

December 21, 2005

Via Certified Mail

Mark Lyon
403 Eaglewood Lane
Florence, Mississippi 39073

Dear Mr. Lyon:


Thank you for your letter dated November 16, 2005. We are sorry to hear that you are unhappy with your recent purchase of Our Lady Peace – Healthy in Paranoid Times and regret any inconvenience our XCP software may have caused you.

In response to your requests, you can uninstall the XCP software from your computer by going to <http://cp.sonybmg.com/xcp/english/updates.html>. At this site, you will find information on the uninstall program as well as a link to download the program itself. We would also be happy to send you a copy of Our Lady of Peace without XCP software, and an MP3 version of the same, as part of our XCP Exchange Program. Information and instructions on how to participate in this program can be found at <http://www.upsrow.com/sonybmg/>.

Again, we deeply regret any inconvenience our XCP software may have caused you but are confident that any problems you may be experiencing with your computer as a result, will cease once you download the uninstall program.

We hope that this addresses your concerns and thank you again for your valuable feedback on our products.

Sincerely,



Stephanie Yu