



February 1, 2024

Dear Valued Customers and Distributors:

We're writing with important updates regarding our BOOST® products.

BOOST® Plus Very Vanilla Nutritional Drink Supply Update

First, in recent months, you may have experienced periodic supply disruptions in your purchase of BOOST Plus® Very Vanilla Nutritional Drink. We would like to provide an update on the supply continuity challenges we face and request your support.

The demand for BOOST Plus® Very Vanilla Nutritional Drink has remained high and because other companies have also experienced out of stocks on oral nutritional supplements, some customers may have come to Nestlé in search of alternatives. Although we have maximized production for BOOST Plus® Very Vanilla Nutritional Drink, we are unable to meet the increased demand and will continue to experience periods of intermittent supply over the coming months.

We ask for your support in considering alternative options for BOOST Plus® Very Vanilla Nutritional Drink as listed in the chart below. Making this change will help free up supply for those who have the greatest clinical need for BOOST Plus® Very Vanilla Nutritional Drink and provide a more consistent supply to meet patient needs. 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.

Product Description	Product Code	Case UPC/GTIN Code
BOOST®, Very Vanilla, 24 x 8 fl oz carton	4390058276	00043900582764
BOOST®, Rich Chocolate, 24 x 8 fl oz carton	4390016972	00043900169729
BOOST® VHC, Very Vanilla, 24 x 8 fl oz carton	4390089434	00043900894348
BOOST® VHC, Chocolate, 24 x 8 fl oz carton	4390090658	00043900906584
BOOST® VHC, Strawberry, 24 x 8 fl oz carton	4390066145	00043900661452
BOOST Glucose Control®, Very Vanilla, 24 x 8 fl oz carton	4390066110	00043900661100
BOOST Glucose Control®, Rich Chocolate, 24 x 8 fl oz carton	4390011642	00043900116426

If you order through a Distributor

- Please contact your distributor to understand current inventory levels of BOOST Plus® Very Vanilla Nutritional Drink.
- Please proactively communicate your anticipated substitute product choice and case usage to your distributor. Ask that additional volumes of your chosen substitute product(s) be brought in to service the need short-term.

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.
 - Email notifications will provide order creation, cut, and shipping updates.
- Customer manual POs can be submitted directly to:
 - US: Nestle Solon BSCNHSc Esker Manual POs
NestleSolonBSCNHScEskerManualPOs@us.nestle.com

BOOST® Plus Very Vanilla Nutritional Drink Packaging Update

Secondly, as part of continued process improvements in our manufacturing plants, BOOST® Plus Very Vanilla Nutritional Drink will be transitioning back into the Tetra Prisma® carton, as manufacturing lines are converted to that format. This change has not contributed to current supply & demand challenges and is not anticipated to cause further disruption.

It is important to note that there will be no changes in the formula, UPCs or case pack. However, there will be a change in the pallet configuration.

Below is the BOOST® Plus Nutritional Drink SKU moving to the Tetra Prisma® format. The estimated in-market date is dependent on Nestlé's and distributors' current inventory supply and is subject to change.



Product Description No Changes	Product Code	Case UPC/GTIN Code	Est. In-Market Date
	No Code Changes		
BOOST® Plus, Very Vanilla 24 x 8 fl oz carton	4390081186	00043900 811864	April 2024

What Is Changing?	What Is NOT Changing?
• Packaging (see examples below) • Pallet configuration ○ Current: 17 cases/layer, 8 layers/pallet ○ New: 16 cases/layer, 8 layers/pallet • Case dimensions/size & weight of pallet ○ See enclosed Spec Sheet	• UPCs • Case pack size (24 cartons/case) • Pricing • Shelf life

We are making every effort to minimize disruption to supply chain and appreciate your continued support in this time of significant supply challenges.

Sincerely,

A handwritten signature in black ink, appearing to read "F. Belle".

Felicia Belle
Vice President, Head of Sales
Nestlé Health Science, US

Attachment: Spec Sheet