



Dear Valued Customer

We are writing to share an important update following Becton Dickinson and Company's acquisition of the Edwards Lifesciences Critical Care business unit, now known as BD Advanced Patient Monitoring (APM). Effective **November 2, 2026**, and following successful integration and readiness validation, BD APM will transition to BD's enterprise resource systems.

Our priority is to make this transition as seamless as possible while continuing the high level of service and partnership you rely on today. This letter provides a high-level summary of what is changing. A more detailed Transition Guide is available at bd.com/BDAPMIntegration.

What Is Changing (What This Means for You)

Customer Account Numbers

- Beginning **November 2, 2026**, you will use a 10-digit BD account number for all BD APM transactions.
- Customers new to BD will be assigned a BD account number. Contact BD APM Customer Service to obtain your new account number.
- Existing BD customers can use their current BD account number.

Order Management and Electronic Data Interchange (EDI)

- Effective **November 2, 2026**, order placement for BD APM products will transition to BD's order management systems.
- Customers may continue to order via EDI, phone, or email.
- No changes will be made to BD APM model codes and units of measure.
- BD APM has partnered with GHX to ensure customers update their MMIS item master with BD APM product line by November 2, 2026. You will receive detailed communications on next steps from GHX. For any questions regarding the EDI transition, contact supplierconsultingna@ghx.com
- There will be a planned system cutover period during which order acceptance will be delayed. The exact dates and timings will be shared in October 2026.

Contracts

- Existing BD APM contracts will transition into BD systems, with pricing unchanged.
- All service contracts will transition to BD after **November 2, 2026**, and will be honored by BD's service organization in accordance with the existing terms and conditions.

Invoicing and Payment

- Invoices received after **November 2, 2026**, will be issued by BD and paid to the appropriate BD lockbox. A list of the BD lockboxes can be found on bd.com/BDAPMIntegration.

**All invoices issued by Edwards Lifesciences should be paid via your current Edwards Lifesciences payment method.*

Dedicated Support for You

BD APM will continue to have dedicated Customer Service and Technical Support teams to provide you with uninterrupted support throughout the transition and beyond. All active warranties and service contracts will transition to BD and will be honored by BD's service organization in accordance with the existing terms and conditions.

Customer Service

Supports order placement and status, account and billing inquiries, general customer questions, and capital-related inquiries.

Phone: **1-833-515-4666**

Email: APMCustomer.Service@bd.com

Capital Inquiries: APMCapital.Care@bd.com

Technical Support

Provides product, clinical, and technical support, including troubleshooting and device assistance.

North America: **800-822-9837**

Email: APMTech.Support@bd.com

Our Commitment

We are committed to deliver consistent support and clear communication during this transition. We value your partnership and look forward to continuing to serve you as part of BD.