



<Detailed Customer Account Company Name>
<Contact Name>
<Address Line 1>
<Address Line 2>
<City, State/Province, Country, Postal Code>

November 1, 2006

Ciba Specialty Chemicals Introduces New ERP System

Dear <Contact Name>,

Ciba Specialty Chemicals works hard to make it fast and easy for you to do business with us. While personal contacts remain the core of our customer relationships, they are now being complemented by a state-of-the-art information technology platform for managing our business processes worldwide. The benefit for you will be timelier, more professional service.

Over the next two years, we will be implementing a global enterprise resource planning (ERP) system based on SAP R/3 technology. **We officially began this process today with the implementation of the new system in our Italy and UK-based subsidiaries.**

As a customer supplied by our Italy or UK-based subsidiaries, you will begin to notice some changes when dealing with us as we implement our new ERP system. Please refer to the enclosed fact sheet, which summarizes the key changes you can expect to see in the coming weeks – as well as a summary of the things that will not be changing.

We will do everything possible to ensure a smooth transition and continuity of normal business operations throughout the conversion period. We will also be closely monitoring the performance of our new system during the days and week ahead to verify order processing and delivery effectiveness. However, should you experience a service issue, please do not hesitate to contact your Ciba sales or customer service representative at any time.

We will continue to keep you informed of any relevant developments and look forward to working closely with you as the new system goes live in Italy and the UK.

Sincerely yours,

<Ciba Contact Name>
<Title>

Enclosure

P.S. More information about the changes can also be found at our website:
www.cibasc.com/sap.



Introduction of New ERP System – Fact Sheet for Customers

What

Ciba Specialty Chemicals is introducing a new global enterprise resource planning (ERP) system based on SAP R/3 information technology.

Why

We strive to provide customers with timelier, more professional service.

When

The new ERP system will be rolled out in phases, starting on November 1, 2006, and continuing through 2008.

Where

We will implement the new system in Italy and the UK first, with other countries to follow.

What will not change

- Your Ciba sales and customer service representatives
- The way you order finished goods
- Product names
- Product specifications
- Lot numbers
- Online services offered through www.cibasc.com/ebusiness
- Interface for Elemica customers

Key changes to expect after* the new system goes live in a given country

- Customer numbers
- Invoice numbers
- Item numbers
- New formats for invoices, Material Safety Data Sheets, product labels, forwarding instructions and order confirmations
- New screens for online ordering and additional order tracking functionality

*Customers receiving product supplied from a Ciba site in a country that has begun using our new ERP system may see some of these changes even prior to implementation of the system in their own country.

For more up-to-date information and examples of the customer documentation that will be changing with the new system, visit www.cibasc.com/sap. If you have further questions, please contact your Ciba sales or customer service representative.