice for the replacement mammary. I have enclosed a copy of our P.R.E.P.[™] Warranty. However, please note that we no longer require a release for our P.R.E.P.[™] Program.

Lastly, the third option is to file a claim with my office. This payment policy is based upon an examination by our laboratory of the removed implants. If it appears that the implant failed as a result of our materials or workmanship, we will assume financial responsibility for the reasonable, uninsured, out-of-pocket expenses incurred by the revision surgery. Prior to making any claim payment, we would require the patient to sign a release.

Continued.....

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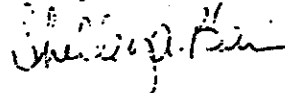
If you wish to initiate a claim, we will need to obtain the removed sterilized implant, original and revision operative reports, and documentation of the out-of-pocket expenses. We will provide a medical authorization for the patient to sign allowing us to obtain the medical records.

Should the patient just have questions or concerns about their implants, our Implant Information Center can be reached at 1-800-442-5442. They can supply the patient with a Patient Information Packet.

Due to the large number of telephone calls we are receiving, I know it can be difficult and frustrating trying to reach us. We do apologize and want to assure you that we are concerned about the patient's well-being and will make every effort to respond to you and the patient as quickly as possible.

Please do not hesitate to call me should you have any questions. I can be reached at 1-800-446-3845.

Sincerely,



Shelley A. Blair
Customer Relations Specialist

SAB:mb

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