

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

Attorney Work  
Product

December 30, 1992

Helen A. Dovolis, Esquire  
Alex B. Leibel & Associates  
2926 Dean Parkway, Suite 1300  
Minneapolis, MN 55416

Re: Your Client - 

Dear Ms. Dovolis:

We have received your letter and acknowledge your representation of Margaret Fehling. Dow Corning is concerned about the well-being of patients who use our products and we are willing to work with you to attempt to resolve this matter.

The claims process is initiated through this office. As a starting point, we will need to obtain Ms. Fehling's medical records. To that end, enclosed are two copies of an Authorization to Release Medical Information. Please have Ms. Fehling sign and date both copies and return them to me along with the names and addresses of all physicians who have treated Ms. Fehling's breasts.

In addition, we will need to obtain the removed, sterilized implants for examination by our laboratory. Our company policy with regard to claims is based upon this examination. Should Ms. Fehling's difficulties prove to be related to our materials or our workmanship, we will assume financial responsibility for the reasonable, uninsured, out-of-pocket expenses associated with her corrective surgery. We would also be willing to consider a claim for general damages.

If you have any questions or concerns about our claims process, please feel free to call me. My direct number is 901-867-4543.

Sincerely,

Patricia A. Barnes  
Customer Relations Specialist

PAB:jk

Enclosures

DCC-242060917