

October 1, 2024

Dear Valued Customers and Distributors,

Nestlé Health Science is committed to providing high-quality, science-based nutrition formulas. In the spirit of continuous improvement, we would like to share the following updates to our product portfolio.

COMPLEAT® Organic Blends and COMPLEAT® Pediatric Organic Blends

In our ongoing effort to improve our portfolio, we have new formulations that will replace our current **COMPLEAT® Organic Blends** and **COMPLEAT® Pediatric Organic Blends** formulations. These formulas will continue to provide all the nutrition you have come to depend on from **COMPLEAT Organic Blends**, plus provide improvements with our packaging, ingredient sourcing and processing method to better ensure supply and availability of our formulas, and create a smoother, more consistent formulation.

Through this relaunch we are enhancing our packaging with the addition of an easy-to-open, spouted pouch that can be reclosed and sealed. We've heard your feedback that our existing tear open packaging has been a pain point for you and your patients, and we are excited to now offer this feature.

In addition, we have made ingredient sourcing changes and nutrient changes to account for the natural variability of nutrients in the organic ingredients and blenderized whole foods. These changes result in minor differences in the percentage of total calories provided by protein, fat and carbohydrates. The formulas continue to meet the dietary reference intake (DRI) requirements for key vitamins, minerals and protein and continue to provide an excellent option for those patients seeking blenderized whole foods to support nutritional needs and feeding tolerance. We have enclosed a comprehensive side-by-side to illustrate the macronutrient and micronutrient changes as well as a comprehensive specification sheet to outline the changes to pallet configuration and case dimensions.

What Is Changing?	What Is NOT Changing?
• New recloseable pouch • All product codes, UPCs, and NDC-format number • Pallet configuration and case dimensions • Kcal/mL on Adult SKUs only • All formulas now contain at least 4 cup equivalents of fruits and vegetables • Macronutrient values • Micronutrient changes to better align with the DRIs of vitamins and minerals • Changes to specific ingredients and adjustments to ingredient list order	• The inclusion of blended whole foods • USDA Certified Organic status • Non-GMO* status • mLs (volume) per container • Case count (24 ct cases)

*Organic products are always non-GMO

Product Description	Current Product		New Product		Estimated In-Market Date
	Current Product Code	Current Case UPC/GTIN Code	New Product Code	New Case UPC/GTIN Code	
COMPLEAT® Organic Blends Plant-Based Blend 24x10.1oz pouch	4390019270	00043900192703	4390077327	00043900773278	January 2025
COMPLEAT® Pediatric Organic Blends Plant-Based Blend 24x10.1oz pouch	4390011721	00043900117218	4390082209	00043900822099	January 2025
COMPLEAT® Organic Blends Chicken-Garden Blend 24x10.1oz pouch	4390047993	00043900479934	4390076951	00043900769516	June 2025
COMPLEAT® Pediatric Organic Blends Chicken-Garden Blend 24x10.1oz pouch	4390084642	00043900846422	4390058028	00043900580289	June 2025



If you order through a Distributor

- Please confirm with your distributor their process for code changes and confirm when your distributor has substituted the new product codes for the old.
- Please continue to proactively communicate your case usage to your distributor.

If you are a Distributor:

- As UPC and product codes change from the current to new product information, orders may be cut.
- Work with your distributor manager on the most efficient way to manage the product transition in your system.

Extensive HA® Hypoallergenic Infant Formula

We're writing with updates regarding our **Extensive HA® Hypoallergenic Infant formula packaging**. Extensive HA® Hypoallergenic Infant formula is undergoing minor packaging updates.

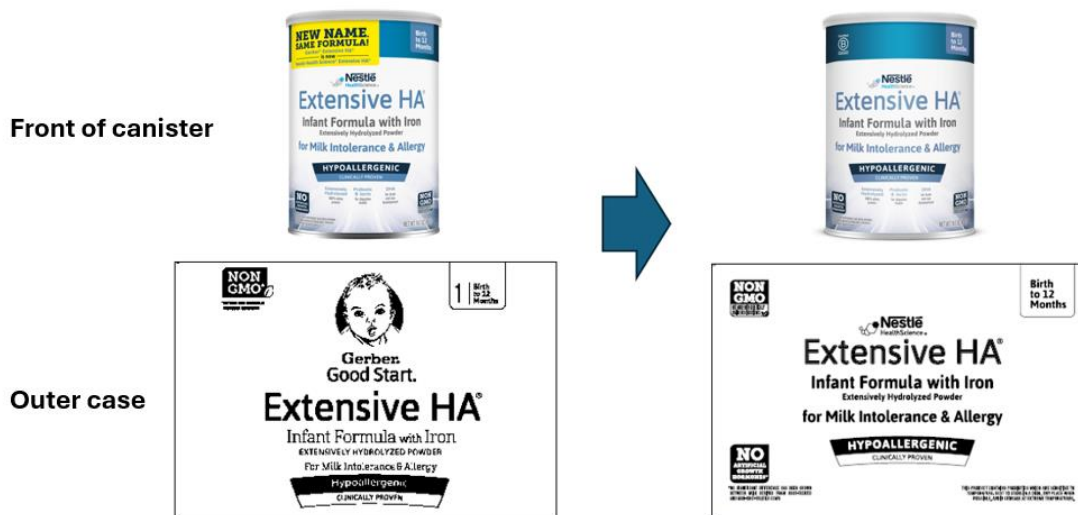
On the front of the canister (seen below)

- Removal of 'New Name, Same Formula' yellow burst
- Addition of B Corp logo

On the back of the canister (not pictured below)

- New 1-800 number for consumers with 24/7 access to our Baby Experts
- New QR code leading to consumer website (www.extensiveha.com)
- New QR code 'Escanee para español' leading to Directions for Preparation and Use in Spanish
- Certified Halal logo

In addition, the Gerber® name and logo have been removed from the outer case (seen below.)



