



April 12, 2024

Dear Valued Customer,

We hope this message finds you well. We're writing to inform you of an important update regarding our formula packaging. In our ongoing commitment to supporting the needs of more patients, we have determined the need to implement measures to strengthen our UltraPak® production capabilities. These measures will require a short term pause of our UltraPak® manufacturing. While improvements are being made, we will experience temporary out of stocks of products in the 1000mL and 1500mL packaging. We anticipate resuming production towards the end of May, with UltraPaks® expected to be back in the market by mid-June or July. Throughout this period, we urge you to take necessary actions to adjust your patient delivery systems and order supplies accordingly.

We will have additional product runs of our Tetra Prisma® cartons while the UltraPak® packaging remains out of stock to meet the increased demand. While we understand that this change may not align with your preferred packaging, we kindly ask for your understanding and cooperation during this transition period. We are committed to ensuring a smooth transition and providing you with the support needed during this time. Please reference our Tetra Prisma® carton alternative guide for replacement products.

Thank you for your continued partnership and understanding as we work to better serve the needs of all patients. Should you have any questions or require additional information, please work with your Nestlé representative, or call our Consumer Service Center, staffed by Registered Dietitian Nutritionists (RDNs), at 1-800-422-2752.

You have our unwavering commitment to providing the highest quality solutions to enhance the health and well-being of those you care for.

Sincerely,

A handwritten signature in grey ink that reads "Felicia Belle". The signature is written in a cursive, flowing style.

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