

Dear Valued Ormco Customers,

As we watch the news of the growing COVID-19 pandemic unfold and learn of the different measures cities and countries around the world are taking to try and prevent the spread of this disease, we are reminded that no matter where we are, we are all in this together. Although these are uncertain times, there is one thing that is certain – our top priority is the health and well-being of our customers, your patients, our employees and all of our families. We hope you are and continue to be well.

Ormco remains committed to serving our customers around the world. Our sales team is here to provide you with the level of service you expect, and we are taking steps to keep our production facilities running and our distribution channels open.

However, business isn't as usual right now. And nobody understands this better than you, managing your practices every day and determining the best way to preserve your practice and serve your patients.

We want you to feel confident that we are carefully monitoring and following recommended guidelines by the CDC and WHO to do our part in keeping our customers and employees safe. This includes encouraging our teams to work from home, practicing social distancing, closely monitoring ourselves and our loved ones, conducting business by phone, email, and video conference as possible. We have reinforced with our team that for customers that may need an essential in-person meeting, that they follow social distancing protocols and only do such visits if feeling well.

We also want to be helpful to our customers who may have some downtime to participate in online continuing education programs. We are in the process of developing new programming to help you through this difficult time and will notify you as soon as these resources are available.

In closing, we understand these are unusual times and will do our best to maintain ongoing communication with you in this rapidly changing environment. We are here for you and thank you for your understanding and continued support. Please do not hesitate to contact us if you have any questions. Stay healthy.

Sincerely,



Jeff Kappler  
President  
Ormco™ Corporation