

Subject: Important Update: Changes to Invoice Delivery Method

Dear Valued Customer,

We hope this letter finds you well. We appreciate your continued partnership with Dex Medical Distribution Inc. Over the past year, we have strived to enhance our services to better meet your needs.

In an effort to streamline our processes and reduce our environmental impact, we are implementing a change to our invoice delivery method. Starting from January 22, 2024, Dex Medical Distribution Inc. will no longer include paper invoices in our shipments.

Instead, we will be sending all invoices electronically to the email address provided upon your account registration. This transition not only aligns with our commitment to sustainability but also ensures a more efficient and timely delivery of your invoices.

If you would like to update the email address to which your invoices are sent, or if you have any specific preferences regarding invoice delivery, please contact our dedicated customer support team at dex@bayshore.ca. They will be more than happy to assist you in updating your account information.

Thank you for your understanding and cooperation as we continue to improve our services.

Best regards,

Aman Habib



Manager, Operations & QA
Dex Medical Distribution Inc.