

AUGUST BULLETIN UPDATE FROM NEOCATE®

We see and hear all your comments and want to fully acknowledge how difficult the amino acid-based formula shortage has been for families. **We have been doing everything possible to help meet the increased demand for our products that occurred as a result of Abbott Nutrition's recall of their amino acid-based formula, EleCare.®**

Most of our Neocate team members are parents, some with family members who depend on medical nutrition, and it breaks our hearts that we don't yet have enough Neocate for everyone who needs it right now. All of us here at Nutricia, from the manufacturing workers, to the marketing and medical teams, to the Customer Service agents taking your calls, have been working tirelessly since the shortage began in February with one goal: to get as much Neocate to as many families in need as possible.

We're continuing to do everything in our power to ensure every parent that needs Neocate for their child has a can in their hand.

WHAT HAVE WE DONE TO HELP:



Moved to produce Neocate **24 hours a day, 7 days per week** in our main manufacturing site.



Activated a second factory to further increase Neocate production.



In July – shipped 86,400 cans of Neocate® Infant DHA/ARA and 147,588 cans of Neocate® Junior Unflavored to customers.

PLUS

- **Neocate Junior Unflavored is now back-in-stock on our website and through distributors.** Our team has also filled all back orders for Neocate Junior Unflavored, including those placed on our website. [[Buy on Neocate.com](#)]
- **We're continuing to have regular meetings with the FDA** to find additional ways to help families of children with food allergies to get the formula they need.
- **We've committed to transparent, proactive communications about Neocate availability.** To date, the Neocate team is the only amino-acid based manufacturer that puts out regular and routine updates on inventory. If we were in your shoes, we would want to know all the details too! We will continue to keep you updated as long as this situation continues.
- **What should I do if my usual formula is still not available?** If your usual Neocate formula is not available, please talk to your healthcare professional about whether your child can temporarily use Neocate Infant DHA/ARA or Neocate Junior Unflavored as a replacement since availability is better for these formulas.
- We understand that some children depend on Neocate® Syneo® Infant, Neocate® Junior flavors, or Neocate® Splash, and that substitutions are challenging. As mentioned above, we are continuing to produce and ship these products, however, we expect supply to remain tight in the coming months due to the ongoing increased demand for amino acid-based formulas. Please continue working closely with your healthcare provider to address your child's nutritional needs.

YOU MAY BE WONDERING:

- **When will Neocate Infant DHA/ARA be back in stock?** We expect to have Neocate Infant DHA/ARA available for purchase [on our website](#) and through distributors in the next few weeks. Please be sure to sign up to be notified when the product you need becomes available for purchase on our website. [[Sign-up now](#)]

We will continue to keep you up to date on the status of Neocate availability with our Bulletin Updates, which will now be published monthly going forward. In the meantime, please continue visiting our [Neocate Availability Information Hub](#) for the latest news and answers to frequently-asked-questions.

– The Neocate Team