



October 1, 2024

Dear Valued Customer,

We want to inform you about the recent closure of Baxter's North Cove, NC facility and how it may impact product availability and service. At Concordance Healthcare Solutions, we are committed to ensuring a fair and efficient response during this period.

Key Updates:

- **Impacted Warehouse Locations:** The closure affects several Concordance warehouse locations, including Andersonville, Edison, Kalamazoo, Millwood, Mocksville, and Tiffin.
- **Product Allocation:** To maintain fairness and service across all customers, Concordance has placed Baxter products listed on the attached '48 Hold File' under a 25% allocation. We are currently shipping only one week's worth of product at a time to ensure continued availability.
- **Baxter Conservation Suggestions:** Baxter has provided recommendations for product management and conservation. Please refer to the attached 'Medical Assessment' letter from Baxter for further guidance.
- **Substitutions:** We have also attached a list of known product substitutions. We kindly ask you to work closely with your Concordance sales representative to identify any alternative products your facility will be using. This will allow us to secure additional inventory and support your needs.
- **Future Allocations:** Baxter has not yet finalized the product allocations impacted by this closure. However, they are expected to do so by the end of the week. We will update you as soon as the final allocations are available and will replace any provisional allocations currently in our system.

We understand the challenges this situation may cause and are here to support you. We will continue to send updates as we receive them. Please do not hesitate to reach out to your sales representative for any assistance or additional information.

Thank you for your continued partnership and understanding.

