

September 26, 2024

Dear Valued Customer,

We are experiencing a supply disruption to specific Surgifoam® product codes resulting in shipping delays. The following codes are impacted by this supply disruption:

Description	Size	Code
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

*Codes 1977, 1978, and 1979 are not impacted.

We apologize for any inconvenience this supply disruption may cause. We are working quickly to return to optimal service and to minimize any potential impact to patient care. Our teams are taking proactive actions to accelerate recovery, prioritizing critical product codes, and utilizing a first in, first out (FIFO) process for fulfillment of all orders. In addition, our teams have identified substitutes with ample supply: SURGICEL Fibrillar codes 1961 and 1962.

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

Here is what you can do to help: Continue to order in a manner consistent with customer demands. Atypical order patterns may cause orders to be investigated, reduced or cancelled – all of which adds to processing time.

We are consistently improving and transparently providing accurate order status and estimated delivery dates in our J&J Customer Connect portal. Dates may shift based on the latest information we have available. You can opt-in to receive automated reports via email and register at <https://us.jjcustomerconnect.com/store/en/register>.

Sincerely,



Alison James
Senior Director, US Marketing,
Biosurgery

Sincerely,



Christina Y. Gonzalez
US Ethicon Regional Supply Chain
Leader