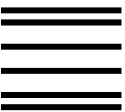
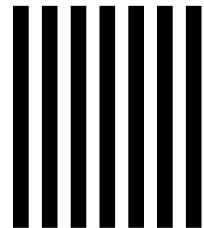


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AB's Commitment to You



Request Information
Get information on AB products; educational materials, resources and references; news and events; and a whole lot more.



Comprehensive Warranty
Your internal implant is covered for 10 years; the external processor for three years, including a one-time loss and damage coverage.



Technical Support Hotline
Highly trained representatives provide immediate assistance 12 hours a day (5 a.m. – 5 p.m. PST), Monday through Friday—with emergency paging access on weekends.



Clinic Finder
AB offers a comprehensive listing of cochlear implant clinics around the world.



48-Hour Product Replacement
Should any part of your system break, AB will ship you the necessary replacement part(s) within 48 hours (two business days).



Insurance Reimbursement Services
AB's insurance experts provide comprehensive assistance including reviews of your coverage, pre-authorization services, direct billing, and help with Medicare.



Online Chat Support
Along with phone support, AB also offers online chat support for technical or general assistance, as well as any other questions you may have.



Webstore
Convenient, 24/7 online shopping for parts and accessories.

BIONIC EAR BASICS *A Journey to Choosing Cochlear Implants*



By Advanced Bionics

THE NEXT STEPS of your journey

Learn more about how Harmony can change your life or the life of your child. To help you learn more, AB has created the Bionic Ear Association (BEA), a support network of recipients, parents, and professionals who offer assistance by providing you and your loved ones with information, education, and guidance. The process is easy, and we'll make it even easier by helping you with each and every step.

To get started, simply:

1. **Discover if you are a candidate** by checking with a qualified audiologist and your insurance company. To locate a center near you, and/or to find support for insurance authorization, contact the BEA at **866.844.HEAR (4327)** or visit their website at **www.BionicEar.com** for a list of clinics worldwide.
2. **Learn more about life with cochlear implants by connecting with a recipient.** Contact the BEA at **866.844.HEAR (4327)** today and request a personal mentor or connect online at **www.BionicEar.com**.
3. **Ask for a FREE DVD and brochure, *Getting Ready for a Bionic Ear*.** AB believes the more you know, the more comfortable you will feel. That's why it developed this informative DVD that explains the surgical process, what to do to prepare yourself, and what to expect in the recovery process and during initial stimulation. For a copy of this free DVD, contact the BEA by calling **866.844.HEAR (4327)**, visiting the BEA's website at **www.BionicEar.com**, or sending an email to **hear@AdvancedBionics.com**.

Call the Bionic Ear Association at **866.844.HEAR (4372)** or email the BEA at **hear@AdvancedBionics.com**



MAKE a CONNECTION

One of the best resources for learning more about what to expect on your journey to better hearing is a person who's gone through the process and can relate to what you're going through now. Through the BEA's mentoring program, you can directly connect with another cochlear implant recipient or parent who can assist you in navigating the process of choosing and living with cochlear implants.

- **Call the Bionic Ear Association Hotline 866.844.HEAR (4327)** The BEA hotline is staffed by experienced cochlear implant audiologists who can answer your questions, provide support, and connect you with a recipient volunteer to be your personal mentor.
- **Connect with a Mentor Online (www.BionicEar.com)** Read the stories and profiles of many Bionic Ear recipients who volunteer as personal mentors. From these profiles, you can select one or more mentors who you feel might best understand your own experience. Once you've identified a mentor or mentors, it's easy to initiate an online communication.
- **Join the Hearing Journey Online Community (www.HearingJourney.com)** Share your own experience with other recipients and candidates.
- **Find a BEA Chapter or Local Seminar/Event (www.BionicEar.com)** You can meet recipients in your region who will help you learn more about life with a bionic ear. Make new friends with whom you can share your journey.

It's EASY to CONTACT the Bionic Ear Association

Want to learn more about life with a cochlear implant or the Harmony HiResolution Bionic Ear System by AB?

Just complete this postage-paid card and drop it into any mailbox. A representative from the Bionic Ear Association will contact you.

Name: _____

Address: _____

City: _____

State/Zip Code: _____

Country: _____

Email Address: _____

Telephone: _____



GLUE AREA