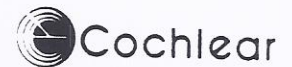


FAX #




No. of pages: 6

TO: Catherine Livingstone
FROM: Ron West
DATE: March 13, 1995
SUBJECT: Spectra Conversions

Dear Catherine:

I though you would enjoy reading the attached letter from Lewis Cosby, III. Not only is it nice to have feedback on the professionalism of our staff, but also you can see that it took nine months to overturn the initial denial!

Regards,


Ronald E. West
President, CEO

REW/djn

bcc: C. Morris



February 10, 1995

Ronald E. West, President
Cochlear Corporation
61 Inverness Drive East, Suite 200
Englewood, Colorado 80112

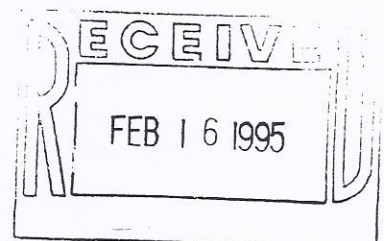
Dear Mr. West:

My wife, Lydia lost her hearing in 1991 after having normal hearing for 40 years. As you can imagine, this was a major change for our family. We were very lucky to have been seeing Dr. John Emmett and Elizabeth Domico at the Shea Clinic. Lydia had a cochlear implant in November 1991 and has done very well.

The reason for writing this letter is to compliment you and your employees for the high quality of professionalism and helpfulness that we have experienced. I want to single out one of your employees, Mark Hobratschk for a letter that he wrote to our insurance carrier.

In May 1994, Lydia upgraded her speech processor to the new Spectrum 22. We filed a claim with Employers Health Insurance but were denied reimbursement because the claim was not "medically necessary". I contacted both your company and the Shea Clinic for any help they could provide. I received a listing and letters from other companies that had reimbursed members and an article from The American Journal of Otology. I filed an appeal with Employers Health to reconsider our claim which was denied. I thought my chances for reimbursement were over.

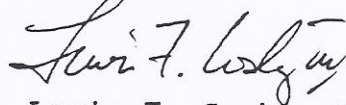
It appears that Employers Health sent a copy of our denial to your company. Mark Hobratschk sent a three page letter appealing that decision. I have enclosed a copy of this letter which I think is great.



Ronald E. West, President
February 10, 1995
Page 2

We have just received word that they are going to pay our claim. I think a lot of the credit should go to Mark Hobratschk's letter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lewis F. Cosby, III".

Lewis F. Cosby, III
General Manager

LFCIII:grw
Enclosure

pc: Mark Hobratschk