

13 May 2022

### **Hill's Adult Cat Pouch supply shortage**

Dear Valued Customer,

Firstly, we would like to thank you for your ongoing support and patience while we have been dealing with supply disruption over the recent months.

We recognise it has been a very frustrating time, having to navigate stock supply shortages across the Hill's range of wet and dry diets.

Unfortunately, we have now been made aware of a manufacturing issue affecting three products in the adult cat pouch range:

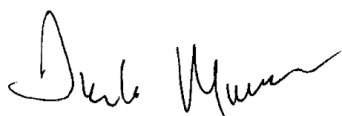
- 11097LG Hill's Science Diet Adult 1-6 Chicken 85g
- 11098LG Hill's Science Diet Adult 1-6 Ocean Fish 85g
- 604147 Hill's Science Diet Adult 1-6 Beef 85g

Due to an unexpected change in consistency, the bite-size chunks in these pouch varieties failed to form. At Hill's we understand that consistency and texture are very important for cats to maintain palatability and avoid food aversion. Our manufacturing teams are working on a solution, however the impact on production will lead to these products being temporarily out of stock from June 2022.

Our CS&L and Customer Development teams will work closely with you to help manage stock supply to try to minimise the impact to you and your customers. Our other cat pouch products are not affected, and we have adjusted volumes of the other adult pouches to try to meet any increased demand.

We apologise for any inconvenience this may cause and we thank you for your continued support and understanding.

If you have any questions, please contact your Hill's representative or myself.



**Imko Muusze**

Customer Development Associate Director  
Hill's Pet Nutrition, Australia