



February 16, 2021

Dear Valued Customer,

We appreciate that you count on Baxter to deliver the life-saving and life-sustaining products needed to care for your patients and are committed to doing our part to keep you informed on our efforts to maintain business continuity and product supply. We recognize that this has never been more important than now with coronavirus surging and support for you as you treat COVID-19 patients.

Throughout the pandemic, Baxter has continually increased production of key products and optimized our supply chain network, including working with third-party suppliers and expanding shipping options to ensure healthcare needs are being met. Where possible, we have increased minimum inventory targets to having 6 months or more of supply on products used to treat COVID-19 patients to meet the unprecedented demand we have seen.

We recognize the importance of understanding supply status so you can plan patient care. This website and supply resources page is part of our commitment to providing timely and transparent supply communications and industry-leading partnership with you. We encourage you to use our Supply Availability Report, which is updated weekly, to access current product availability information. We have also posted links to current customer letters that provide additional information on products currently experiencing supply constraints.

Thank you for your continued partnership and support. We applaud your efforts in the fight against this ongoing pandemic and hope you feel that Baxter is here to support you in delivering quality patient care. We want to hear your feedback and questions and encourage you to share your thoughts with us by emailing USHP_Marketing@baxter.com or calling Center for Service at 1-800-229-0001. Your comments will help inform additional initiatives to ensure we are fully prepared to meet your needs.

Sincerely,

A handwritten signature in black ink that reads "Heather L. Knight". The signature is written in a cursive style.

Heather L. Knight
General Manager
U.S. Hospital Products Baxter