



May 4, 2020

Dear Valued MicroCare Customer,

Since the (COVID-19) outbreak around the world, MicroCare has remained committed to providing you with a reliable supply of our products while keeping the health and safety of our employees and the communities where we operate our top priority.

To date, our business processes and contingency plans have been effective in minimizing the impact of COVID-19 to our employees and our operations. We have maintained continuity of our manufacturing and shipping operations. In addition, we continue to monitor our supply chain for issues, working closely with our suppliers to assess and manage any potential impact to you.

Our method of communication with you over the last month has changed due to COVID-19 with less in-person contact. I personally thank you for maintaining a close connection with us during this time

Our stringent limitations on domestic and international travel will remain in effect until further notice. This abundance of caution is to help ensure the health and safety of our MicroCare employees and your employees too.

We do appreciate your patience and support as we continue to navigate the evolving Coronavirus situation. We will continue to update you on any changes to our operations that may affect you.

Please reach out to your Regional Sales Manager or our dedicated Customer Relations staff with any specific questions you have. In the meantime, I wish good health for you, your family and your business.

Sincerely,

*Tom Tattersall*

Tom Tattersall  
Executive Vice President and Chief Operating Officer