

Legal entity



February 20, 2008

Dear Valued Customer,

Ciba Specialty Chemicals is implementing SAP throughout our global operations, and will go live with the new system throughout EMEA on April 7, 2008. Our goal is to make sure that our transition to SAP is as seamless for you as we can make it.

Our adoption of SAP in Bahrain, Benelux, Denmark, Finland, France, Hungary, Norway, South Africa, Spain, Sweden and Turkey follows Ciba's SAP implementation in the UK, Italy, Switzerland, Austria, Germany and the Americas.

We've gained valuable experience from the previous implementations. Beyond some minor modifications in documents, we do not expect that you will see any major changes in your dealings with us – except that they will over time get faster and simpler. In fact, at this same time, we will be changing our name from Ciba Specialty Chemicals to Ciba to symbolize a new, streamlined organization capable of meeting your needs for a wide range of products and services.

In preparation for the cutover to SAP, Ciba will have a planned business system shutdown from April 1 to April 7, 2008 during which we won't be able to process orders. We request your help to plan ahead so that you will have sufficient stock for this period. We ask that you provide longer lead times and give us advance notice of issues that will require special attention.

All of us at Ciba look forward to using SAP as a tool to support your business and meet your needs even more efficiently in the future.

To know more about our SAP implementation, please refer to our Internet page:
<http://www.ciba.com/index/cmp-index/cmp-sap.htm>.

If you have any questions or concerns, please do not hesitate to contact your Ciba Representative.

Best regards,

Name

Address 1
Address 2
City and city code

Tel.:
www.ciba.com

Value beyond chemistry