



Dear Valued Customer,

Geritom Medical takes our responsibility to support the needs of our customers during crisis situations very seriously. We are committed to the continuity of service in response to the current crisis.

We are closely following the COVID-19 outbreak and updates as they come in. Over the past several years Geritom has implemented business continuity and emergency contingency plans that will keep Geritom operational and we are in constant contact with government agencies for updates and guidance. We will continue to respond rapidly, aligning our operations to address the evolving situation. Thank you for your understanding and continued partnership. Updates can be found on our website [www.geritommedical.com](http://www.geritommedical.com).

You can be confident that our staff, including our Pharmacist, Technician, Med Records, Monthly Medication Order, Medical Supply, Driver, and Customer Service teams serving you every day, are here to meet your needs during this time.

Out of an abundance of caution Geritom continues to monitor inventory daily and has taken the necessary steps to increase inventory levels for pharmacy products with existing and expected demand spikes. We are also continually in contact with our business partners on the availability of personal protective equipment (PPE) and other supply products and will complete backorders as shipments are received.

We care about your health and well-being. As we weather this health concern, take comfort knowing we will be with you every step of the way. We appreciate your flexibility and understanding as we adapt to this situation.

Sincerely,

A handwritten signature in black ink that reads 'Drew Smith'. The signature is fluid and cursive, with a large initial 'D' and 'S'.

Drew Smith  
CEO  
Geritom Medical