

Dear valued JUUL partner,

On July 5, 2022, Juul Labs, Inc. (JLI) was granted an Administrative Stay of our marketing denial order (MDO) from the FDA. The Administrative Stay allows JLI and its customers to continue selling JUUL products until the regulatory review process is complete. Please see answers to common questions below:

**Q:** Can the FDA take enforcement action against JLI or its customers during this Administrative Stay?

**A:** The FDA does not intend to take enforcement action against JUUL products while the Administrative Stay is in place. Therefore, we will continue to operate fully in the United States, receiving orders and shipping JUUL products to our customers.

**Q:** What are the next steps for JLI as a company?

**A:** We will respond to the FDA with clarifying information and an explanation of the issues it raised in the MDO. The FDA will then determine whether to place our applications back into review, which would require FDA to complete its substantive review of the PMTAs, allow us to re-engage on a science- and evidence-based process, and ultimately secure a marketing authorization.

**Q:** What does this mean for me as a retailer?

**A:** JLI will continue to sell JUUL products in the United States just as we did before the MDO. If the FDA decides to maintain our MDO after the agency review is completed, we have thirty days to return to the court and seek another stay, while our products can continue to be sold through at least that period.

**Q:** Where can I receive the latest information on JLI's status on the U.S. market?

**A:** Please visit the Juul Labs Retailer website [here](#)

We thank you for your continued partnership throughout this process and will continue to keep you updated.

Sincerely,

Juul Labs, Inc.