

December 3, 2004

Dear Nutritionist Pro Customer and Prospect,

It is with regret that I must announce that First DataBank will discontinue our Nutrition product line for licensees of our Nutritionist Pro™ single-user and network nutrition analysis and food labeling software. First DataBank will deliver on our commitment to active licensees by providing database updates to the Nutrition Knowledge Base in April 2005 and October 2005 (depending on when licenses expire, active customers may not receive both of these updates unless they renew their license by March 31, 2005). Customer support for these products will continue through March 31, 2006.

For over two decades, the principal business for First DataBank has been the development, maintenance and support of its drug knowledge bases for integration into healthcare information systems. First DataBank's vision for our major product lines is one of high market growth within various emerging sectors of healthcare, including computerized prescriber order entry (CPOE), ePrescribing and electronic health records – all of which are expected to expand dramatically and represent a major shift in the industry. Additionally, First DataBank must continue to maintain our leadership position in the hospital, retail pharmacy, payer and other market segments. Product development initiatives to support these areas will require significant resources, time and investment.

We are very proud of the Nutrition product line and its history in serving dietitians, dietary managers, other professionals in the food industry, and their patients for nutrition analysis and food labeling for more than a decade. Nutritionist Pro has been a leader among many competitors and its brand is highly respected. However, the market for the product line has declined in recent years and – combined with the significant market expansion anticipated for our core business – it is no longer justifiable for us to allocate resources to its continuance.

We realize that this news is both disturbing and disappointing. We promise to do our best to answer all your questions and concerns. Below is a list of questions and answers to help keep you as informed about this situation as possible.

What are you recommending customers of your software to do?

Licensees of the Nutritionist Pro™ single-user and network nutrition analysis and food labeling software will continue to receive database updates to the Nutrition Knowledge Base in April 2005 and October 2005; customer support will continue through March 31, 2006. While updates to the database will not be provided thereafter, customers may continue to use the product as long as they wish, without a license agreement renewal.

Will First DataBank sell the product line to another organization?

First DataBank does not plan to sell the Nutrition product line.

Can I convert my client data from Nutritionist Pro and use it within another software program?

We are not currently aware of any method to convert client data from Nutritionist Pro and utilize it within a competing software product. If we become aware of a solution we will be sure to communicate it immediately. You may wish to consult with the other software providers.

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Will First DataBank provide technical assistance to help me transition to another software program?

First DataBank will provide customer support, including general technical assistance, to all active customers through March 31, 2006. We will make every effort to answer all questions; however, we do not have specific technical expertise regarding competing software products. You may wish to consult with the other software providers for specific technical questions about their products.

Whom can I call to discuss my issues/address my questions?

Please contact First DataBank customer service at 1-800-633-3453 or cs@firstdatabank.com with all questions and comments.

I am a current licensee and still wish to renew my license to receive one (or both) of the remaining data updates. Can I do this? How much will it cost?

Through March 31, 2005: Yes, at full price, as long as you understand that the product will be discontinued based on the terms set forth above, which include two updates and customer support through March 31, 2006.

After March 31, 2005: We will accommodate customers with partial-year orders expiring no later than March 31, 2006.

Will renewal notices continue to be sent to active customers whose renewals are about to expire?

First DataBank will continue soliciting renewals for subscriptions up to and including those expiring on March 31, 2005, and we will fully service any such subscriptions that renew. We will provide customer support through March 31, 2006.

First Databank and The Hearst Corporation greatly appreciate the many customers who have used our Nutrition software over the years.

If you have any additional questions or comments, please feel free to contact Customer Service at 1-800-633-3453 or at cs@firstdatabank.com.

Sincerely,



William Wright
President and CEO