It is important to note that there will be no changes in the formula, UPCs, or case pack size. The estimated in-market dates are dependent on Nestlé's and distributors' current inventory supply and are subject to change.

Product Description No Changes	Product Code	Case UPC/GTIN Code	Est. In-Market Date
	No Code Changes		
Extensive HA® UNFLAVORED 6 x 400g	5000048519	00050000485192	Q1 2025

Arginaid® Drink Mix Label Update

A slight modification to the Arginaid® Drink Mix product labels will be made as follows:



The age disclaimer is being updated because we do not have usage data in patients under the age of 18, and we also want to acknowledge the role of clinical judgement in recommending these products.

Product Description	Product Code	Case UPC/GTIN Code	Est. Label Change Date**
ARGINAIID®, Cherry 56 x 0.32 oz packets	35984000	10043900359844	November/December 2024
ARGINAIID®, Orange 56 x 0.32 oz packets	35983000	10043900359837	November/December 2024

****The label change date is estimated and dependent on Nestlé’s and distributors’ current inventory supply and are subject to change.**

ThickenUp® (starch-based) Discontinuation

After careful consideration and evaluation, we want to inform you that we will be discontinuing the following products, ThickenUp® (starch-based) food and drink thickeners. We will continue to offer ThickenUp® Clear (xanthan gum-based) instant food and drink thickening powder. ThickenUp® Clear provides many benefits vs. ThickenUp® (starch-based), including:

- Remains clear when mixed in water
- Tasteless and odorless
- Does not over-thicken with time
- Maintains its prepared viscosity in the presence of salivary amylase

We have provided suggested replacement product options below:

Discontinued Product Description	Discontinued Product Code	Discontinued Case UPC/GTIN Code	Est. Inventory Depletion Date***	Suggested Replacement Product Description	Suggested Replacement Product Code	Suggested Replacement Case UPC/GTIN Code
THICKENUP®, Unflavored 12 x 8 oz canisters	22510000	10043900225101	December 2024	THICKENUP® CLEAR, 12 x 4.4 oz canister	12498403	00041679865972
THICKENUP®, Unflavored 75 x 6.4 g packets	22540000	10043900225408	December 2024	THICKENUP® CLEAR, 12 (24 x 1.4g) packets	4390015193	10043900151936

*****The inventory depletion date is estimated and dependent on Nestlé’s and distributors’ current inventory supply and are subject to change.**

ThickenUp® Mixing Information

The amount of ThickenUp® (starch-based) thickening powder needed to reach a desired consistency varies by the type of beverage. Transitioning to **ThickenUp® Clear** (xanthan gum-based) offers the benefit of 1-2-3 scoops mixing directions for a more simplified approach. For example, 1 scoop mixed with 4 oz of many different types of beverages provides an IDDSI level 2 consistency. Two scoops mixed with 4 oz provides an IDDSI level 3 consistency. Another benefit is less powder of **ThickenUp® Clear** is needed to thicken the same volume (4 oz) of a beverage vs. **ThickenUp®** (starch-based) powder.

Product	Avg. serving size	Servings/canister
ThickenUp® (starch-based)	1 T = 4.5 g	~50/canister (8 oz)
ThickenUp® Clear (xanthan gum-based)	1 scoop = 1.4 g	~89/canister (4.4 oz)

Current ThickenUp® (starch-based) users will need to update their mixing instructions when moving to ThickenUp® Clear. Follow the mixing instructions on the product label. Additional information can be accessed at www.thickenupclear.com/products/thickenup-clear. For hospitals & clinics, please contact your sales representative for ThickenUp® Clear prep charts.

We understand that these products have been valuable to you, and we apologize for any inconvenience this may cause. The decision to discontinue these items was not made lightly. We want to assure you that we remain committed to providing high-quality nutritional products that meet the diverse needs of our customers. While these specific products will no longer be available, we encourage you to explore our suggested replacement options that may be suitable for your requirements.

Should you have any questions or require additional information, please work with your Nestlé representative, or call our Consumer Service Center at 1-800-422-2752 that is staffed with Registered Dietitian Nutritionists (RDN). Additional product information and support tools can be found on our Medical Hub at www.nestlemedicalhub.com. If ordering through one of our distributor partners, please work directly with your distributor representative to access product alternatives. Thank you for your continued business, and we appreciate your understanding and look forward to serving you with our improved products!

Sincerely,



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

Attachments: Side-by-Side Comparison, Cross Reference Document and Specification Sheet