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We appreciate our

We are asking all Te-Care[™] service customers to give us their feedback on how we performed.

Your response will help us to continuously learn about your specific needs, monitor our performance and define ways in which we can improve our services to you.

Every six months, to thank you for your participation in the survey, we will award great prizes to three lucky winners.

- 1st prize: Sony e-book reader
- 2nd prize: Apple iPod®
- 3rd prize: USB stick

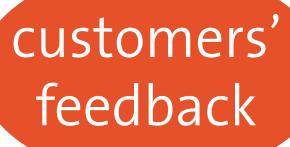
Please complete our customer service survey – now online for your convenience – when you receive the request to participate.

To find out more on Tecan's Te-Care services, visit **www.tecan.com/support**

iPod is a trademark of Apple Inc., registered in the US and other countries.



1st prize winner – Carmen Navarro Garcia, Hospital Clinic Barcelona, Spain





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2nd prize winner – Florence Hilaire, Merial, France