

Jan 24, 2025

Subject: Inventory Status

At Nestlé Health Science, we know and appreciate that you put your trust in us to provide high quality products. Our mission is to empower healthier lives. The availability of our products is a key tenet of that mission and is always our top priority.

Due to increased demand associated with formula shortages and supply chain challenges in the enteral space, we regret to inform you that we may be in intermittent supply or potentially out of stock on the products listed below.

Every effort is being made to produce and release more product as quickly as possible. Our internal teams are proactively working to minimize any disruptions and provide as much advance notice as possible regarding future product availability.

Please work with the patients' healthcare providers to determine the best alternative product and transition plan. For additional product information visit the Nestlé Medical Hub at www.nestlemedicalhub.com.

If you order through a Distributor

- Please contact your distributor to understand current inventory levels of impacted products.
- Please proactively communicate your anticipated substitute product choice and case usage to your distributor. Ask that additional volume be brought in to service the need short-term.
- Intermittent, as indicated on the "Estimated Recovery Date" or "Improved Availability" date, could result in orders being cut or limited supply through your preferred distributor.

If you are a Distributor and/or order Direct from Nestlé

- Please check your order notifications for the most up to date information. You may call Customer Service with any questions at 877-463-7853 or email them at nhncustomerservice@us.nestle.com. Reference the PO number with the backordered line item.
 - The notifications will provide an email confirming order creation, cut & shipping notifications.
- Customer manual POs can be submitted directly to:
 - US: Nestle Solon BSCNHSc Esker Manual POs NestleSolonBSCNHScEskerManualPOs@us.nestle.com

We sincerely apologize for any impact this might have on your patients and business. We are working hard to produce more formula as quickly as possible, and we are committed to keeping you up to date on when more will be available.

Sincerely,



Felicia Belle

Vice President, Head of Sales

LOW INVENTORY & OUT OF STOCKS

LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution	
HCN Product Code	Description	Improved Availability*	HCN Product Code	Description
4390019270	COMPLEAT® Organic Blends – Plant Based, 24 x 10.1oz (300mL) pouch	Intermittent	4390047993	COMPLEAT® Organic Blends – Chicken-Garden Blend, 24 x 10.1oz (300mL) pouch
			4390091393	COMPLEAT® ORIGINAL 1.5, Fruit Medley 24 x 250 mL carton
4390011721	COMPLEAT® Pediatric Organic Blends – Plant Based, 24 x 10.1oz (300mL) pouch	Intermittent	4390084642	COMPLEAT® Pediatric Organic Blends – Chicken-Garden Blend, 24 x 10.1oz (300mL) pouch
			4390056731	COMPLEAT® PEDIATRIC ORIGINAL 1.5 Fruit Medley 24 x 250 mL carton
4390090658	BOOST® VHC Chocolate, 24 x 8 fl oz carton	26-Jan	4390089434	BOOST® VHC, Very Vanilla 24 x 8 fl oz carton

****Please allow 2-3 weeks for product to transit to distributor warehouses. The dates represent when we expect to have an improved inventory position. Please work with your distributor representative to support stocking requests and monitor inventory status.***

Vivonex Pediatric & Impact Peptide 1.5:

Product is available, please communicate stocking requests to your preferred distributor.

DISCONTINUED PRODUCTS

Please refer to Customer Communication Letters from October 1st.

The estimated last availability date may vary based on supply through our distributor partners.

DISCONTINUED				
Product			Suggested Substitution	
HCN Product Code	Description	Estimated Last Availability	HCN Product Code	Description
22510000	THICKENUP®, Unflavored 12 x 8 oz canisters	February 2024	12498403	THICKENUP® CLEAR, 12 x 4.4 oz canister
22540000	THICKENUP®, Unflavored 75 x 6.4 g packets	February 2024	4390015193	THICKENUP® CLEAR, 288 x 1.4 g packets

*The inventory depletion date is estimated and subject to change dependent upon Nestlé's and your Distributor's current inventory level.

All formula substitutions must be based on clinical judgement of the patient's healthcare professional. Alternatives may not be nutritionally comparable or equivalent in all respects. The ingredient statement on the product label should be carefully reviewed for any patient with food allergies. For assistance with or questions about Nestlé Health Science products, please call Nestlé Health Science at 1-800-422-ASK2 or go to www.nestlemedicalhub.com/products.

This letter does not reflect the status of our retail products.