



October 2nd, 2024

Subject: Metabolic Supply Update

Dear US Patient / Caregiver,

Following on from our letter dated July 29th where we communicated a tornado had struck our warehouse located in Mount Vernon, Indiana, we would like to inform you of a supply update to our metabolic formulas.

While we may continue to experience interruptions in supply from our metabolic product line, the following list of metabolic formulas have improved supply in the US and will continue to be available again through your normal ordering route:

- BCAD 1
- BCAD 2
- OA1
- PFD Toddler
- Phenyl-Free[®] 1
- Phenyl-Free[®] 2
- Tyros 1
- WND[®] 1

We will continue to work closely with all our stakeholders, including regulatory authorities, customers and suppliers, to minimize disruptions and will provide updates as more information becomes available. If you have any questions, please do not hesitate to contact your local healthcare professional, medical nutrition supplier or our Consumer Resource Center at 1 (800) BABY123.

Thank you for your continued patience as we work through this natural disaster.

Warm regards,

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