

November 25, 2024

Dear Valued Customer,

With continued supply disruption, we have seen an increase in the volume and quantity of orders for SURGIFOAM® codes resulting in unexpected shipping delays.

The following codes are impacted by this supply disruption:

Description	Size	Code
SURGIFOAM® Absorbable Gelatin Hemorrhoidectomy Sponge	8 cm x 3 cm	1977 - NEW
SURGIFOAM® Absorbable Gelatin Powder	1.0 g	1978 -NEW
SURGIFOAM® Absorbable Gelatin Sponge	2 cm x 6 cm x 7 mm (12-7)	1972
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 6.25 cm x 10 mm (50)	1973
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 12.5 cm x 10 mm (100)	1974
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 12.5 cm x 2 mm (100C)	1975

We are committed to providing optimal customer service through this product supply disruption. **We estimate returning to normalized supply in Q1 2025.**

We have put into place a variety of order monitoring processes to focus on right sizing product order quantities and product codes. The goal of this order monitoring is to ensure that we reach as many customers as possible when fulfilling product orders and to limit any potential impact on patients.

As a result of this change, you may see the following modifications to your orders:

- **Right Sizing Order Quantity** – Orders will be limited based on historical order volume prior to the event. **The** adjusted quantity will be included in the order confirmation transmission after the order is placed. This adjusted quantity will override the originally submitted quantity. For phone orders Customer Service agents will advise customers in real time of any order adjustments. To prevent invoice discrepancies, customers may need to modify the Open PO quantity in their corresponding systems to match the adjusted quantity reflected through the J&J order confirmation. Additionally, customers should ensure future orders are set to be equal to or less than the target quantity.
- **Order Channel** – Orders should be placed through your standard ordering channel. Orders that are identified as being placed in both direct and indirect channels will result in the cancellation of the direct order. Using your typical ordering channel will be the quickest way to receive your order.
- **Ordering History** – orders containing SURGIFOAM® codes that are unique to a customer's ordering history will not be completed until product supply returns to normal levels.

Please continue to place orders using your preferred SURGIFOAM® product codes and standard ordering channel. Production scheduling and volumes of SURGIFOAM® codes are prioritized based on typical product code and ordering volume. If you believe your order was incorrectly canceled or reduced, please contact your local sales representative. Our teams have identified, and we hope you will consider, a substitute product with sufficient supply: SURGICEL Fibrillar (codes 1961 and 1962).

We understand that this product backorder has impacted your ability to provide preferred solutions to your patients. As SURGIFOAM® products become available, we appreciate your patience as we work to fairly distribute the limited product supply. If you need clinical support, product support, or help with identifying an alternative, substitute product within our portfolio, please call 1-877-384-4266 or contact your local sales representative.

Sincerely,



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Sincerely,



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