



always on call.

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March 28th, 2001

Dear Client,

Change in Quarterly, Half Yearly Billing and Visits.

Over the past several years the company has been acquiring more modern equipment which permits us to make changes advantageous to both you as our client and also our Service Administrator.

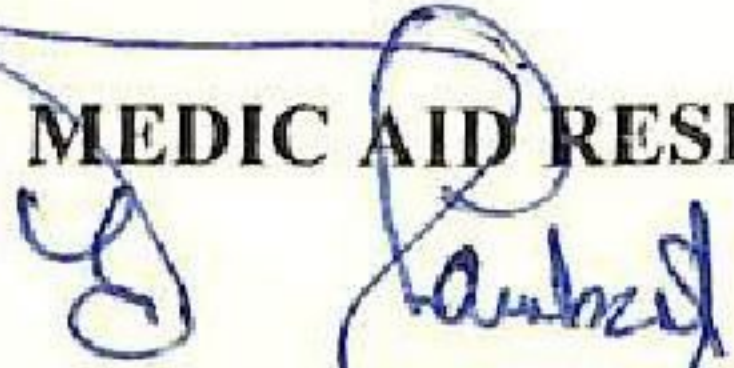
Our newest pendants are equipped with a battery with a life expectancy of at least 5 years or 2000 activations. This means that our former practice of visiting you every six months to change your pendant battery and test your system, is no longer necessary. We are therefore enclosing our bill for your next period of monitoring, starting at the beginning of April. We have also enclosed a self addressed, pre-stamped envelope, in which you may forward your payment. As I previously advised you, Mr. Stu Godkin will be contacting you by phone, toward the end of the month or the beginning of next month, to update your Client Profile Form and make any changes that might be necessary. These he will forward to us and we will update our central computer at the monitoring station.

We invite you to test your system whenever you might like to, **but please call the monitoring station first at 1-800-772-5034. Please give them your name and your unit number, as listed on the enclosed invoice, and then activate the unit. If you have a voice unit, they will be able to talk to you directly. If you have a basic unit then the monitoring station will call you back to confirm that your signal has come into the station.**

We are pleased to be able to reduce the time and travel that we will have to do in the future. Not only does this reduce pollution; it also permits us to maintain the existing rates that you are being charged at present, for the next 12 months. Naturally Walt Dickie is available should you experience any difficulties at all with your test at (705) 835-2500 or please feel free to call our offices at 1-800-565-9135.

After a long and hard winter I will take this opportunity to wish you every happiness during the rest of the year 2001 and we appreciate the opportunity of being of service to you.

MEDIC AID RESPONSE SYSTEMS®


GREG LAMBERT
PRESIDENT