



September 21, 2022

Dear Healthcare Professionals,

We are glad to share that we have started shipping EleCare® Infant, EleCare® Jr Vanilla and EleCare® Jr Unflavored in the U.S. It can take two to four weeks for products to be available at medical suppliers, pharmacies, retailers, hospitals, and doctor's offices. We are not producing EleCare Jr Chocolate or EleCare Jr Banana at this time.

Thank you for your continued patience as we work to return our formula products to the market as soon as possible. Restarting a large manufacturing facility after a several-month shutdown is a complex process, and it takes time to ensure that equipment, processes, and production are functioning smoothly and sustainably. It's taken us time to ramp up production consistently. There have been, and likely will be, stops and starts from time to time. We've experienced events like severe weather, had to make mechanical adjustments, and have had to discard some early production batches that didn't meet our standards.

Abbott will continue to provide EleCare Infant and EleCare Jr Vanilla products free of charge to patients in the U.S. through EleCare Urgent Product Requests until October 25. Parents and caregivers in urgent need should contact their healthcare provider or Abbott at 1-800-881-0876 for additional information. To obtain product for a patient in urgent need, you can order via our urgent release process:

- Download the form at [www.abbottnutrition.com/elecare](http://www.abbottnutrition.com/elecare)
- A Physician will need to fill out the form with patient information and to attest that the patient is in urgent need of the product. One form per patient.
- Fax the form to 1-877-293-9145 or email to [elecareorders@abbott.com](mailto:elecareorders@abbott.com)

Inventory will be assessed to determine what is available to ship to Canada as additional batches of EleCare and EleCare Jr are released.

We understand how difficult this situation has been for you and the parents, caregivers, and patients that you serve. We are doing everything we can to get safe, quality products to you as quickly as possible.

If you have questions, please reach out to your Abbott Sales Representative. If your patients have questions, please direct them to the Abbott Consumer Relations line at 1-800-881-0876.

Thank you,

A handwritten signature in black ink that reads "Matt Beebe". The signature is written in a cursive style with a large initial "M" and a long, sweeping underline.

Matt Beebe, General Manager  
Therapeutic Nutrition  
Abbott