

April 3, 2023

**FRESENIUS KABI MEDTECH/TRANSFUSION AND CELL THERAPY (Fenwal, Inc.)
BUSINESS TO UPDATE ITS ERP CAPABILITIES TO BETTER SERVE CUSTOMERS**

Dear Valued Customer,

We are writing to inform you of a system update we are making as part of our dedication to continuous improvement. Fresenius Kabi is updating our Enterprise Resource Planning (ERP) platforms and software. This change will enable us to standardize our business processes to better serve you.

As you likely know from your own business operations, ERPs are a combination of the technology platforms and software used to manage and integrate day-to-day business activities.

Our updated ERP is scheduled to "go live" on Monday **May 1, 2023**.

**WHAT DOES THIS MEAN FOR YOU AND YOUR RELATIONSHIP WITH FRESENIUS
KABI (Fenwal, Inc.)?**

All customer accounts will transition to a new 9-digit customer account number as part of this transition. This new number will replace your existing customer account number. You may continue to use your existing customer account number until you are provided with the new one after May 1, 2023, by our Customer Service team.

As part of the migration to our new system, Fresenius Kabi will temporarily pause shipment of products from our warehouses from Thursday April 27, 2023, through Sunday April 30, 2023. Shipments are expected to resume on Monday May 1, 2023.

Our Customer Service team will remain in operation and be available to answer any inquiries and accept orders during this time. It is recommended that customers continue to follow their normal ordering patterns during this transition and Fresenius Kabi will endeavor to meet customer requested delivery dates.

All communication related to this transition, including "Frequently Asked Questions," are posted on our company web site and will be updated as needed. You can find that information here <https://tinyurl.com/dduetwx2>.

If you have any immediate questions, please do not hesitate to contact your local account representative or call our Customer Service team at 1-800-333-6925.

We are committed to being your partner of choice and we look forward to continuing to work with you to help you achieve your goals.

Thank you,



Dean Gregory
President, Global Commercial Operations, Transfusion Medicine and Cell Therapies Division