



Consumer Script - Tranquility® Brand Evolution

Ordering Select Soft-n-Breathable Briefs - 2627, 2628, 2629

Hello [consumer name]. This is [your name] with [Dealer name]. We are reaching out in regards to the product you purchased, the Select® Soft n' Breathable Briefs. This product will be discontinued starting in May 2021 and replaced by the new Tranquility Essential Breathable Brief in Heavy protection.

Tranquility Essential Breathable Briefs will continue to offer you the same great quality with a faster absorbing core that provides better protection. The new line will remain clothlike with the breathable sides and refastenable tabs similar to the Select Soft n' Breathable briefs you are currently purchasing.

(if asked) How is the new product similar to the one you are purchasing:

- Clothlike outer layer and refastenable closure tabs that allows for a better, more adjustable fit.
- Kufguards® for increased leakage protection and fecal containment
- Breathable sides

If you have further any questions/concerns or would like a free sample of the Tranquility Essential Breathable Briefs please let us know.

****Offer samples to your consumers: If your company wants to order product samples, please email your request to samples@pbenet.com and we would be happy to help you service your customers.***

Other helpful tips:

If you or your consumer's question has not been answered here, check out our new [Frequently Asked Questions](#) page for additional information about the new Tranquility Essential products.



Consumer Script - Tranquility® Brand Evolution

Ordering Select Briefs - 3665, 3666, 2620, 2624, 2634, 2635

Hello [consumer name]. This is [your name] with [Dealer name]. We are reaching out in regards to the products you purchased, the Select Brief. This product will be discontinued starting in May 2021 and replaced by the new Tranquility Essential Breathable Brief in Heavy protection.

Tranquility Essential Breathable Briefs will continue to offer you the same great quality with a faster absorbing core that provides better protection, plus these new great features:

- Enhanced comfort with a new clothlike backsheet: Breathable side panels and clothlike material that provides added comfort
- Kufguards for increased leakage protection and fecal containment
- Refastenable closure tabs that provide a more adjustable fit, lowering risk of accidental leaks

Potential Question: Why did they get rid of the poly?

- Enhanced comfort – Softer against the skin
- Adjustable fit – The refastenable closure tabs allow the product to be checked before changing and provide a more adjustable fit, lowering the risk of accidental leaks
- The product will feature an interior poly sheet to serve as a wetness barrier, providing the same protection as a traditional poly-backed brief

*****Tranquility offers two poly brief options if the consumer still wants a poly brief product:***

- ***Tranquility SlimLine Original Briefs (size Y-XL)***
- ***Tranquility All Through The Night (size XS-XL)***

If you have further any questions/concerns or would like a free sample of the Tranquility Essential Breathable Brief, please let us know.

****Offer samples to your consumers: If your company wants to order product samples, please email your request to samples@pbenet.com and we would be happy to help you service your customers.***

Other helpful tips:

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Consumer Script - Tranquility® Brand Evolution

Ordering ComfortCare™ Briefs - 2965-100, 2966-100, 2967-100

Hello [consumer name]. This is [your name] with [Dealer name]. We are reaching out to you in regards to the products you purchased, the ComfortCare Briefs. We want to make you are aware that the name of this product will transition in June 2021 to Tranquility Essential Breathable Briefs in Moderate Protection. This product will have refreshed packaging along with the same great features as before:

- Breathable sides and clothlike material for comfort
- Refastenable closure tabs for an adjustable fit, lowering the risk of accidental leaks
- Kufguards for increased leakage protection and fecal containment
- Wetness Indicator

If you have any further questions/concerns, please let us know.

Other helpful tips:

If you or your consumer's question has not been answered here, check out our new [Frequently Asked Questions](#) page for additional information about the new Tranquility Essential products.