



PSS World Medical, Inc.
4345 Southpoint Boulevard
Jacksonville, FL 32216

January 31, 2011

To Our Customers,

I would like to take a minute to talk about the recently announced recall by Triad Group, its impact on the products we distribute and how we are responding to better serve your needs now and in the future.

As you know, Triad Group has initiated a voluntary recall of some of the products that we distribute under our Select® brand. Some of these products include alcohol prep pads, lubricating jelly, and other sterile products.

We are committed to the health and safety of our customers and to the quality of our Select brand. We are working diligently to make available appropriate replacement products for all of our affected customers and are moving forward with new suppliers for our Select brand alcohol prep pads. These products are ready to be shipped, and we continue to review options for other sterile products such as trays and kits.

In response to the size and scope of this recall, we are working to implement additional measures that will help us expedite critical communications to you. In addition, our Customer Care and Customer Service teams are readily available to help you return the recalled items. You can reach our Product Support Desk at 1-800-777-4908 and also find recall information on our websites.

We value our relationship with you and will continue to provide you with the best possible service. Thank you for your continued business and allowing us to be a trusted partner.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary Corless".

Gary Corless
President and Chief Executive Officer
PSS World Medical, Inc.

Our Purpose

Strengthen the clinical success and financial health of caregivers by solving their biggest problems.