



PROCESS DRIVEN SOLUTIONS

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Valent BioSciences Chooses *i-Sight Complaint Handling Software and Corrective Action Software*

OTTAWA, Canada – March 1, 2004 – Customer Expressions, a leading provider of complaint handling and corrective and preventive action (CAPA) management solutions, today announced that Valent BioSciences Corporation (VBC) of Libertyville, Illinois, has chosen the i-Sight family of products to manage complaints and corrective actions. With i-Sight, VBC benefits from a state-of-the-art, web-based complaint handling and corrective action solution with proven features and functionality.

“After evaluating several competing products, it was clear to us that i-Sight is the leading complaint handling and corrective action solution. The fact that i-Sight is a web-based, hosted solution meant that we were able to get up and running quickly without significant upfront costs.”

“Valent BioSciences sells and markets products worldwide and we are recognized for our unique products, technical support and quality of our products. To maintain our global leadership position, we are moving to state of the art management systems to ensure we continue to work with our customers to maintain a high level of satisfaction.” said Frank O’Connell, Manager, Marketing Services for Valent BioSciences.

“After evaluating several competing products, it was clear to us that i-Sight is the leading complaint handling and corrective action solution. The fact that i-Sight is a web-based, hosted solution meant that we were able to get up and running quickly without significant upfront costs.” Frank added that VBC was looking for a solution that would support collaboration among the company’s various locations and business divisions. “i-Sight is a flexible solution that fits into our existing business and workflow.”

Joe Gerard, Vice-President of Sales and Marketing at Customer Expressions, said that i-Sight provides powerful functionality yet is easy to use. “Ease of use has been a focus at Customer Expressions, and it has been a critical factor in the success of our complaint handling and corrective action software,” he said.

About Valent BioSciences Corporation

Valent BioSciences Corporation, headquartered in Libertyville, Illinois, is a worldwide leader in the research, development and commercialization of low risk, environmentally compatible technologies and products for the agricultural, public health, forestry and household insecticide markets. For more information on the products offered by Valent BioSciences, please visit www.valentbiosciences.com.

About Customer Expressions

Based in Ottawa, Canada, Customer Expressions(www.customerexpressions.com) is a leading provider of web-based case management solutions for regulators and enterprises focused on quality assurance and customer service. Customer Expressions has gained an international reputation for best-in-class software that enables managers to improve customer retention and profitability. The privately held firm provides i-Sight, integrated case management software for complaint handling, corrective and preventive action management (CAPA Management), compliance monitoring, and other business processes that require case management.

For further information, please contact:

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