



Enhancing Lives Together  
A Nestlé Health Science Company

## Dear Valued Customer,

2022 has presented unthinkable challenges for you and your patients when it comes to accessing the formulas you wish to prescribe. At Vitaflo, we are striving to help you through this by having ample supply of products available for Inherited Metabolic Disorders and Renal Diseases. We understand the critical necessity of these products as first-line nutritional therapy for children and adults and wanted to assure you that we continue to supply the full array of Vitaflo formulas.

Vitaflo's priority has always been to meet the needs of our customers, caregivers, and patients. For the last few months, we've worked around the clock to address the formula shortage and help meet the demand. We've significantly increased the amount of our formulas available to consumers by ramping up production and accelerating general product availability through hospitals, home health care, durable medical equipment, and distributors. Some of our actions include:

- Running formula factories at capacity and optimizing efficiency across the system. Due to these efforts, Vitaflo product production was essentially doubled or tripled for specific products.
- Where possible, Vitaflo began shipping increased quantities of specific products to the U.S. & Canada and added several air shipments to the shipping schedule to help increase stock levels to meet the increased demand.
- To minimize the risk of Vitaflo stock outages, specific products impacted by the shortage were moved to earlier dates on the schedule where possible. In addition, stock levels of some products were increased, and additional manufacturing dates were secured.
- Immediately accelerating FDA registration efforts for factories outside the U.S. to expedite availability in the market and serve immediate needs.
- Supporting WIC, where our products are on 20+ formularies, and flexing to support states beyond that, where needed and where possible.
- As always, Vitaflo formulas continue to undergo extensive quality and safety checks required to keep our products safe, compliant, and nutritionally adequate for our consumers.

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For more information about Vitaflo products visit:

US website: [www.vitaflousa.com](http://www.vitaflousa.com) | Canada website: [www.vitaflo.ca](http://www.vitaflo.ca)

or [click here](#) to locate your Vitaflo sales representative.

To contact Vitaflo customer services Monday-Friday, 9 am to 5 pm ET, please call or email at:

- Tel: 1-888-848-2356
- Email: [customerservice@vitaflousa.com](mailto:customerservice@vitaflousa.com)

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## The Vitaflo North America Team



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