

October 17, 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
12468559	BOOST GLUCOSE CONTROL® MAX 30 g PROTEIN, Vanilla, 3 (4 x 11 fl oz) carton - Retail	Intermittent	4390066110	BOOST GLUCOSE CONTROL®, Very Vanilla 24 x 8 fl oz carton
12468590	BOOST GLUCOSE CONTROL® MAX 30 g PROTEIN, Chocolate, 3 (4 x 11 fl oz) carton - Retail	Intermittent	4390011642	BOOST GLUCOSE CONTROL®, Rich Chocolate 24 x 8 fl oz carton
4390061715	COMPLEAT® PEPTIDE 1.5 Cal, SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	Intermittent	4390076283	COMPLEAT® PEPTIDE 1.5 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
14180100	COMPLEAT® ORIGINAL 1.0, Spike Right® PLUS 6 x 1000 mL UltraPak® bags	23-Oct	14010000	COMPLEAT® ORIGINAL 1.0, Unflavored 24 x 250 mL carton
4390091393	COMPLEAT® ORIGINAL 1.5, Fruit Medley 24 x 250 mL carton	21-Oct	14010000	COMPLEAT® ORIGINAL 1.0, Unflavored 24 x 250 mL carton
4390010356	COMPLEAT® PEDIATRIC STANDARD 1.4 Cal, Vanilla 24 x 250 mL carton	22-Oct	4390056041	COMPLEAT® PEDIATRIC STANDARD 1.0 Cal, Vanilla 24 x 250 mL carton
4390034927	COMPLEAT® STANDARD 1.4 Cal SpikeRight® PLUS 6 x 1000 mL UltraPak® bags	5-Nov	4390054067	COMPLEAT® STANDARD 1.4 Cal, Vanilla 24 x 250mL carton
12498403	THICKENUP® CLEAR, 12 x 4.4 oz canister	25-Oct	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.***

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
28330000	GLUTASOLVE®, Unflavored 56 x 22.5 g packets	Dec 2025		There are a variety of L-glutamine products in-market that can be selected to meet the needs of patients using this product.
9871660130	PEPTAMEN JUNIOR®, Strawberry 24 x 250 mL carton	Oct 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.