

March 20, 2020

Weekly Status Report

To our Valued Customers,

Henry Schein is committed to providing frequent and comprehensive updates to customers about market conditions as long as the COVID-19 outbreak persists. We appreciate the challenges our customers face in managing through this unprecedented situation. Rest assured that Henry Schein is doing everything possible to assist customers during this time and to get more product into the hands of those who need it most – health care professionals.

What follows is a status report as of today on subjects of particular interest to customers: financing, supply chain, and practical information to help you manage your practices and clinics in this challenging time.

## FINANCING

Henry Schein has undertaken a series of actions to provide customers with financial flexibility during this unprecedented time. **Available alternatives may vary by specific customer situation.**

- Henry Schein Financial Services (HSFS) has worked with our financial partners to develop competitive funding structures to help finance your business with Henry Schein. These include financing alternatives for some existing account balances, and support to finance supplies and equipment needed once patient activities return to normal.
- HSFS is offering loyalty program members discounted financing rates for a limited time.
- Henry Schein Credit Card, offered through First National Bank of Omaha in the United States, is offering support for accountholders experiencing financial difficulty through their Customer Assistance Program. The Customer Assistance Program includes an extended payment period at a reduced rate as long as certain conditions are met.

If you are interested in finding out more about these new programs, which we anticipate updating frequently, or have an existing arrangement with HSFS and have been affected by COVID-19, we encourage you to contact your Henry Schein Field Sales Consultant or email [HSFS-CV@henryschein.com](mailto:HSFS-CV@henryschein.com).

## SUPPLY CHAIN

Please note that the supply chain conditions described below reflect the situation **globally** for Henry Schein. **Our inventory varies country-by-country, and we encourage customers to contact their local Henry Schein representative to discuss the availability of particular products in each market.**

Here is the status of products with the tightest supply as of today:

- **Masks:** Remain the most sought-after item. Anticipate elevated demand for months to come, although we expect our supply chain is likely to begin to loosen in the weeks ahead. Even so, expect shortages to persist.
- **Gloves:** Demand has surged in recent days. The supply chain for gloves is more stable than masks, and we don't expect the same degree of pressure, assuming no changes in the production environment.
- **Sanitizer:** Demand has increased during the last several weeks and we expect there may be disruptions, which is why we are currently rationing supply.
- **Gowns:** Supply has begun to ease up recently, but it will take time to produce more significant volumes.

We don't expect this shortage to change in the near term, and the risk is increasing that we may periodically run out of certain items in the weeks ahead. We are working with urgency to maximize supply.

As a reminder, allocation systems by their nature are imperfect, and we are working to refine ours to more equitably serve you.

#### **PRACTICAL INFORMATION FOR PRACTICE MANAGEMENT**

Henry Schein's [Coronavirus \(COVID-19\) Resource Center](#) is a new page on the Company's website that provides a rich selection of practical information to help customers with the wide range of issues presented by the outbreak. As a companion to the resource center, the [Coronavirus \(COVID-19\) Education Center](#) provides content from webinars about the outbreak. Both websites are updated continuously with fresh information.

We understand that customers may choose or be required to temporarily suspend operations. Henry Schein is committed to helping offices close and re-open safely and efficiently. To that end, please see this [link](#) for a step-by-step checklist for doing so the right way. Practices will also need to communicate with patients about their status. Here's a [link](#) with helpful recommendations for patient communications.

Henry Schein takes seriously the promise we make to our customers – *Rely on Us* – and that promise is especially meaningful in challenging times. We appreciate your patience and understanding, and thank you again for your efforts to keep society healthy under these extraordinary circumstances.

Sincerely,

**Stanley M. Bergman**

Chairman of the Board and Chief Executive Officer