

## COVID-19 Update on Product Supply



Dear Valued Customer:

These are uncertain times for all of us who are helping patients. From day-to-day interactions with patients to ensuring that our healthcare systems are running smoothly behind the scenes, the challenges are great for patients and providers alike.

PAI remains highly committed to patients and our customers. We're continuously working to elevate patient care by supplying the liquid medicines you and your patients need. And we're working diligently to ensure that our supply remains steady during these challenging times.

In addition to our regular safety stock of finished goods, maintained at our manufacturing facility in South Carolina, we also hold a qualified safety supply of Active Pharmaceutical Ingredient (API). We generally keep that supply for customer service needs, but also so that we are prepared for an unusual situation like this one. Additionally, we have pulled forward supplemental API orders that were going to be delivered later in the year, so we're prepared to keep a steady supply of medicines for our customers.

**If you or other customers need our help, please don't hesitate to contact Customer Service at 1-800-845-8210. We're standing by to assist you in any way we can.**

The COVID-19 pandemic has changed so much of our daily lives. By working together during this time, we feel confident that we'll be able to help those who need it most. Again, please contact us if we can assist you in any way.

Sincerely,

A handwritten signature in black ink that reads 'William Hauer'.

William Hauer  
Vice President of Commercial Development



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