

As a company and as animal lovers, we are sad to hear when any animal is sick or has passed. We support wildlife rehabilitation and appreciate what you are doing for these helpless animals. We understand that no matter the species, they are your babies and you put your heart, time and effort into their care. Helping newborns is the core of what we do. We have developed and manufactured milk replacers for over 80 years and this critical nutrition has helped millions of newborn animals. We donate products regularly to shelters, rescues, wildlife rehabilitators and others caring for orphaned infant animals because we truly believe in our mission of Saving Little Lives. We appreciate the trust that you have given us and work hard each day to keep your trust placed. With you and your efforts, we're able to accomplish our mission of Saving Little Lives.

Some of you had questions surrounding the ingredients of the Esbilac powder, our puppy milk replacer powder. While there has not been a change in the ingredients of Esbilac, we did discover that the form of dicalcium phosphate being used in Esbilac powder was not as finely milled as it had been in the past. The form of dicalcium phosphate being used works without issues for puppies but when fed to smaller wildlife species, appears to be more difficult to absorb. We have been able to secure supply of the more finely milled dicalcium phosphate and we are in the process of producing Esbilac powder using the more finely milled ingredient which should be available in 30-60 days. During this transition, we suggest using Goats Milk Esbilac, which has a different type of calcium that is finely milled and more readily absorbed in the smaller wildlife species. It is important to emphasize that the current product continues to be satisfactory for feeding to puppies.

If you have any further questions, please contact us at consumerrelations@petag.com.

1. If changes have not been made to the Esbilac formula, why does the powder contain a “gritty” texture when mixing that it did not previously?

The dicalcium phosphate particle size in the Esbilac powder was changed by the supplier approximately two years ago. We will micronize this ingredient



Every Animal. Every Day.

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going forward, which will provide an improved mixed-product consistency and absorption rate when feeding the product to smaller species, such as wildlife. This change is underway and the improved product should be available in approximately 30-60 days. The current product continues to be fine for use as a puppy milk replacer.

It is important to emphasize that this issue is limited to feeding the current Esbilac powder form to smaller species, such as wildlife. The current product continues to be satisfactory for feeding to puppies.

2. Why did the changes to the particle size occur?
(Answer Noted in #1)

3. Why is an alternate source of calcium used In the GME?
The formula for Goats Milk Esbilac (GME) is different from the formula for Esbilac. The GME is formulated for sensitive stomachs and contains an anhydrous dicalcium phosphate that is easier for sensitive stomachs to digest.

4. Has there been any changes made to GME?
There have been no changes made to the Goats Milk Esbilac formula.

5. Why has the U.S. flag symbol with the words “Made in USA” on Esbilac cans recently been changed to a star-in-circle symbol with the words “Crafted in the USA with domestic and imported ingredients?”

All of our products are proudly manufactured in the United States and most of our ingredients are sourced within the U.S. If the ingredient is not available in the U.S., we then work with reputable international suppliers to source the ingredients. We recently changed the “Made in the USA” symbol to “Crafted in the USA” to comply with Federal Trade Commission rules. In order to remain compliant with these rules, our label states “Crafted in the USA” because some ingredients are sourced internationally. You will begin to see this change to “Crafted in the USA” on other PetAg products.



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6. Has PetAg removed the probiotics from Esbilac?

The probiotics have not been removed from the Esbilac product. There was however, a mistake made and it was inadvertently removed from the label, but not the formula. This will be restored to the label.

You can check the ingredient panel to see the same ingredients, including the probiotics - dried Lactobacillus casei fermentation product, dried L. fermentum fermentation product, dried L. acidophilus fermentation product, dried L. plantarum fermentation product, dried Enterococcus faecium fermentation product, dried Bifidobacterium bifidum fermentation product, dried Pediococcus acidilactici fermentation product.

7. Is PetAg now manufacturing Esbilac in China?

No, PetAg manufactures our powdered milk replacer products, including Esbilac, at our FSMA (Food Safety Modernization Act) compliant facility In Hampshire IL, USA. We employ rigorous quality control measures for each batch and packaged lot of product produced in our production facility.

8. Is the supplier for the dicalcium phosphate located in the U.S.?

Yes, they are a manufacturer and supplier to the human nutrition and pharmaceutical industries.

9. Is PetAg going to make another change if a micronized form is located?
If so, will this be announced?

Yes, we are making the change to the micronized dicalcium phosphate and this communication serves as the official announcement. Please see the beginning of the document for more details.

10. How can PetAg's quality team assure this will not happen again in the future?

We became aware of this issue as caregivers feeding the Esbilac to smaller rescue neonates began contacting us expressing concerns. We immediately began researching and considering the possible cause(s) and solutions. We identified that a micronized form of this material, consistent with product used by these caregivers in the past, was changed two years ago and the effects on wildlife absorption were not understood. Our quality team has added processes



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in place to monitor the particle size and all future production of Esbilac powder will include the micronized dicalcium phosphate form.

It is important to emphasize that this issue is limited to feeding the current form of Esbilac powder to smaller species, such as wildlife. The current product continues to be satisfactory for feeding to puppies.

11. Do you have feeding instructions for wildlife?

We do not currently offer feeding instructions for wildlife utilizing our Esbilac Puppy Milk Replacer products but you can find suggestions on a partner's website. Please visit <https://www.squirrelsandmore.com/>



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