



Dear Customer,

We truly value the business relationship we've built with you over the years and the manner in which we've worked together to provide quality hearing care services. We are writing to share news that HearUSA has entered into an asset purchase agreement with William Demant Holdings A/S. We have entered chapter 11 and will be implementing this sale with court assistance.

The court process has many requirements. Among them is the requirement that we obtain the "highest and best" offer for our assets. As a result, we will be conducting an auction process that should yield the highest and best offer. There are a couple of important things for you to know about this process:

- Our doors are open and we are continuing to operate our business;
- We have had the initial hearing with the bankruptcy court and requested certain court orders to facilitate our continued operations;
- We have been granted permission by the court to honor warranties;
- Additionally, our request that we be allowed to replace batteries for those that are entitled was granted as well.

Be aware that you may be receiving routine court notices concerning upcoming deadlines and other court matters. Most of these notices are for informational purposes, and we encourage you to contact us at 1.888.369.8915 if you have any questions about this process. Additionally, we have included some answers to frequently asked questions you may have about this process. We have had a long standing commitment to our customers and our relationship is vital to this commitment.

Frequently Asked Questions for Customers

Is HearUSA open for business?

Yes, our doors are open. We are continuing to serve our customers as we normally do.

Is the warranty on my hearing aid still valid?

Manufacturer warranties on hearing aids remain unaffected in this process. As part of our filing with the bankruptcy court, we requested and were granted permission to honor customer warranties. Contact your local HearUSA provider for further information.

Can I still get my batteries that are covered with my purchase replaced at your store?

Batteries can be purchased at your local HearUSA center. If you are entitled to additional battery supplies as indicated with your purchase agreements, as part of our filing, we requested and were granted approval to continue to honor this customer program. Contact your local HearUSA provider for further information.

I am an AARP member. Do I still qualify for the Hearing Care Program for AARP members?

Yes, the Program is still being offered by the Company.

Will there be changes to any insurance coverage that I have?

No, we are continuing to provide our goods and services under our managed care and insurance contracts. We will continue to offer you the benefit/discount that is available to you through your insurance plan.

Can I return a hearing device that I purchased prior to the filing?

As part of our filing with the court, we requested and were granted permission, to continue to honor our normal return policy.

Are Siemens products still available for sale?

Yes. We plan to continue to provide Siemens hearing devices.

Where can I receive more information?

We have established a dedicated line to accept your questions. For more information regarding this process call 1.888.369.8915.