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Dear Valued Customer,

I am writing to inform you that Novartis Consumer Health, Inc. (NCH) is temporarily suspending production at its manufacturing facility in Lincoln, Nebraska, beginning December 19, 2011. This will allow us to expedite maintenance and improvements and continue to strengthen standards at the site. We will have more information about our progress in January and will be able to determine when we could resume manufacturing operations.

The decision to temporarily suspend production is driven by our continuous commitment to the highest standards that meet the expectations of our consumers and customers as well as health authorities around the world.

It is important to note that the products manufactured at the Lincoln facility and all NCH products remain safe and effective when used as directed on the package label.

#### **Customer Service Level Impact**

During this timeframe, we anticipate a temporary disruption in supply. The following brands will be impacted: Excedrin<sup>®</sup>, Theraflu<sup>®</sup>, Triaminic<sup>®</sup>, Maalox<sup>®</sup>, Lamisil<sup>®</sup> and Benefiber<sup>®</sup>.

In addition, 1<sup>st</sup> quarter 2012 promotions that can be cancelled should be pulled as soon as possible. Your account representative will work with you to substitute other NCH products that are not impacted by this supply disruption.

We are fully committed to ensuring all of our products meet the highest standards. We strive to provide you with the best possible service and are working as quickly as possible to resume production of our products.

Your business is important to us, and we hope that you will continue to give us the opportunity to deliver on our expectations.

If you have any questions, please feel free to call your account representative directly. Thank you for your continued support of Novartis Consumer Health, Inc. products.

Sincerely,

Brian McNamara  
President, OTC Americas

Roger Gravitte  
VP, Sales, North America OTC