

Dräger Nederland B.V., 2721 LT Zoetermeer

Date: May 16, 2024

**Subject: change Dräger data and your customer data as of June 3<sup>rd</sup>, 2024**

Dear relation,

Dräger will start using a new ERP and CRM system as of June 3<sup>rd</sup>. With this letter, we would like to inform you of the changes to our company data as a result. We hereby request you to update these changes in your system. You are receiving this letter because you purchase products and/or services from Dräger.

**These three amendments concern:**

**1. New bank account number**

The Dräger Group has Commerzbank as its principal banker. For Dräger Nederland B.V., this means that our bank account number will change. Starting June 3<sup>rd</sup>, please execute payment of invoices to the following bank account number (formerly ING):

IBAN: NL36 COBA 0637 0515 64

BIC: COBANL2XXXX

**2. New customer number and contract number in our SAP system**

Due to cleaning and merging, your customer number and maintenance contract number change in our system. Both numbers are stated on the order confirmation and invoice. You will also see a change in the layout of order confirmations, invoices and contract statements.

**3. Company address and PO Box number changes**

Dräger Netherlands B.V.

Huygens Street 3

2721 LT Zoetermeer

Previously, it was number 3-5.

Furthermore, from now on we will use one PO Box number for the entire company:

PO Box 310

2700 AH Zoetermeer

This means that PO Box 874 is no longer in use.

### Temporary impact of the changes

In addition, the transition to the new systems has some temporary implications that you should consider:

#### 1. Temporary interruption of order entry / delivery / invoicing

As of May 27<sup>th</sup>, it is no longer possible to enter your order in our current system and/or to deliver it. This will be possible again starting June 3<sup>rd</sup>. From this date, open orders will be delivered to you on a priority basis. As a result, your order may be shipped in partial deliveries. Invoicing of orders will also be delayed during this period.

#### 2. Service at your premises

Our technicians will also start working with the new system 'in the field' starting June 3<sup>rd</sup>. This will enable better direct handling of service work on site, such as automatic generation of service reports and billing.

Due to the transition to our new system, preventive maintenance work will be limited in the period of weeks 20, 21 and 22 as our technicians are being trained with the new system. We will of course remain fully available for technical support during emergencies.

### Customers former business unit Fire & Gas

Early April 2024, customers from our former business unit Fire & Gas have been informed that fire detection and car park gas detection activities will be continued by Unica Fire Detection B.V. as of May 1<sup>st</sup> this year. If your organization has received both letters, this implies that you also do business with one of the other business units of Dräger Nederland B.V. Therefore, the information in this letter is relevant to you.

### Closing information

We would like to ask you to forward this letter to stakeholders within your organization, so that the appropriate contacts in your company are informed. If you have any questions in response to this letter, please contact your Dräger contact person or email your question to [receptie@draeger.com](mailto:receptie@draeger.com).

Thank you very much for your cooperation and understanding.

Yours sincerely,



R.P. den Brave  
Managing Director