



A Message from Hollister Incorporated

To our valued consumers, the spread of the 2019 Novel Coronavirus (COVID-19) has raised concerns about the continued availability of medical products including ostomy and continence care supplies. Here is what we are doing to support you during this time.

We want to share the facts and remove any product supply uncertainty you have going forward

- Hollister Incorporated has taken steps to ensure that all our customers experience no disruption to the supply of their products and to protect our Hollister Associates and their families.
- We do not anticipate any impact to our ability to supply our ostomy or intermittent catheter, or other continence care products to you and those in need in the community.
- Sample volumes have been increased to ensure we can continue to support your ongoing product options should they need to be addressed. If you need to place an order, we will connect you to a supplier that is in-network with your insurance.

Know that we are here to serve you and support your needs

- Our Secure Start Services are dedicated to ensuring that you feel supported, confident and have access to your products. Our team can be reached by calling **1.888.808.7456** or through our website.
- We encourage you to create a profile, **using the email address that we sent this communication to**, if you have not already done so. This will enable Hollister to keep in communication with you through email with any important or needed updates. You can create this profile by visiting: <https://www.hollister.com/en/consumerservices>

We will continue to monitor the coronavirus (COVID-19) situation and will share new developments as they occur. For the latest information, please visit our website <https://www.hollister.com/en/newslanding/StatementHollisterNovelCoronavirusMar202020> or follow us on Facebook <https://www.facebook.com/HollisterIncorporated>.

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Vice President, Americas

Hollister Incorporated