

We will ensure uninterrupted service and delivery of your supplies throughout the COVID-19 crisis.

Hello,

As the situation with the Coronavirus (COVID-19) continues to develop, our entire team is working tirelessly to ensure you get the support and supplies you need, when you need them. We take this responsibility seriously and promise we will be here for you during this critical time.

***What are we doing right now to make this statement possible?***

- We're strictly following recommendations by the *Centers for Disease Control and Prevention (CDC)* to maintain a safe and healthy workplace for our associates.
- We've activated our business continuity plans to provide you with uninterrupted customer support and delivery of supplies to your door. With access to inventory located in multiple warehouses across the USA, we get your supplies delivered to you as fast as possible.
- Rest assured, we will send reminder letters, emails (if we have your email address) and make phone calls to remind you to re-order with enough time to ensure an uninterrupted supply of product. If we are unable to speak with you, your account specialist will leave a voicemail reminder.

Our team will continue to be ready to answer your call any time Monday through Friday between 8 AM and 9 PM Eastern Time and between 9 AM and 3 PM on Saturday: **1-800-310-5965**.

***Helpful Tip #1*** - If you typically order a 30-day supply and you are concerned about your supplies, talk to your specialist and arrange for a 90-day supply, in accordance with your specific health plan policies.

***Helpful Tip #2*** - Reorder online, 24/7. Simply visit [www.lmsmart.com](http://www.lmsmart.com) to enroll. All you'll need is the email address we have on file for you and the last four characters of your health insurance ID number. There is no additional cost and hundreds of customers like you take advantage of this service each week.

***Helpful Tip #3*** - Visit [www.bardcare.com](http://www.bardcare.com) for additional information.

These are challenging times and we are doing everything we can, so you have one less thing to worry about.

Warm regards,

Claudio Araujo  
General Manager