



Customer Support Guide

Freedom Innovations Joins PROTEOR!



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December 14, 2020

Dear Sir/Madam,

We are excited to announce that PROTEOR has completed its acquisition of select Freedom Innovations products from Ottobock. The incorporation of Freedom Innovations with PROTEOR creates an organization even better able to serve our customers and compete in the global O&P marketplace.

We will be maintaining the Freedom Innovations brand name within our product portfolio along with several Freedom Innovations products and would like to direct you to PROTEOR USA to view our full product portfolio. PROTEOR symbolizes our intention to broaden our business platform and deliver greater value to our customers. We know our success is dependent on your success, and we are excited about our newly added offerings and additions to our PROTEOR USA team. With this acquisition, customers will benefit from:

- **A Distinguished Product and Service Portfolio** – Customers will have access to a wider array of high-quality products and services including the best of PROTEOR, Freedom Innovations and RUSH products and services.
- **A Stable Supplier** – With three manufacturing facilities in the US, we will capture supply chain efficiencies that allow us to become even more competitive, responsive and efficient.
- **Leading Innovation** – We are committed to investments in product innovation, as well as sustaining existing product lines that benefit the O&P space.

As we complete the integration of our businesses, be assured that we are committed to delivering the highest level of service to which you are accustomed. Our goal is to make this a seamless transition for customers. In this guide you will find updated information regarding our expanded portfolio and services, FAQs, contact information, and ordering information for PROTEOR USA, RUSH Feet and Freedom Innovation products.

We will continue to keep you posted on our plans for the integration. In the meantime, please do not hesitate to contact your Sales Representative with any questions you may have. We look forward to continuing to serve your needs and growing together.

Thank you for your continued support.

Sincerely,



Matt Swiggum
President & CEO,
PROTEOR USA
MSwiggum@proteorusa.com

www.proteorusa.com #HumanFirst

Arizona: 1236 W Southern Ave #101 | Tempe, AZ 85282 | 855.450.7300

California: 3 Morgan | Irvine, CA 92618

Utah: 425 East 400 North | Gunnison, UT 84634

Europe: 6 rue de la Redoute, C.S. 37833 - 21078 DIJON cedex, FRANCE



PROTEOR USA Portfolio Overview

FIBERGLASS FEET



CARBON FIBER FEET



FOOT/ANKLE SYSTEMS



KNEES



Placing Orders and Payments

Three Simple and Convenient Ways To Place Orders

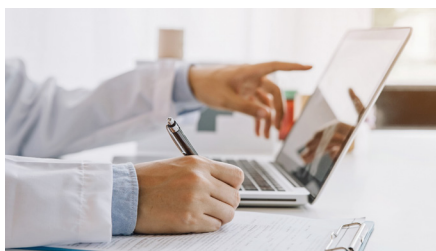


Download the Digital
iCatalog for full
portfolio offerings at:

shop.proteorusa.com



Invoicing and Payments



Should your accounting department have any questions:

1. Call: 855.450.7300
2. Email: accountspayable@proteorusa.com

Please continue to pay your invoices based on the information that is listed on the invoice itself.

FAQs

1. Which Freedom Innovations products will be available from PROTEOR USA?

FEET: Agilix™, DynAdapt™, Pacifica®, Pacifica® LP, Highlander®, Highlander® MAX and Sierra®

ANKLES: Kinterra™ and Kinnex™ 2.0

KNEES: Plie® 3

2. How do I order Freedom products moving forward?

For products retained by PROTEOR:

- Call: 855.450.7300
- Email: orders@proteorusa.com
- Online: shop.proteorusa.com

For products retained by Ottobock:

- Contact Ottobock: 949.749.1707
- Email: OBFICustomer.Service@ottobock.com

3. What if I previously placed an order with Freedom Innovations that I haven't received yet?

Your order is being processed and you should expect your delivery at the date that was previously communicated with you.

4. What if I need to get a product serviced or have questions about returns or warranties on previously ordered products?

Freedom products retained by PROTEOR:

- Call: 855.450.7300
- Email: orders@proteorusa.com
- Online: shop.proteorusa.com

Freedom products retained by Ottobock:

- Contact Ottobock: 949.749.1707
- Email: OBFICustomer.Service@ottobock.com

5. Will my previous pricing / discounts be valid?

YES! We will honor your historical purchase values and support your transition into the PROTEOR Customer First program. Our goal is to keep our customers whole during this transition period.

6. If I am a new PROTEOR customer, how can I set up an account to order online?

Please contact Customer Service and they will be able to assist you with this process.

7. How do I find out who my sales representative is?

We have expanded our sales team and you may find all Sales Representatives at www.proteorusa.com/find-your-rep

8. Will PROTEOR continue to manufacture products in the U.S.A.?

Yes. In addition to welcoming over 100 Freedom employees, we are also excited to continue with full production capabilities in the U.S.

Return Authorization Process

Product Returns for Freedom Innovation Products



- Contact Customer Service to obtain a Return Authorization Number
Call: 855.450.7300
Email: orders@proteorusa.com
- Complete the Customer Return Card provided in your shipment

Product Returns for PROTEOR USA and RUSH Products



- Contact Customer Service to obtain a Return Authorization Number
Call: 855.450.7300
Email: orders@proteorusa.com



Forms and Documents

Easily Access Forms and Documents Whenever You Need Them

- Digital Catalog
- Wall Selection Charts
- Part Number Guides
- L-Code Recommendations
- Order Forms
- Credit Application
- RMA Customer Return Card
- Terms of Sale / Returns / Warranties
- FAQs
- White Papers

shop.proteorusa.com/pages/resources



Technical and Clinical Support

For questions or immediate assistance:

Call 855.450.7300

PROTEOR USA also offers multiple remote technologies options.

To schedule future support:

Email support@proteorusa.com

PROTEOR USA is committed to providing continued outstanding support for our newly combined portfolio of products. Whether it's help deciding on the most appropriate product for your patients, in office trials, education before the delivery, or troubleshooting during your fittings, we are here for you any time with six knowledgeable Clinical Prosthetists across the country with a combined service in O&P of over 100 years!



Tom Nomura, CPO
Director of Clinical Services
32 years in O&P
California, USA



Matthew Nelson, CPO, FAAOP
Senior Clinical Prosthetist
26 years in O&P
Georgia, USA



Stephanie Porter, MS, CPO
Manager - Product
Development and Strategy
18 years in O&P
Colorado, USA



Craig Armstrong, CP
Senior Clinical Prosthetist
23 years in O&P
Utah, USA



Sarah Stilley, MS, MSPO, LCPO
Manager - Technical
Support and Global Clinical
Communications
10 years in O&P
Florida, USA



Jeff Quelet, LCPO
Senior Clinical Prosthetist
24 years in O&P
Maryland, USA

PROTEOR USA Senior Leadership Team

Standing Behind #HumanFirst

PROTEOR USA is excited to deliver an extensive, progressive product line that includes everything today's active amputees need to LIVE THE LIFE THEY LOVE. Feel free to reach out to the PROTEOR USA Senior Leadership Team to share ideas or express concerns.



Matt Swiggum

President and CEO

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Frank Oschell

Vice President, U.S. Sales

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We continually strive to create innovative solutions for people who want to increase their independence and well-being.

Winter Promotions



Q1 Promotions

January 1 – March 31, 2021



Buy a Plie® 3

and receive **\$500 OFF**
the Knee and **\$500 OFF**

one of the following Feet:

Freedom Kinterra™ (500PK)

Freedom Agilix® (500PA)

RUSH RAMPAGE® (500PR)

*Knee and Foot must be purchased at the same time.



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