



February 1, 2024

Dear Valued Customer,

We trust this message finds you well. We are excited to announce that effective today, HR Pharmaceuticals, Inc. will undergo **a company name change** and begin doing business as HR HealthCare.

Our company has grown significantly, and today, we offer a diversified portfolio of brands across several healthcare categories that positively impact people's lives throughout the continuum of care. HR HealthCare better reflects our evolution, the products and services we provide, and the customers we serve.

Please review the following information and kindly update your records accordingly:

1. **Business Operations:** Our transition to HR HealthCare will not disrupt/change any services, deliveries, ongoing projects, or current agreements.
2. **Communication Channels:** Our phone numbers, fax numbers, mailing addresses, and email addresses will remain the same with the following exceptions:
 - Effective immediately, please address correspondence to HR HealthCare.
 - Our email domain is now @hrhealthcare.com. Please update your email contacts accordingly. (There will be a transition period for email addresses to help support a seamless changeover and avoid service interruptions.)
3. **Purchase Orders:** For purchase orders and other related documents, please update your records to HR HealthCare.
4. **Billing and Payments:** There is no change to banking and payment details – continue to use the existing payment information for all transactions. Please update your records to reflect HR HealthCare.
 - Effective immediately, please use the following email addresses:
Accounts Payable: apinvoices@hrhealthcare.com and Accounts Receivable: AR@hrhealthcare.com.
5. **Branding:** Our branding will be updated to reflect the name change to HR HealthCare. There are no changes to SKU/part numbers. We will provide an updated Media Kit in the coming months. In the meantime, please update all records in your system to HR HealthCare, including vendor information in your database(s) and on your website, as applicable.
6. **New Website:** As part of the company name change, we are launching a new website – hrhealthcare.com. The new site features navigation improvements and functionality enhancements to better serve you and our mutual customers.

We remain fully committed to delivering the same high-quality products/services and maintaining the excellent level of collaboration that we have established with you. Should you have any additional questions or require assistance, please contact HR HealthCare Customer Service at 717.252.1110 or customercare@hrhealthcare.com.

For your convenience, please refer to the Frequently Asked Questions attached.

Thank you for your understanding and flexibility during this transition.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris".

Chris Wiesman

Chief Commercial Officer
HR HealthCare