

27 September 2023

RE: Details on our new in-house Customer Service and Cash Collection organization

Dear valued customer,

As previously communicated, Cardinal Health has made investments to enhance our ability to support our customers in Europe. We are pleased to share that our new in-house Customer Service and Cash Collection organization based in Dublin, Ireland, will begin operations on November 6, 2023.

Additionally, Cardinal Health will be launching a new order management system. This new platform will improve our ability to deliver better service to our customers. We are committed to minimizing disruptions to our operations during the upcoming switchover period.

To facilitate the launch of the new platform, there will be a short freeze period on order processing. Order processing will resume on November 6. Please see the details of the freeze period below:

Order Type	Freeze Period Start Date (Cut-off Date)	Processing resume
Large Orders	October 27	November 6
Returns	October 9	November 6
Service and Repair	October 27	November 6

If possible, please place your orders prior to these cut-off dates. Orders received during the freeze period, including orders made via Electronic Data Interfaces, will be held for processing until November 6 (without additional action on your part). Note that past open orders that have not been shipped by October 27 will be transferred to our new system.

You will also receive a new Cardinal Health customer account number, which will replace your current one. This number will be visible on all invoices, order acknowledgements, and shipping documents.

From November 1, you can reach out to our Customer Services, Cash Collection and Service and Repair teams at:

- We will contact you to schedule an introductory call in the next two weeks.
- Email Address (continue to be): uk.platinum@cs.cardinalhealth.com

If you have questions or require clarifications on these topics, please reach out to your Cardinal Health Sales Representative.

Kind regards,



David Oakes
Managing Director UK/I

Questions and Answers:

What are the latest customer-focused initiatives in Europe?

Cardinal Health is investing in a new in-house Customer Service organization and new order management system in Europe. This includes a new Credit department as well as a Cash Collection and Cash Application area. It will become operational on November 6. This new platform will improve our ability to deliver greater value to our customers.

Why is this happening?

Cardinal Health strives to deliver the best medical products and service to our customers around the world. Apart from our long-term commercial plans that focus on providing customers and their patients with the right medical solutions at the right time, we are also continuously assessing how we can improve the customer experience.

How will this affect my orders to Cardinal Health?

Our teams are working hard to minimize any additional customer actions prior to, and during the switchover period. We are committed to minimizing any disruption to our operations during this period. We will inform you in advance if we identify any potential issues that may affect our customers.

Please note that there will be a short return and order freeze period in the month of October and first week of November. The details are as follows:

Order Type	Freeze Period Start Date (Cut-off Date)	Processing resumes
Large Orders	October 27	November 6
Returns	October 9	November 6
Service and Repair	October 27	November 6

Is there a deadline to submit my orders before the freeze period?

- Yes, order submissions should be made in the week/s prior to October 27
- Orders which have not shipped by October 27 will be transferred to our new system without any action needed by you.

What happens if I submit an order during the freeze period?

Orders received during the freeze period will be held for processing until November 6. Should you submit orders via Electronic Data Interfaces, these will be held for processing without additional action on your part.

What are the changes I should expect?

- There are currently three different phone numbers to contact our current customer service team, cash collection team and services and repair. From November 1, you will be able to reach those teams on a single phone number, 01138688281. Your new contact person we will contact you to schedule an introductory call in the coming weeks.
- A new customer account number will replace your existing number. This account number will be visible on all invoices, order acknowledgements and shipping documents.
- All service requests will now include a case number response.
- The Cash Collection team will change their email addresses as well to uk@collections.cardinalhealth.com
- Our Fax numbers have been disabled. This is due to limited, if any usage over the past number of years as customers have become more automated.

Will the old number still work?

Our current telephone numbers will remain active until November 30. Between November 1-30, calls will be forwarded to our new team. From December 1, you will be required to use the new telephone number.

What remains the same?

- Our customer service will remain multi-language.
- The Cardinal Health customer service email address will remain the same.
- National and local holidays
- Hours of operations
- Product codes and descriptions
- Credit, cash collection and bank management
- EDI processing

What about logistics operations, are there any changes?

Our logistics operations in Europe and the Middle East will continue to be provided by our partner, Arvato. Our warehouse will not change.

I still have more questions, who should I contact?

If you have any questions, please reach out to your Cardinal Health sales representative.