

December 13, 2021

Dear Valued Customer,

I am delighted to share a significant update with you: today, Baxter completed its acquisition of Hillrom. Together, Baxter and Hillrom intend to harness our shared expertise to better serve more patients, customers and stakeholders globally with smarter digital and connected care solutions across care settings.

Both companies share a relentless drive to make a difference for patients and caregivers, as well as a strong commitment to quality, service and pioneering innovation. We aim to build upon our rich collective heritage of medical breakthroughs to advance the next generation of transformative healthcare innovations.

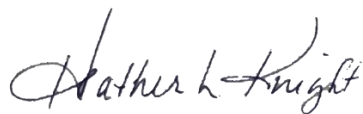
We believe that customers will benefit from this combination through enhanced products, solutions and services, as well as from expanded capabilities and efficiencies across our united efforts. We are excited by what we have to offer you:

- **An Expanded and More Diverse Portfolio of Products and Services:** Combining our complementary product and service offerings means we can support the patient at home, in the hospital, and in alternate sites of care, resulting in better integration and coordination of healthcare delivery.
- **Enhanced Technical Services:** Our strengthened portfolio and supply chain capabilities combined with our asset management and technical service capabilities across the companies' large device footprint are designed to help hospitals and clinics more effectively manage their fleets.
- **Broadened, Accelerated Innovation:** Together, we plan to work to provide access to new, innovative technologies that help caregivers more quickly and efficiently assess information to improve healthcare outcomes, with a focus on connected care, data empowerment and therapy development.

Both Baxter and Hillrom's values are rooted in inclusion, ethics and compliance, and making a difference in the communities we serve around the world. As Baxter and Hillrom integrate, you can continue to rely on us to deliver life-saving and life-sustaining products focused on meeting your needs both today and tomorrow. With this in mind, our aim is to make this transition as seamless as possible for you. **For now, there are no changes to your points of contact or processes. We will keep you updated as we progress through the integration.**

Thank you for your continued support and partnership. We look forward to advancing healthcare together.

Regards,



Heather Knight
President, U.S. Hospital Products, Latin America and Canada