

AVANOS

Avanos Medical – Phase 2

Frequently Asked Questions

General Information

1. Has the sale of the Halyard Health S&IP business to Owens & Minor been completed?

Yes. Halyard Health, Inc. completed the sale of its surgical & infection prevention business to Owens & Minor effective 5/1/2018. The S&IP products (*surgical gowns, drapes, sterilization solutions, gloves, facemasks and protective apparel*) will continue to be marketed and sold under the HALYARD* brand and invoiced under the entity, O&M Halyard, Inc.

2. Has the Halyard Health medical device business announced its new name?

Yes. The Halyard Health medical device business became Avanos Medical, Inc. effective 7/2/2018. Avanos Medical, Inc., is traded on the New York Stock Exchange under the ticker symbol "AVNS".

Vendor Master Data Set-up

3. You asked us to change the name and contact information on our existing Halyard Health vendor record, is it okay to create a new vendor for Avanos Medical versus changing the information on the existing Halyard Health vendor record in my system?

Yes. If your company's protocol is to end existing vendors and create a new vendor please use your company guidelines.

Ordering and Shipping Information

4. Will there be changes to the ordering methods with Avanos Medical?

No. All ordering methods for both companies remain, however, please note, some have new contacts:

- **EDI (Direct, GHX, Vizient): Continue to submit all 850 PO's for BOTH vendors via your current connection.**
- **Online Customer Portal: Place orders for both Avanos and O&M Halyard using your current ID and password @ www.hyhcustomerportal.com. (The Customer Portal provides 24/7 access to orders, pricing, invoices, etc. Visit www.halyardhealth.com/solutions/customer-portal.aspx for more details and to sign up for access.**
- **Email, Fax & Phone: Please see attached [Transition Summary](#) for new contact information.**

Invoicing and Payment Information

5. Do I send payments to the same remittance address as I currently do?

Yes. There are no changes at this time to the remittance address.

6. Does a new Sales Tax Exemption Certificate need to be issued and communicated for Avanos Medical, Inc.?

Yes. A new Sales Tax Exemption Certificate (or a Multijurisdiction Certificate) for all ship-to states referencing Avanos Medical, Inc. as the seller/supplier name and the existing customer number(s) should be emailed to AR@avanos.com.

Product Information

7. Will any products be discontinued as part of divestiture?

No. There are no planned product discontinuations now. Any future changes and/or discontinuations will be communicated.

8. Will product code numbers change?

No. All product code numbers will remain the same.

Packaging Information

9. Will my Avanos medical devices packaging change?

Yes. Beginning in Q1 2019 you will begin to see packaging changes. These changes are targeted to be completed by year end 2019.

Sales Representative

10. Will my sales representative change?

No. You will continue to work with your current Avanos Medical Sales Representatives.

Other Transactional Information

11. Additionally, during this phase of the transition, there will be no changes to the following areas:

- **Pricing**
- **Terms and Conditions**
- **Customer numbers(s)**
- **SKU/product numbers**
- **Packaging**
- **Sales representatives**
- **Customer Service representatives**
- **Overstock return policy**
- **Accounts Receivable contacts**
- **Product complaint process**