



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

March 27, 2007

### **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 began this process in November 2006 with the implementation of the new system in our Italy and UK-based subsidiaries and **will now continue the implementation in Austria, Germany and Switzerland early May 2007**.

As a customer supplied by our subsidiaries located in Austria, Germany or Switzerland, 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 after **May 2<sup>nd</sup>** – 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 (Friday, April 27<sup>th</sup> to Wednesday, May 2<sup>nd</sup>) – where the processing and shipment of new customer orders may proceed a bit slower than normal. 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 Austria, Germany and Switzerland.

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](http://www.cibasc.com/sap).

Local address 1  
Local address 2

Tel. \_\_\_\_\_  
Fax \_\_\_\_\_  
[www.cibasc.com](http://www.cibasc.com)