

WELLSPRINGS TRADING LTD

2007 CUSTOMER LETTER FOLLOWING SPLIT FROM HEALTH SCIENCE

Wellsprings Trading and Serenity Natural Progesterone Cream

You may well have received a letter from the USA suggesting that the Serenity offered by Wellsprings Trading is not the "genuine article" from a Dr Upton or Dr Martin of New York. This is completely and utterly untrue and we are of course seeking legal advice.

We don't even know who these people are but suspect they are either investors in Health-Science or have bought the Company. Naturally they are peeved that we no longer deal with them as Wellsprings was responsible for the majority of Serenity sales.

We half expected something like this as a direct result of our having severed relations with Health-Science, our contracted suppliers of the last eleven years, in the USA. What is now obvious is that they have stolen our customer database which was entrusted to Health-Science in order to post the product to you. Please be assured that they do not have your payment details.

May we reassure you that the product sold by Wellsprings is the "genuine article", the best quality natural progesterone cream and you may rely upon continued future supply of the original formula from our substantial stock here in Guernsey for immediate dispatch which complies with all UK and EU regulations.

Contrary to any communication you may have received from the USA, it is Health-Science who are selling the non-genuine product. Here is why.

For many years Wellsprings Trading Ltd was in association with Health-Science to bring Serenity to you. The product was excellent and we were very proud to be associated with it. The cream was mixed and bottled by a very reputable laboratory in the USA who paid particular attention to quality, hygiene and the strict labelling instructions regarding medical products that apply in the USA.

Health-Science argued with the laboratory; we believe over labelling and financial issues and as a result then had creams made by several different companies. At this point it became obvious to us that not only did they not own the formula, they didn't know what it was. They also began to bottle the "new" cream in house, we suspect to by-pass labelling regulations. In effect the only thing that was the same as the original cream was the name. Immediately there was trouble with the "new" cream in as much as the quality was not good compared to the original product; seals were badly applied and labels poorly adhered. Furthermore, the product varied from batch to batch which made us suspect that several different producers were being used.

It became obvious to us at Wellsprings that we needed to take drastic action to ensure the integrity of the product and look after the interests of the many thousands of customers we had serviced since 1995

We approached the original laboratory and negotiated for the original formula to have the cream manufactured by them exclusively for Wellsprings. As a result we are able to supply you with the original and genuine product at a new extremely competitive price. If you have bought a jar of Serenity from us since February 2007 you will have noticed the difference in texture, quality and efficacy.

Dr Upton states the use of parabens is harmful; however, the very minute trace quantity of these necessary preservatives used in the original Serenity formula are present in very much greater quantities in everyday foods, cosmetics and toiletries. As with any quality moisturiser it is beneficial to keep the jar closed and in a cool place.

The call centre at our offices in Guernsey is there to provide you with a fast efficient service where you can talk to our staff during normal office hours.

We hope that you will appreciate that in the past Wellsprings has dealt with you with honesty and integrity, and will continue to do so.

Assuring you of our best attention.

Wellsprings Trading Ltd

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