

We are here for you

May 2020

Dear Valued Customer,

We hope you, your families and staff are healthy and staying safe during this COVID-19 crisis.

Like you, the Geistlich team must adapt the service and support we provide to our customers. We will respect the changing needs of your office and can assure you that our Geistlich team is educated and practicing safe and effective measures to reduce risks. Our goal is to enhance your ability to provide optimal care to your patients.

Therefore, we will abide by Australian Government Department of Health Guidelines and our team will be:

- Symptom free before being allowed to work and taking the appropriate measures to monitor their health
- Adhering to your office guidelines and procedures
- Scheduling appointments, as there will be no unannounced visits
- Following up only with electronic copies of any materials discussed
- Available to conduct virtual calls, as requested
- Temporary suspension of signatures for our stock delivery- to eliminate further contact, our courier staff will deliver product to a designated spot or location and verbally request a name to enter for proof of delivery. For home deliveries, the driver will knock on the door, stand back a safe distance and verbally request a name as the signature

We recognise the challenges and new dynamics that you may be facing and are committed to providing you the service and products you have come to expect from Geistlich. Please know that we are listening. We encourage you to reach out to your local Geistlich Product Specialist to discuss your practice needs.

Our Customer Care Team remains available Monday – Friday from 8:30am – 5:30pm AEST. As always, our website is available to you, 24 hours a day, 7 days a week.

Feel free to contact us on 1800 776 326, info@geistlich.com.au or your Geistlich Product Specialist.

On behalf of Geistlich Pharma Australia and New Zealand I would like to thank you for the opportunity for our team to once again earn your trust and partnership! Wishing continued health and safety for you, your staff, family and patients.

Kind regards,

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Managing Director



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