



5700 W. 23<sup>rd</sup> Ave  
Gary, IN 46406

7 January 2023

To: Super Care Inc

Re: Delayed Bivona® custom tracheostomy orders

The purpose of this communication is to provide an update on the supply of Bivona® silicone custom tracheostomy tubes as we continue to navigate a series of challenges related to the supply of raw materials.

Due to these material and staffing shortages we are experiencing much longer lead times.

Components come in and out of stock making it difficult to quote exact delivery times.

Thank you for your patience and understanding as we navigate these challenging times.



**Ann O'Connor**  
**Manager; Customer Operations – Gary site**

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