

BRUCE NEU, M.D., INC., P.S.
PLASTIC & RECONSTRUCTIVE SURGERY

September 1, 1992

ATTN: Gene Jakubaczak
Dow Corning Wright
P.O. Box 100
Arlington, TN 38002

RE: ~~CONFIDENTIAL~~

Dear Mr. Jakubaczak:

~~XXXXXXXXXX~~ has now had her surgery. You may recall from my telephone call in April of 1992 that she developed a left ruptured gel filled implant which was subsequently removed. Capsulectomies were accomplished and the implants were replaced with bilateral 300 cc saline filled implants.

At the time of our telephone conversation, you indicated to me that Dow Corning Wright would cover the cost of replacement of the implants and the operating room charges, which was approximately \$2,000. I had chosen not to charge a surgical fee on top of that and, with your agreement, that was how the case was resolved. I recently received a letter from Rosalyn Wakefield, Customer Relations Specialist for Dow Corning Wright, who indicated that the Removal Assistance Program would only reimburse up to \$1,200 and that a second option would be to file a claim. We also have submitted the implants to you under separate cover. We are attempting to have ~~XXXXXXXXXX~~ sign the release medical information form which was sent us. I do feel, however, that the agreement which we struck was that you would reimburse us \$2,000 for the cost of the implants and operating room facility. If this is not your recollection, or you disagree with this, please respond as soon as possible so that we can bring this matter to as rapid a conclusion as possible. Thank you for your assistance and understanding during this difficult time.

Sincerely yours,

Bruce Neu, M.D.

BN/bt

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