

September 5, 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

OUT OF STOCK				
Product			Suggested Substitution	
Product Code	Description	Improved Availability*	Product Code	Description
28250000	BENECALORIE®, Unflavored 24 x 1.5 fl oz cups	Intermittent		Please consult your local Nestlé representative for alternatives
4390016972	BOOST®, Rich Chocolate 24 x 8 fl oz bottle	Intermittent	4390058276	BOOST®, Very Vanilla 24 x 8 fl oz bottle
4390013135	COMPLEAT® PEDIATRIC PEPTIDE 1.5 Cal, Vegetable & Fruit Medley 24 x 250mL carton	24-Sep	9871617363	PEPTAMEN JUNIOR® 1.5, Unflavored 24 x 250 mL carton
			4390092050	COMPLEAT® Pediatric Peptide 1.0 Cal, Vegetable & Fruit Medley 24 x 250mL carton

LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution	
Product Code	Description	Improved Availability*	Product Code	Description
28430000	BENEPROTEIN®, Unflavored Powder 75 x 7 g packets	25-Sep	28410000	BENEPROTEIN®, Unflavored Powder 6 x 8 oz canisters
12498403	THICKENUP® CLEAR, 12 x 4.4 oz canister	Intermittent	4390015193	THICKENUP® CLEAR, 12 (24 x 1.4g) packets

****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.***

IMPACT PEPTIDE 1.5 - LOW INVENTORY, MAY EXPERIENCE REGIONAL CUTS				
Product			Suggested Substitution †	
Product Code	Description	Improved Availability*	Product Code	Description
4390097400	IMPACT® PEPTIDE 1.5, Unflavored 24 x 250 mL carton	Intermittent	9871666370	PEPTAMEN AF®, Unflavored 24 x 250 mL carton
			9871618192	PEPTAMEN® 1.5, Unflavored 24 x 250 mL carton
			9871618190	PEPTAMEN® 1.5, Vanilla 24 x 250 mL carton
			4390043271	PEPTAMEN® INTENSE VHP, Unflavored 24 x 250 mL carton
4390097371	IMPACT® PEPTIDE 1.5, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	9871676390	PEPTAMEN AF®, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags
			9871628194	PEPTAMEN® 1.5, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags
			4390049322	PEPTAMEN® INTENSE VHP, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags

† In addition, clinicians may want to consider use of Arginaid® via bolus for patients with wounds being provided one of the Peptamen® options.

DISCONTINUED PRODUCTS

Please refer to Customer Communication Letter from February 1st.

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

DISCONTINUED				
Product			Suggested Substitution	
Product Code	Description	Estimated Last Availability	Product Code	Description
9871677360	PEPTAMEN JUNIOR®, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Out Of Stock	9871616253	PEPTAMEN JUNIOR®, Unflavored 24 x 250 mL carton
4390090484	PEPTAMEN JUNIOR® PHGG, Vanilla 24 x 250 mL carton	Out Of Stock	9871660210	PEPTAMEN JUNIOR® FIBER, Vanilla 24 x 250 mL carton
9871622804	PEPTAMEN® with PREBIO™, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Out Of Stock	9871618185	PEPTAMEN® with PREBIO™, Vanilla 24 x 250 mL carton
28330000	GLUTASOLVE®, Unflavored 56 x 22.5 g packets	Nov 2025		There are a variety of L-glutamine products in-market that can be selected to meet the needs of patients using this product.
3651300	MCT OIL®, Unflavored 6 x 1 quart glass bottles	Sep 2025		There are a variety of MCT Oil products in-market that can be selected to meet the needs of patients using this product.
9871618543	PEPTAMEN JUNIOR® 1.5, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Out Of Stock	9871617363	PEPTAMEN JUNIOR® 1.5, Unflavored 24 x 250 mL carton
9871660130	PEPTAMEN JUNIOR®, Strawberry 24 x 250 mL carton	Sep 2025	9871616252	PEPTAMEN JUNIOR®, Vanilla 24 x 250 mL carton

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, with the exception of products listed on medical nutrition contracts.