

Frequently Asked Questions — Ordering System Transition

1. Q: Will my pre-existing contract and terms change?

A: All current contract terms and conditions will remain in place through the duration of the contract. The only change will be fulfillment of the contract and terms by Mozarc Medical, rather than Medtronic.

2. Q: How will this impact my relationship with my sales/customer service representative?

A: Your sales contact will remain the same. For Customer Care, please direct all inquiries to our new Mozarc Medical contact information:

Email: USCustomerCare@mozarcmedical.com

Phone: +1 (763) 340-1870 or +1 (877) 211-1850

3. Q: Will Mozarc Medical honor current agreements? Current proposals? Will pricing change?

A: Mozarc Medical will honor all current agreements, pricing, and rebate agreements until they expire, to ensure pricing continuity for customers. Agreements will be re-evaluated upon expiration.

4. Q: Are there any changes to my ordering process or billing invoice process?

A: The ordering process and billing invoice process will remain the same, however they will now be processed by Mozarc Medical at the address listed below:

Mozarc Medical US Customer Care
710 Medtronic Parkway
Minneapolis, MN 55432

5. Q: I have agreements that include former Medtronic Renal Care Solutions (RCS)/current Mozarc Medical offerings, but span across Medtronic. Will they be impacted?

A: All pre-existing pricing and rebate agreements will continue through the duration of your contract. Agreements will be re-evaluated upon expiration.

6. Q: Will Mozarc Medical still sell the full RCS portfolio of products/services?

A: Yes. Any future changes to our portfolio or services will be appropriately communicated with ample time.

