



6201 South Freeway
Fort Worth, Texas 76134-2099

January 17, 2023

Dear Eye Care Professional,

On behalf of everyone at Alcon, we are committed to helping people see brilliantly and appreciate your commitment to providing more presbyopic patients contact lens options.

We'd like to bring to your attention an **AIR OPTIX® plus HydraGlyde® Multifocal trial lens** repacking issue that occurred on an automated machine in November and December 2022. Due to this issue, we are experiencing widespread backorders on a majority of the AIR OPTIX® plus HydraGlyde® Multifocal trial lens SKUs with a full recovery expected in early April 2023. To best allow Alcon to continue to service you and your patients, we ask the following of you in the interim:

- Please note we are cancelling all existing orders/backorders on trial lenses at this time.
- Please do not place new AIR OPTIX® plus HydraGlyde® Multifocal trial orders in Q1.
- Please continue ordering revenue lenses and utilize the Platinum Total Satisfaction Guarantee in case of Rx changes.

As a reminder, this issue is only on AIR OPTIX® plus HydraGlyde® Multifocal trial lenses. **DAILIES® AquaComfort Plus® Multifocal** and **DAILIES TOTAL1® Multifocal** trial and revenue lenses are readily available as well.

We apologize for any inconvenience this issue might cause and are monitoring the situation closely. We will continue to share additional updates as they become available.

Sincerely,

A handwritten signature in black ink, appearing to read "Sean Clark".

Sean Clark

General Manager, US Vision Care