

February 19, 2025

**SUBJECT: Updated Allocation Actions for Select Sodium Chloride Small Volume Presentations**

Dear Valued Customer,

ICU Medical is continuing to experience unprecedented demand, within our contracted, committed customer base, for our **50 mL and 100 mL 0.9% Sodium Chloride Injection, USP** product presentations due to the ongoing and dynamic IV Solution supply market conditions.

Effective March 1, 2025, we will transition the enclosed Sodium Chloride product presentations to **Direct Purchase Only** for contracted, committed customers with a purchase history from October – December 2024. All unfulfilled and attempted purchase orders placed after this date will be cancelled for uncommitted customers. This applies to both direct orders and orders placed through trading partners.

If you are a contracted, committed customer, please continue to order through your trading partner network through the month of February or until the respective inventory is depleted. All direct committed customer allocations at the time of this letter's distribution will remain unchanged. Customers should be aware that in order for ICU Medical to maintain the current 105% allocation level, **effective immediately until market conditions resolve, ICU Medical may fulfill orders with 4:1 (quad) or 1:1 (single) product configurations interchangeably to allow our contracted, committed customers to receive their total single and quad small volume bag monthly allocation.**

We are working diligently to continue to increase production to meet the immediate and future needs of our contracted and committed customers, and will continue to provide updated supply information as it becomes available.

**Allocated Products for Direct, ICU Medical Committed Only Customer Purchases:**

| Solution                            | Size (mL) | Packaging | Product Code | NDC Number   | Case Qty | Allocation                                                                                                     |
|-------------------------------------|-----------|-----------|--------------|--------------|----------|----------------------------------------------------------------------------------------------------------------|
| 0.9% Sodium Chloride Injection, USP | 50 mL     | Single    | 07984-13     | 0990-7984-13 | 48       | 105% Direct Committed Customers Only; <b>Intermittent Supply Anticipated</b> ; Supplement orders with 07984-36 |
|                                     |           | Quad      | 07984-36     | 0990-7984-36 | 80       | 105% Direct Committed Customers Only; Supplement orders with 07984-13                                          |
|                                     | 100 mL    | Single    | 07984-23     | 0990-7984-23 | 48       | 105% Direct Committed Customers Only; <b>Intermittent Supply Anticipated</b> ; Supplement orders with 07984-37 |
|                                     |           | Quad      | 07984-37     | 0990-7984-37 | 80       | 105% Direct Committed Customers Only; Supplement orders with 07984-23                                          |

Should you have additional questions or need assistance, please contact our Customer Care Department at 1-866-829-9025 or email [ProductAvailability@icumed.com](mailto:ProductAvailability@icumed.com). Thank you again for your business and continued support of ICU Medical products.

Sincerely,



**Dante Tisci**

Corporate Vice President, IV Solutions Business

## ORDERING DIRECT FROM ICU MEDICAL:

### A ORDERING DIRECT FROM ICU MEDICAL:

#### ALREADY HAVE A DIRECT ACCOUNT WITH ICU MEDICAL?

|                       |                                                                                                                                                                                                                                                                                 |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ORDER ONLINE          | Order product, check order status and get tracking information via our Web Portal: <a href="#">Support Home Page</a> and select Online Support<br><br>Don't have an online account? Click <a href="#">Create a New Account</a> . You'll need to have your account number handy. |
| EMAIL ORDERS          | <a href="mailto:CustomerService@icumed.com">CustomerService@icumed.com</a>                                                                                                                                                                                                      |
| FAX ORDERS            | 1-800-569-1541                                                                                                                                                                                                                                                                  |
| CALL CUSTOMER SERVICE | 1-877-946-7747<br>1-866-829-9025                                                                                                                                                                                                                                                |
| EDI ORDERS            | If you currently use GHX, but are not already connected to ICU through GHX, Enrollment at GHX is quick: <a href="https://login.ghx.com/login">https://login.ghx.com/login</a> .                                                                                                 |

#### DON'T HAVE A DIRECT ACCOUNT WITH ICU MEDICAL?

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| REQUEST A DIRECT ACCOUNT | <p>Send request for an account to <a href="mailto:CustomerRegister@icumed.com">CustomerRegister@icumed.com</a>. Include the following documents:</p> <ol style="list-style-type: none"><li>1. New Customer Data Form\Credit Application (filled out and signed by an Officer of the company, Director of Finance, or Director Level Role or above in Organization)</li><li>2. Copy of the Current Year W-9 for the facility</li><li>3. State License for the Ship To Location</li><li>4. GPO Affiliation</li><li>4. If you're facility is tax exempt, please include a copy of the tax-exempt certificate</li></ol> <p>Once the account is set up, you can use any of the above methods to place an order.<br/>NOTE: There is a minimum order fee of \$50 for orders less than \$250.</p> |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### HOW TO CHECK ORDER STATUS AND ESTIMATED SHIP DATES

|                        |                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ORDER TIMING           | We recommend placing a <b>weekly or bi-monthly</b> (preferred) <u>vs.</u> <b>daily</b> orders a minimum of 7-10 days prior to expected arrival date.                                                                                                                                                                                               |
| ORDER STATUS           | Check order status and get tracking information via our Web Portal: <a href="#">Support Home Page</a> and select Online Support<br><br>Don't have an online account? Click <a href="#">Create a New Account</a> . You'll need to have your account number handy.                                                                                   |
| ESTIMATED SHIP DATES   | Initial estimated ship dates may be inaccurate, please allow 72 hours for a more accurate date. To ensure supply to our committed customers, there will be an internal order review which could take up to 72 hours before an order is released for shipment.                                                                                      |
| ADDITIONAL INFORMATION | Requests for additional information associated with allocated solutions product should be sent to <a href="mailto:ProductAvailability@icumed.com">ProductAvailability@icumed.com</a> . Due to the high volume of inquiries, please expect to receive a response within 24-48 hours. Multiple emails and calls <u>will</u> delay overall responses. |