

FAQ's

Q. When did the merger between Arrow International and Teleflex occur?

A. Arrow shareholders unanimously approved the merger of the two organizations on Thursday, September 20, 2007 and officially closed on October 1, 2007. The complete integration of the two organizations will occur over time, and the goal is to complete this integration at the earliest possible date. Our goal to our customers will be to maintain the current levels of service. Orders will be received and fulfilled in a manner consistent with our customers expectations.

Q. Why did Teleflex acquire Arrow International?

A. The combination of Teleflex Medical and Arrow International creates a stronger organization that will allow us to better serve our customers. We will focus on providing products that are less invasive, reduce infections and improve patient safety. For years, customers worldwide have relied on our portfolio of brands to deliver quality, innovative solutions in the areas of critical care, respiratory care, anesthesia and surgical instruments and devices. Today, Teleflex Medical is a global supplier of disposable products with annual revenues exceeding \$1.4 billion. With over 11,000 employees in 23 countries, we are committed to understanding the needs of our customers and delivering solutions that exceed expectations. Our vision is to be your partner in good health, every step of the way.

Q. How will this affect my products?

A. You should continue to expect the same high quality products that you are accustomed to receiving today. The addition of Arrow International will allow Teleflex Medical to maximize our resources to better serve our patients and providers in the future. Our vision is to be your partner in good health, every step of the way.

Q. Who do I call to place an order?

A. You should continue to utilize your current ordering processes. In order to best serve our customers, we have the ability to transfer calls between the appropriate customer service team if any confusion arises.

Q. Will my current Arrow International account number change?

A. No, your current account number will not change at this point in time.

Q. Will my billing terms change now that Arrow International is part of Teleflex?

A. All current terms and conditions will remain the same until further notice.

Q. What happens to the contract that I have for Arrow International products?

A. All existing contracts will remain unchanged until the term of the agreement has expired.

Q. Will the Arrow International name remain on its products?

A. Yes, we recognize the value that the Arrow name carries so it will remain on the product as the brand name. While you may see the Teleflex Medical company name added over time, in addition to the Arrow brand name, rest assured that we will continue to provide the quality products that you have come to know and trust under the Arrow brand.

Q. Will the “Arrow blue” color that makes selecting an Arrow kit easy change?

A. There are no plans at this time to modify the look of the Arrow kits, except where needed to comply with Regulatory requirements. Therefore, your ability to quickly spot the right product to meet a particular clinical need will not be changed.

Q. Who is my Arrow International sales representative going to be?

A. Your current sales representative and contact information will remain unchanged at this point in time.

Q. Will the Arrow International products still be available through the current distribution channels?

A. Yes, you should continue purchasing products through your current distribution channels.