

Notification of supplies from Roche Diabetes Care Limited

Dear customer

Roche Diabetes Care Limited would like to keep you informed with the latest information on supply of Accu-Chek insulin pump consumables that are normally ordered by patients for delivery to their home. We are monitoring the situation closely, and adapting accordingly.

The best way to keep you updated is to share with you the link on our website, so that you can check at your convenience.

[accu-chek.co.uk COVID-19 updates](https://accu-chek.co.uk/COVID-19/updates)

I wish to draw your attention to the fact that, for pump consumables, the **maximum consumables order will be limited to one month's supply at a time**. This is to ensure that we maintain sufficient stock for all customers. In the event that a hospital order is received (for delivery to the hospital) for more than 1 month's supply, our orders team will write to the sender to request that it is amended.

We are continuously monitoring our stock levels to balance availability, ongoing resilience and priorities for our patients. We are liaising with our colleagues at the manufacturing & distribution site to ensure that our increased demand levels are shared and fulfilled as speedily and appropriately as possible. If it becomes necessary to provide an alternative product to your patient - where the cannula size or range, or tubing range is unavailable, we will refer the patient back to their HCP to seek approval - if we are able to provide an alternative length tubing in the same product range, we will make the adjustment with the consent of the patient.

Please do contact Roche Diabetes Care with any queries 0800 731 2291.