

URGENT MEDICAL DEVICE CORRECTION - UPDATED

May 8, 2026

Dear Valued McKesson Customer:

The Manufacturer has notified McKesson Medical-Surgical Inc. (MMS) of an important update to the labeling correction for their TRUE METRIX, TRUE METRIX AIR, and TRUE METRIX GO Self-Monitoring and TRUE METRIX PRO Professional Monitoring Blood Glucose Systems (collectively, the “Products”) issued in February 2026. Since the February 2026 communication, Trividia Health has been actively updating the labeling and providing messaging to ensure that users are aware of the updated instructions for the E-5 Error Code. Users will already be seeing the new E-5 Error Code message in TRUE METRIX Meter boxes and in test strip boxes.

A review of our records indicates that your company may have purchased items included in the attached manufacturer’s notification.

Affected Products Distributed under the McKesson private-label by McKesson Medical-Surgical:

| MMS # | MFG Catalog # | Description | Part# & Revision |
|--------------|----------------------|---|-------------------------------|
| 960296 | 06-RE4051-43 | METER KIT, BLD GLUC TRUEMETRIXSNGL PT (1/BX 6BX/CS) | RE4SUN03 Rev 55 and prior |
| 960302 | 06-RE4051P-00 | METER ONLY, BLD GLUC TRUEMETRIX PRO MULTI PT(1/BX 6BX/CS) | RE4SUNP03 Rev 56 and prior |
| 1104600 | 06-RE4051P-00 | METER ONLY, BLD GLUC TRUEMETRIX PRO MULTI PT (6BX/CS)(MOORE) | |

Carefully review the information in the attached Urgent Medical Device Correction and follow the instructions provided by Trividia Health. If you have any questions regarding this notification, please contact Trividia Health Customer Support Department via phone at **(888) 943-2387**. If you have further distributed any of the items referenced in this notification, provide your accounts with a copy of this Urgent Medical Device Correction.

We sincerely apologize for any inconvenience this notification may have caused you and your staff.

Thank you for your prompt attention,

McKesson Medical-Surgical Inc.