



## FREQUENTLY ASKED QUESTIONS

### **I understand that Hudson RCI is now officially a Teleflex Medical company? What is Teleflex Medical?**

Teleflex Medical, a division of Teleflex Incorporated (TFX, NYSE), is comprised of three divisions or business units: Surgical and Medical and OEM. Hudson RCI is now part of the Medical business unit, along with Rusch which markets disposable and reusable health care devices to the urology, anesthesiology, gastroenterology and respiratory care markets throughout the Americas and in the Caribbean.

### **What telephone numbers may be used to reach the company?**

Hudson RCI: 909-676-5611 (after July 17, 2004, the area code changes to 951) or 800-848-3766.

Teleflex Medical (Rusch): 770-623-0816 or 800-553-5214.

### **What is the company's Customer Service number?**

Hudson RCI: 1-800-848-3766 for US, Canada and Puerto Rico; or 011-909-676-5611 (after July 17, 2004, 011-951-676-5611) for international callers. Through an automated system, the customer can choose Customer Service, the operator or a directory of employees by name and extension. The Customer Service Manager, Aaron Robinson, can be reached at extension 1496.

Teleflex Medical (Rusch): 800-553-5214 for US, Canada and Puerto Rico or 011-770-623-0816 for international callers. The Customer Service Supervisor, Sarah Stimpson, can be reached at extension 012.

### **What is the telephone number for export customers?**

Hudson RCI: 011-909-676-5611. After July 17, 2004, 011-951-676-5611. Then enter the extension for the Export Coordinator/s: .

1. Sally Erwin, extension 1327: HRCI European warehouse, Africa, Middle East
2. Susan Matuzak, extension 1237: Japan, Taiwan, China (People's Republic), Hong Kong, South Korea, East Timor, Philippines, Thailand, Vietnam
3. Danielle Stillion, extension 1402: Central America, South America, and Caribbean
4. Rosemary Zellner, extension 1224: India, Pakistan, Mexico, Malaysia, Myanmar, Indonesia, Sri Lanka, Singapore, Australia, Guam/Micronesia/Papua New Guinea, New Zealand

Teleflex Medical(Rusch): 011-770-623-0816 and ask for Gary Gudmundson at extension 022 or Stella Lampl, export manager at extension 037.

### **How do I reach the Accounting Department?**

Hudson RCI: Use either 909-676-5611 (after July 17, 2004, 951-676-5611) or 800-848-3766. The Accounting Manager is Rick Marshall, at extension 1379; the Manager of Accounts Receivable is Carol Jaeger, at extension 1552.

Teleflex Medical (Rusch): The Accounting Manager is Maima Larmie, at 1-800-553-5214 extension 034.

**Where do I fax orders?**

Hudson RCI: 909-695-9621; after July 17, 2004 the area code changes to 951.

Teleflex Medical (Rusch): 770-623-1829

**Where do I pay my invoices?**

Hudson RCI and Rusch will operate as separate entities under the Teleflex Medical umbrella. You will receive separate invoices for Hudson RCI products, just as you do now. Therefore, please continue to submit payments for Hudson RCI products to the address on the invoice.

There will be no change to the manner in which you are currently invoiced for other Teleflex Medical (Rusch) products.

**Can I submit an order for Hudson RCI products to Teleflex Medical (Rusch) or vice versa?**

If a customer places an order with either the Teleflex Medical (Rusch) or Hudson RCI Customer Service Departments for products customarily handled by the other company, we will be happy to forward your call and/or order to the appropriate Customer Service Department for your convenience. They will then confirm your order and handle any questions or other issues directly with you. However, our ongoing operational goal is to ensure the highest level of service to all of our customers by continuing to have the companies function separately in terms of order entry and accounts receivable functions.

**Do I have a separate sales rep for Hudson RCI and Teleflex Medical (Rusch) products?**

Customers should contact the same sales and service employees or distributors with whom they have worked prior to the acquisition. We will advise if any changes are made.

