



April 23, 2019

Physio-Control and Stryker integration

Dear Valued Customer:

Stryker acquired Physio-Control in April 2016. Physio-Control manufactures and markets monitors/defibrillators, automated external defibrillators (AEDs) and CPR-assisted devices along with data management and support services. This product portfolio is highly complementary to Stryker's products and enhances the overall offering to customers.

As we continue to work through our operational integration between the two businesses, we have focused on creating the infrastructure to better support customers around the world. As part of this work, we have assessed markets for opportunities to ensure stability and efficiency within the global product delivery network.

As part of these changes, we wanted to communicate an update around process and new contact details that will be changing soon.

Q: How do I order Physio-Control products?

You can order Physio-Control's products the same way that you are doing today but with updated contact details as per below:

Email medicalcustomerservice@stryker.com

Phone +1 800 327 0770

Fax +1 800 329 7879

Customer service is open Monday-Friday, 8:00 a.m. – 8:00 p.m. EDT

Q: Will the invoices and other documents change layout?

Yes. Invoices and other shipping documents will change and are going to follow Stryker's standard. If you would like to receive a sample before go-live you are more than welcome to contact customer service at +1 800 327 0770.

Q: Where do I send my payment?

The bank and company details will change to Stryker. Please pay close attention to the information in your *invoice header* that you receive. You should remit payment to the location that is listed on your invoice.

*** If your **invoice header shows Physio-Control's logo** in the **upper left**, payment should be sent to the following account:

Physio-Control, Inc.
12100 Collections Center Drive
Chicago, IL 60693

*** If your **invoice header shows Stryker's logo** in the **upper right**, payment should be sent to the following account:

Stryker Sales Corporation
P.O. Box 93308
Chicago, IL 60673-3308

ACH info:

Emergency Care

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Bank Name: JPMorgan Chase
Bank address: One Chase Manhattan Plaza, New York, NY 10004
Account name: Stryker Medical
Routing number: 071000013
Account number: 1035245
Send remittance to: medicalwires@stryker.com

Most, but not all invoices issued after May 6, 2019, will be invoices from Stryker, but please check the logo on the header and remit payment to the appropriate location.

Q: Should I create a new supplier in my system?

Yes, after May 6, 2019, you should create Stryker Sales Corporation dba Stryker Medical as a supplier. You should retire any vendor/supplier in your system that was previously associated with Physio-Control. **We will not accept incorrectly labeled purchase orders after June 30, 2019.**

Please use this information to create a new vendor/supplier in your system:

Stryker Medical
3800 E. Centre Ave.
Portage, MI 49002

Q: Do I need to amend my contract with Physio-Control?

No. We will continue to honor contracts that you made with Physio-Control. Physio-Control is a wholly-owned subsidiary of Stryker Corporation and is still an operating business.

Q: Will products ordered from legacy Physio-Control and Stryker's EMS business arrive together?

We ship from multiple locations to provide you the fastest possible service and strongest customer experience.

Kind regards,

Stryker's Customer Service team

1 800 327 0770

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