

22 April 2022

RE: ALLFLEX SUPPLY TIMELINE UPDATE

Dear Customer,

Thank-you for your patience as Allflex continues to work through order processing delays and supply to you and your customers of tags.

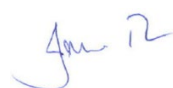
Most major tag lines are now in stock; however, our printing & laser machine workload remains high & at capacity for tags with the longest lead times, catching up on the backlog of tags to be processed. In our Customer Service team, we have also had some changeover in our staff who enter & process orders, so with training of new people ongoing, our order entry & processing timeline is delayed, taking up to 2 weeks to have orders processed from time of receipt into Allflex Customer Service, before the order is placed onto machines for tag processing.

Therefore, current estimated timeframes from the date you send your order in are as follows:

| | Estimated Order Turnaround Time (order receipt to dispatch) |
|--|--|
| Printed Cattle Tags | 8 weeks |
| NLIS Cattle Tags (EID) | 5 weeks |
| Electronic Sheep Tags (EID) | 3 weeks |
| NLIS Visual Sheep Tags | 3.5 weeks |
| <i>Please note, normal freight timelines are additional to the above. In addition, if the tag of your choice is out of stock, there may be additional time until stock is replenished.</i> | |

If you have any questions, please contact our ALLFLEX ID Customer Service team on 1300 138 247. Again, we apologise for the inconvenience to you and your customers. We truly appreciate your business and continued support.

Regards,



Jane Parker
Business Unit Lead, Ruminants

MSD Animal Health
Allflex Australia Pty. Ltd.
33 Neumann Road
Capalaba, QLD 4157
TEL: +61 (0)7 3245 9100
FAX: +61 (0)7 3245 9110
www.allflex.com.au