



May 9, 2003

John Cangiano
Senior Partner
The Chapman Group
9881 Broken Land Parkway
Columbia, MD 21046

Dear John,

I would like to take this opportunity to thank you and The Chapman Group Team for being one of our key strategic partners. Our business relationship, which dates back to 2001, has been very rewarding, especially in the development and implementation of our Strategic Mega Account Resource Teams (SMARTS) for our key distributors. In particular, two successful initiatives have been the development of SatisfactionPro, which provides us critical feedback from our distributors on line (web based) and the DistributorPro tool, which allows us to more effectively capture valuable information and to use this information to initiate effective tactical plans to realize maximum results.

In addition to the cross-functional SMARTS teams we are also in the process of implementing the Value Manual you helped us develop. The initiatives in this manual will provide added value to our distributor channel partners as well as differentiate Intervet from the competition.

To date, we have launched seven SMARTS Teams and during the remainder 2003 we will train and implement eight additional teams. Of special note is the fact that our key distributors are also members of the SMARTS team in an advisory role and provide us with critical guidance and strategic direction.

I look forward to a continued mutually beneficial business relationship this year and look forward to maximizing and exceeding our goals in 2003.

Regards,

A handwritten signature in blue ink that reads "Paul Koffman". The signature is fluid and cursive, with a long horizontal stroke extending to the left from the start of the name.

Paul Koffman
Manager, Distributor Relations
Intervet Inc.