



June 29, 2022

Dear Friends of Vitaflo,

2022 has presented unthinkable challenges for you and your families when it comes to accessing formula. At Vitaflo, we are striving to help you through this by having an ample supply of products available for Inherited Metabolic Disorders. We understand the critical necessity of these formulas and want to assure you we continue to supply the full array of Vitaflo metabolic formulas.

Our priority has always been to meet the needs of our caregivers and patients. For the last few months, we've worked around the clock to address the formula shortage and help meet the demand. We've significantly increased the amount of our formulas available by ramping up production and accelerating general product availability through hospitals, home health care, durable medical equipment, and distributors.

We will continue to extend a helping hand to those who are affected and offer our solutions for the nutrition management of Inherited Metabolic Diseases. Navigating insurance plans and coverage is often overwhelming and confusing, and finding coverage for prescribed nutrition products can be challenging. Our personalized support program, Formula4Success®, can help you navigate through potential complexities to find answers and support for receiving Vitaflo products. Simply call 1-800-520-6112 to begin enrolment by phone or fill out an enrolment form at [Vitaflo4Success.com](https://www.vitaflo.com/Formula4Success)

To contact Vitaflo customer services Monday-Friday, 9 am to 5 pm EST, please call 888-848-2356 or email at: customerservice@vitaflousa.com

To learn more about Vitaflo products please visit our website at [www.VitafloUSA.com](https://www.vitaflousa.com)

You may also go directly to our online sample request form by clicking [here](#). Be sure to check with your healthcare provider before making any changes to your diet.

Yours in good health,

The Vitaflo North America Team