



Profiles International, Inc.  
Attn: Deiric McCann  
5205 Lake Shore Drive  
Waco, TX 76710

**CIBA Vision Corporation**  
11460 Johns Creek Parkway  
Duluth, Georgia 30097-1556

Dear Mr. McCann,

I'd like to thank Profiles International for their excellent work on the case study we have been using with the Lens Care Group. These are the forty-five sales representatives who took a product line from \$80,000/month (or a million a year) to \$1 million a month in six months. They projected \$7 million the first year and ended up at \$10.5 million. Sales Director of the Lens Group happily reports that they projected \$17 million for 2004 and will end up the year at \$21.5 – 22.0 million! That's doubling the sales the second year!

We couldn't have done it without Profile XT. That's what happens with a tight benchmark and the proper use of the assessment.

Sincerely,

A handwritten signature in black ink that reads "Stephen Osbaldeston". The signature is fluid and cursive, with the first name "Stephen" being more prominent than the last name "Osbaldeston".

Stephen J. Osbaldeston  
President  
Global Lens Care Business

**NOTICE!**

Please respect the time and  
generosity of our client.  
Our clients send us letters  
expressing their appreciation  
for our products.  
They request:  
**Please! No Phone Calls!**