

Introduction of Our New Order Processing System

Dear valued customer,

I hope this message finds you well.

I would like to inform you about an important upcoming enhancement to our operations: the introduction of a new order processing system, which went live on **1 July 2026**.

This system has been developed to further optimize how we receive, process, and manage orders across our organization. Its purpose is to enhance transparency, consistency, and efficiency, while strengthening our ability to provide reliable planning and service to you.

What this means for you

With the new order processing system in place, you can expect:

- **Improved order visibility** throughout the entire order lifecycle
- **More consistent processing**, supported by standardized workflows
- **Enhanced data accuracy**, enabling improved planning and delivery reliability

To ensure smooth transition and efficient handling of your orders, we kindly ask that, **effective onwards today**, all order-related emails are sent to: orders@wiicare.com

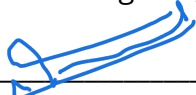
This will help us process your requests faster and with greater consistency.

We are fully committed to making this transition as seamless as possible. Our teams have prepared thoroughly, and dedicated support will be available throughout the implementation period and beyond.

Should you have any questions or require further information, please do not hesitate to contact your usual sales representative or customer service coordinator.

Thank you for your continued trust and partnership.

With kind regards,

A blue ink handwritten signature, appearing to read 'Michel Terwolbeck', written over a horizontal line.

Michel Terwolbeck

Sales Director, Health Division