



Coronavirus update from Eric Shirley, President, Patterson Dental

Dear Patterson customer:

I wanted to share with you the latest on our efforts to assist you in navigating through COVID-19. Our efforts remain focused on ensuring that you, your patients, and our employees all remain served and protected.

- First, we have launched a Resource Center where you can find links and information to all kinds of COVID-19 information. This includes information to agencies and associations, as well as links to other resources that could help you better navigate these unprecedented times. You can find the resource center here: <https://www.pattersondental.com/cp/covid-19>
- Next, we are announcing today a special program to help provide some financial assistance: **Customers can now elect to defer payments on Patterson Financial Services loans for up to 90 days.**

To request this special deferral program, email pattersonequipmentfinance@pattersoncompanies.com and include the reference number from your latest Patterson Finance Statement or your customer number and name. You may also discuss this program in more detail with your Patterson Dental territory representative or contact Patterson Financial Services:

- For our customers in the United States: 651-686-1734 or email pattersonequipmentfinance@pattersoncompanies.com
- For our customers in Canada: 514-745-4020, extension 56226 or email PFSCanada@pattersondental.ca
- We continue to work diligently on managing our supply chain of infection control products. The global pandemic has placed increased demand on all infection control products and our suppliers are working to make sure we have products available to you, and we will continue to allocate incoming supplies based on typical ordering patterns. This may not mean that we will be able to supply typical order quantities, but we are doing all that we can to ensure that our customers have enough for their clinical teams to continue to provide dental care to their patients.
- Our field teams, service technicians, fulfillment centers, repair centers, and all of our Patterson Dental teammates continue to remain available to serve you and your practices. The enhanced safety measures we put in place have not impacted our abilities to continue providing the experience you have come to rely upon from Patterson Dental.

Thank you for your understanding and cooperation during these rapidly-changing times.

Sincerely,

Eric Shirley
President, Patterson Dental