



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

June 2, 2021

Important Update Regarding Pfizer Hospital's COVID-19 Governance Process

Dear Valued Customer,

When the COVID-19 pandemic hit the United States in March 2020, Pfizer Hospital experienced a surge in demand for sterile injectable products used to care for and manage COVID-19 patients in the hospital setting. In response, we rapidly implemented new inventory management and ordering protocols, known as Pfizer Hospital's COVID-19 Governance Process. This process included enabling customers to order and receive products previously only available via wholesalers—such as certain classes of controlled substances—directly from Pfizer on an emergency request basis.

As of Friday, June 11, 2021, Pfizer Hospital will sunset our COVID-19 Governance Process, which includes ceasing direct shipments of certain controlled substances by emergency request. This decision is based on the latest data demonstrating remarkable declines in COVID-19 hospital admissions, ongoing progress in vaccinating the U.S. population, replenishing wholesaler inventory levels, and a vast reduction in the number of COVID-19 emergency order requests Pfizer has received from our customers in recent months.

Moving forward, we will return to our pre-pandemic ordering and shipping processes, which limit direct shipments of Schedule II Controlled Substances and Prison Restricted products to wholesalers and distributors only. Hospital customers that wish to purchase these Pfizer Hospital products should do so via their local wholesaler.

We will continue to monitor COVID-19 case trends and hospital admission rates and will be prepared to reinstitute our COVID-19 Governance Process should the need arise.

Pfizer Hospital would like to thank you for your partnership and patience as we managed through this unprecedented situation. Through our COVID-19 Governance Process, we fulfilled over 11,000 emergency order requests equivalent to over 5.8 million single units of product, always with the goal of ensuring that no COVID-19 patient went without the sterile injectables required to support their acute medical needs.

If you have any questions regarding this notification, please contact our Customer Service Department at 1-844-646-4398 or via email at PICustomerServices@pfizer.com.

Thank You,

Chris McNett
Director, Customer Service
Pfizer Hospital Business Unit U.S.