

From: Wingsfreed
Sent: Wednesday, March 17, 2004 6:04 PM
To: CONTACTLENSRULE
Cc: 1800CONTACTS
Subject: Consumer Freedom

Dear FTC,

HELP! As a consumer and a woman who wears contacts I need your help. I would like to understand who is choosing to regulate my freedom to easily and expeditiously receive contacts at any given moment I need them? Are there frivolous lawsuits out there in place by a few that you wish to legislate into affecting the masses? If so, why? I have done nothing and do not wish to be punished because of the minority. When I need contacts I make a call to my chosen provider who has EARNED my business and KEPT my business for years due to their diligence in assuring the following:

1. Checking to see that I have a current prescription that is working well for me.
2. Stocking and immediately shipping exactly what I need.
3. Never suggesting alternatives or substitutes.
4. Truly caring about me, my eyes and what I honestly require, no more, no less.
5. Offering me a product at a fair price ANY TIME and EVERY TIME I need them.
6. Expeditiously getting me the contacts I need to DRIVE, etc. It's IMPORTANT that I receive them PROMPTLY as contacts can tear and replacing them immediately isn't a luxury it is a NECESSITY!
7. Having the most incredible customer service I've ever experienced in any capacity!

I would like to hear from someone in your organization that can explain the proposed legislation that might affect me. I want to be informed and I want my opinion valued. I've worn contacts 25 years and I believe I am somewhat of an expert at this point in terms of what I need. Believe me, my eyes are irreplaceable and I require that kind of care from my contact lens provider. I want to know where my VOICE can be heard and what I need to do, specifically, to be acknowledged and assured that someone is listening. I appreciate the concern for my eyes and I also respectfully request that my consumer freedom remain intact, just as it has been the last 25 years. Please don't let some lobbyist pressure anyone into taking away my freedom, nor frivolous lawsuits that should be handled at the judicial level, not by taking away my rights!

I deeply appreciate your prompt and courteous consideration and response. I look forward to hearing from you at your earliest convenience.

Kindest regards,
Sheri Stokes