

Dear Interested Patient,

Thank you for your inquiry regarding the Osbon ErecAid system, Vacuum Enhancement Device (VED). The Osbon ErecAid System is a viable medical solution for men with Erectile Dysfunction (ED). ED is a medical problem affecting thousands of men globally, every day. The ErecAid System is a realistic, non-invasive and affordable treatment option for men with Erectile Dysfunction.

The Osbon ErecAid has been manufactured in the USA for over 30 years; it has been available in Australia for 20 years; and it has a 95% success rate. It is approved by the Federal Drug Administration (FDA) in the USA; is CE Certified (a major quality certification in Europe and the USA); and is approved by the Therapeutic Goods Administration (TGA) in Australia. **It is a *medical quality vacuum device*.**

I have enclosed a brochure and DVD for you, and provide the following information.

Osbon offers three ErecAid options for your consideration:

1. The ErecAid **Esteem Manual** System - This is our most popular model, and the one which suits the majority of patients. Its ease of use, one-handed operation, ring loading mechanism and streamlined use, makes it our best seller. Included in the cost are an instructional DVD, User Guide, cylinder, manual hand pump, ring-loader, 4 varying tension rings and a tube of water-based lubricant. This is all neatly packed into tailor made case, to protect the unit when not in use.
The Esteem Manual System costs \$654 including GST, plus \$7 postage, totalling **\$661**.
2. The ErecAid **Esteem Battery** System - is a battery-operated model, same as the above, but without the hand lever (it has a push button and batteries instead), which is recommended for patients who have reduced strength in the hand or arm (eg chronic arthritis, stroke, spinal injury or Parkinson's disease). Included in the cost are an instructional DVD, User Guide, cylinder, battery pump, 3 x AA batteries, ring-loader, 4 varying tension rings and a tube of water-based lubricant, and carry case.
The Esteem Battery System costs \$754 including GST, plus \$7 postage, totalling **\$761**.
3. The ErecAid **Classic** System – The Classic System is a manual model, but differs from the Esteem Manual System in these ways:
 - The Classic is a two-handed operation (rather than being one-handed for either Esteem model). It has a thin flexible tube connecting the hand pump to the cylinder.
 - The Classic does not have a ring loading mechanism (rings are stretched onto the end of the cylinder with fingers and thumbs).Included in the cost are an instructional DVD, User Guide, cylinder, manual hand pump, 4 varying tension rings and a tube of water-based lubricant, and carry case.
The ErecAid *Classic* System is \$443 including GST, plus \$7 postage, totalling **\$450**.

The end result is just as effective with all three models, it is just the features vary slightly between models.

Upon Purchase of an ErecAid System, patients are supported a 90 day money-back guarantee. Our goal is to get the system working for each and every patient, so we would appreciate the opportunity to provide technical support. In the event that a patient is not satisfied with the result, he is required to receive advice via phone or email, from our technicians on a minimum of two occasions. If after acting on this advice, a satisfactory result is still not achieved, patients may obtain a refund after returning the ErecAid system complete. We would refund the purchase price (excluding postage), less one tube of lubricant and one ring.

Osbon Australia also offers a lifetime warranty on the hand pump and cylinder. Please refer to our website www.osbon.com.au for more details, or contact us on 1800 635 189 to enquire further.

Unfortunately Medicare Australia does not offer coverage for the ErecAid. If you have private health cover, with top extras, you may find that your fund will reimburse part of the expense of the ErecAid, so it is worth enquiring with the fund if they will provide a reimbursement. The funds usually require a specialist referral.

Eligible war veterans are also entitled to have the cost borne by the Department of Veterans' Affairs. Contact me if you are a Gold Card Veteran, and I can make the necessary arrangements.

You are also welcome to contact our clinical technicians on our toll free number 1800 635 189 with any questions or concerns you may have, this is an ongoing service provided to our customers.

Remember, the Osbon ErecAid System is very easy to use, and has worked for thousands of men, where many thought that nothing would. It works for 95 out of 100 men, and if it doesn't, you can get your money back.

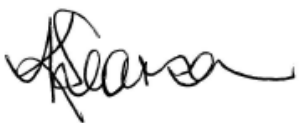
I also attach some testimonials from customers who have passed on their feedback and experience. Many men are seeking a non-invasive treatment option, where they don't have to use penile injections, or take Viagra or Cialis, so the ErecAid System is a popular alternative.

A formal prescription is not required in Australia in order to purchase an ErecAid. It is however important, that each patient has consulted with a medical practitioner to establish the cause of his erectile dysfunction.

Please do not hesitate to contact me with any queries you may have. If you would like to order an Osbon system, you may do so by completing the attached order for and post fax or email it. We accept payment via Visa, MasterCard, Cheque, Money Order, or you can EFT funds into our account (contact us for account details). You can also order via PayPal on our website www.osbon.com.au.

Alternatively, call on 1800 635 189 and place the order over the phone with Visa or MasterCard.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K. Searson', written in a cursive style.

Karen Searson
Customer Support Manager

20 March 2018