**What products do the companies have in common? Can I continue to purchase the same products that I have been purchasing?**

Please continue to order your products from each individual company. Although Teleflex Medical (Rusch) and Hudson RCI have several products in common (including endotracheal tubes, endobronchial tubes, stylets, oral airways, face masks, breathing circuits and ventilator circuits), there are no immediate plans to discontinue any duplicate products.

**Is there a new return policy, can products be sent back to either company?**

Both companies will operate as separate entities under the Teleflex Medical umbrella. Hudson RCI products must be returned to Hudson RCI and Teleflex Medical (Rusch) products must be returned to Teleflex Medical in accordance with the policies that are now in effect for each respective entity.

**Is there a minimum order amount (\$) or drop ship fees?**

Hudson RCI: There is a \$40.00 drop ship fee. The minimum distributor order is \$250.00 for hospital distributors and \$150.00 for Alternate Site distributors.

Teleflex Medical (Rusch): There is a \$25.00 drop ship fee. All dealer orders must be at least \$100.00. There are no minimum order requirements for hospital or clinician orders.

**Who should inquiries about contracts and/or rebates be referred to?**

All contract and rebate procedures will remain the same at the present time.

Hudson RCI customers should follow the procedures they are currently using. The Manager of Contract Administration and Rebates is Rosa Barcnas, at 1-800-848-3766 extension 1318.

Teleflex Medical (Rusch) customers can continue to reach the Contracts Manager, Jeff Korman at 1-800-553-5214 extension 053.

**Will existing contracts still be honored?**

Yes, all contracts will remain in effect in accordance with the terms and conditions applicable to them.

**Where should OEM customers be directed?**

Hudson RCI: The OEM Specialist is Lynn Boimilla and she can be reached at 800-848-3766 or 909-676-5611 (after July 17, 2004, 951-676-5611), extension 1302.

Teleflex Medical: The OEM Specialist is Mark Weisbrod who can be reached at 215-442-6648.

**Where will products ship from?**

Orders will continue to be shipped from the current Hudson RCI and Teleflex Medical (Rusch) distribution centers.

**What are the customer service hours?**

Hudson RCI : 6:00 a.m. to 4:00 p.m. Pacific Time

Teleflex Medical (Rusch): 8:30 a.m. to 5:00 p.m. Eastern Time

**If the customer has an account with Hudson RCI, can they automatically buy other Teleflex Medical (Rusch) products?**

Yes, Teleflex Medical (Rusch) will open an account for the customer to purchase Rüsç products.

**If yes, does the customer still complete the new account set-up procedure?**

The procedure for processing orders for Rüsç products will remain the same.

**Who is the general manager for the combined company?**

Richard Kindberg is the Senior Vice President and General Manager for Teleflex Medical-Medical/Anesthesia Business Unit (Rüsç – Hudson RCI)

**What is the website address?**

Hudson RCI: [www.hudsonrci.com](http://www.hudsonrci.com).

Teleflex Medical (Rusch products) : [www.rusch.com](http://www.rusch.com)

Teleflex corporate website : [www.teleflex.com](http://www.teleflex.com)

We welcome you to visit these web sites at any time to learn more about company histories, product catalogs, press releases, and contact information.

**How will device complaints be handled?**

Device complaints will be addressed according to the current procedures established for each product line.

Hudson RCI products: Daniel Daily, Customer Support Supervisor, can be reached at 800-848-3766 or 909-676-5611 (951-676-5611 after July 17, 2004), extension 1235.

Rüsch products: Roland Scott, Complaint Coordinator, can be reached at 800-553-5214 or 770-623-0816, extension 063.

**How will Accounts Receivable be handled?**

Billing and Accounts Receivable will continue according to the procedures that are currently in place for each company. The Accounts Receivable Manager for Hudson RCI is Carol Jaeger and she can be reached at 1-800-848-3766, extension 1552. The Accounting Manager for Teleflex Medical is Maima Larmie, at 1-800-553-5214 extension 034.

**If in the months ahead Teleflex Medical modifies policies and procedures that impact interaction with customers, how will this information be communicated?**

We will, of course, provide our customers with information about modifications, should they occur.

Thank you for your continued support of Teleflex Medical and Hudson RCI!