



Pfizer Inc.
275 North Field Drive
Lake Forest, IL 60045

October 10, 2018

Pfizer Injectables Response to Hurricane Michael

Dear Customer:

During a natural disaster or crisis, our priorities at Pfizer Injectables are the safety of our colleagues and ability to ensure an uninterrupted supply of medicines for our patients. In anticipation of Hurricane Michael, Pfizer Injectables initiated a disaster preparedness plan to ensure the safety of our colleagues, help manage the continuity of supply, and mitigate supply interruptions.

In advance of the storm, we are proactively reaching out to our trading partners to coordinate activities. Our Customer Service team is working with Sales colleagues in the predicted path of the storm to confirm emergency product needs. Emergency orders to these impacted areas have begun processing, and will be expedited whenever possible. We will actively monitor the situation on the ground as our field-based colleagues, local authorities and carriers assess and address the impact of the storm.

Our thoughts remain with our communities and customers during this time, and we stand by ready to help. Customers in need of emergency assistance with a Pfizer Injectables order are encouraged to contact Customer Service at 844-646-4398 for 24/7 support. To review the latest supply information on our products and order methodology at any time, please download the Availability Report from the www.pfizerinjectables.com website.

Regards,

Chris McNett
Director, Customer Service