



March 18, 2020

To Our Valued Partners:

The COVID-19 outbreak has impacted all aspects of our life and community. At CHF Solutions, we are dedicated to changing the lives of patients suffering from fluid overload through science, collaboration, and innovation. During this time, we continue to be committed to the health and welfare of patients, hospital staff, caregivers, vendors and employees. I wanted to take a moment and share with you what we are doing to meet our commitment.

Employee Health and Safety

We have taken careful steps to educate our employees on recommended measures to limit the spread of infectious diseases, following guidance from the Center for Disease Control (CDC) and federal, state and local governments. Any employee who may have symptoms is advised to follow CDC guidelines, including self-quarantine, and consult with a medical professional, including use of telehealth consultations under their health care plan. We have restricted all non-essential business travel throughout the world and are requiring employees who travel to follow CDC quarantine and social distancing guidelines upon return.

Facilities and Work Environment

To meet demand for the Aquadex therapy, we are maintaining manufacturing at our headquarters in Eden Prairie, Minnesota. Only employees essential to production are on-site and we are taking all measures to meet CDC guidelines on healthy and safe social interaction along with regular deep cleaning of our facilities. All other employees are working remotely, equipped with the tools to continue to support the business. Our field-based sales employees, who regularly work remotely, are limiting their in-person interactions and using alternative approaches to provide high quality support to clinical teams.

Patient Care and Support

We are also ensuring that patients still have access to ultrafiltration therapy; and we are available to provide support to physicians and clinical staff in a safe, responsive and effective way. To address the potential financial impact on hospitals, we are offering special product pricing, extended payment terms and other programs for simple and quick access to Aquadex consoles and blood circuits. Customers may contact their local account manager and clinical education specialists, as well as our customer support team at (855) 786-2778.

Medical Education

On March 17, we hosted a clinician webinar to educate the medical community on the fluid management in patients treated for COVID-19 and role of ultrafiltration therapy in care of these patients. An audio replay of the webcast is available at <http://ir.chf-solutions.com/events>. Our clinical education specialists will continue to



educate hospital staff on ultrafiltration in patients suffering from fluid overload.

We are committed to supporting our communities during this outbreak and are ready to serve patients, healthcare professionals, care givers, vendors and employees in the best possible ways. We appreciate your understanding and support and hope you stay safe and healthy.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Erb', with a long horizontal flourish extending to the right.

John Erb
CEO
CHF Solutions, Inc.