



Dear Valued Customer:

I am pleased to share exciting news about two significant milestones which support SCA's vision to improve well-being through leading hygiene and health solutions.

### **SCA Acquisition of BSN medical Completed**

Earlier this week SCA closed on its acquisition of BSN medical, which will further strengthen our capabilities in the medical segment.

BSN medical is an excellent strategic fit for SCA. BSN medical has leading market positions in several attractive medical product categories. SCA's incontinence business, with the global leading TENA brand, shares similar positive market characteristics, customer and sales channels. Our common goal is to combine our joint tradition for excellent service and deep expertise, as well as additionally offering a more complete value proposition to our customers and partners.

With the deal closed, we are beginning the Integration process. This will take some time. **The most important thing for you to know is that for now, it's business as usual.** This means we will continue to interact with you in the same way we have in the past.

Our primary goal is to have the same superior customer service approach that has been a hallmark of both SCA and BSN medical. Attached to this letter is a document with more information.

### **SCA to Split into Two Companies**

You know SCA as the company behind the tissue and personal care brands that businesses and consumers rely on. SCA began as a forest products company almost a century ago and even as our hygiene business has grown, this forest business still accounts for about one-sixth of SCA's operations.

On April 5, SCA took the first step in becoming an even more focused hygiene and health company when our shareholders voted to split SCA into two companies – one dedicated fully to forest products and the other to hygiene and health products, services and solutions.

**This means that in the coming months the hygiene and health part of SCA's business – the part that includes our tissue and personal care brands including TENA and BSN medical– will begin operating with a new name, [Essity](#).** The forest products business will retain the name SCA.

Why [Essity](#)? Because the products we make are both essential to - and a necessity for – the people that use them. They not only fill a basic need, they do it in a way that insures good hygiene which contributes to overall health and well-being.

**SCA will not begin operating under the name [Essity](#) yet.** Our tissue and personal care brands will remain and so will our salesforce, customer service and local support. All of the products you buy from us will keep their SKU numbers, ecolabels and quality. We will notify you of any changes that impact you, as they are known.

The things that make SCA strong – leading innovations, a demonstrated commitment to sustainable practices, dependable products, employees who deliver exceptional service – will remain a hallmark of [Essity](#).

Regards,

A handwritten signature in black ink, appearing to read 'Michael Feenan', written in a cursive style.

Michael Feenan  
Vice President  
SCA Incontinence Care North America