July 26, 2016

New Cynosure Co. Ltd.
Room A2, 6/F,
Gold Swan Commercial Building,
438-444 Hennessy Road,
Causeway Bay, Hong Kong

Dear Anderson,

Re: Confirmation of Research Findings – Hair Again Customer Satisfaction Survey

Nielsen Hong Kong has conducted an independent study as follows:

**Project name:** Hair Again Customer Satisfaction Survey

**Area covered:** Hong Kong

**Population covered:** Hair Again customers

**Sample size:** Achieved N=107 successful interviews in total

**Sampling method:** Recruited from Hair Again's customer database

**Interview technique:** Telephone interview/ online survey

**Fieldwork period:** May 27, 2016 – June 26, 2016

**Margin of error:** ±9.5% at 95% confidence level
Questions asked:

Q13 請你綜合考慮【髮再生 Hair Again】在問題診斷、護理療程、效果及療程跟進、療程中心位置/環境、物有所值方面的表現，請問你會如何評價【髮再生 Hair Again】的整體表現呢？

Q8 對於問題診斷階段，請問你會如何評價【髮再生 Hair Again】的以下這些方面呢？
   ▪ (R4) 謝解專業耐心

Q10 對於效果及療程跟進階段，請問你會如何評價【髮再生 Hair Again】的以下這些方面呢？
   ▪ (R7) 有效固髮

The fieldwork is done in an unbiased manner without intervention from Hair Again and quality control procedures were followed strictly. Our research data yielded the following finding:

在 107 名髮再生受訪顧客中，
   ✶ 78%的受訪者比較滿意或非常滿意髮再生的整體表現
   ✶ 90%的受訪者比較滿意或非常滿意髮再生於講解專業耐心方面的表現

在 102 名曾針對“有效固髮”方面作出評價的髮再生受訪顧客中，
   ✶ 75%的受訪者比較滿意或非常滿意髮再生於有效固髮方面的表現

Details of the survey are as follows:

<table>
<thead>
<tr>
<th></th>
<th>(Q13)整體表現</th>
<th>(Q8R4)講解專業耐心</th>
<th>(Q10R7)有效固髮</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total sample size</td>
<td>107</td>
<td>107</td>
<td>102</td>
</tr>
<tr>
<td>比較滿意/非常滿意</td>
<td>78%</td>
<td>90%</td>
<td>75%</td>
</tr>
<tr>
<td>不太滿意/非常不滿意</td>
<td>4%</td>
<td>1%</td>
<td>5%</td>
</tr>
</tbody>
</table>
Please note:

♦ While we have provided the above written confirmation of our research findings, Nielsen does not endorse any client claim.

♦ Hair Again may only use our name in association with the results it may reference in its claim and within one year since the research was conducted. Hair Again may not state or imply that Nielsen is the source of the claim itself.

♦ Any citation to research conducted by Nielsen must include the following:

  ♦ "Hair Again claim based on Hair Again Customer Satisfaction Survey conducted by Nielsen in 2016, sample size: N=107 Hair Again customers (Copyright © 2016, The Nielsen Company)", and the citation must be referenced to % of interviewed customers rather than referring to general HK public.

  ♦ “資料來源：根據香港尼爾森市場調查公司於2016年之髮再生顧客滿意程度調查。調查對象為107名發再生顧客 (Copyright © 2016, The Nielsen Company)。” 引用調查結果時須註明數據源自受訪顧客，而非香港人口。

♦ Information provided by Nielsen is primarily designed for Hair Again' internal use. We consent the use of the results referenced in this letter in an advertisement or public communication on the condition that Hair Again indemnifies and holds harmless Nielsen, its officers and directors against all claims, damages, loss or expenses (including attorneys fees) arising from Hair Again' disclosure of information related to the survey.

Sincerely,

[Signature]
Angel Young
Managing Director, Hong Kong & Macau