

March 18, 2020

Dear Valued Customer,

We would like to provide you with an update on actions we are taking at Alcon in the face of the rapidly evolving coronavirus (COVID-19) pandemic in the United States. We continue to monitor the situation very closely and are acting in accordance with CDC guidelines in regard to how we direct our associates and operate our facilities. Our actions are guided with the top priority of protecting the health and safety of Alcon associates and the customers and patients we support, while also ensuring continuity in the supply of the products and services you rely on to provide patient care.

In light of this, we have modified several of the ways we will interact with you and your staff during this extraordinary period:

- **Field Sales Support:** As the COVID-19 situation continues to evolve and for the safety of our associates, we have directed our field sales personnel to transition to a virtual approach as they support and interact with you and staff until further notice.
- **Clinical and Technical Support:** We will continue to provide Clinical Applications and Technical Service support in critical situations when possible. We have empowered the team to make local decisions on how to best support customers while also remaining in compliance with local and regional directives related to the COVID-19 pandemic.
- **Customer Service:** There is no change to our Customer Service operations. They remain fully dedicated to providing support to our customers to address any questions and process product orders. Contact Alcon Customer Service at (800) 862-5266.
- **Trainings:** Alcon has made the decision to postpone any in-person training programs beyond the existing training support from your Clinical Application Specialists. We will keep you informed as plans evolve for rescheduling training programs in the future.
- **Congresses and Meetings:** We remain in close contact with the professional associations about planned congresses and meetings and will provide guidance regarding Alcon participation and activities at the appropriate time.

As a global company, we have a diverse manufacturing footprint, inventory on hand and business continuity plans to ensure our supply chain is maintained. In addition to holding adequate levels of inventory on hand, our business continuity plans include alternative methods of product distribution and supplier sourcing where possible.

We want to thank you for your trust in Alcon as together we navigate these difficult times.

Sincerely,



Sergio Duplan
Regional President,
North America, Alcon



Jim Di Filippo
Vice President,
General Manager,
US Surgical, Alcon