



**FOR IMMEDIATE RELEASE**

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**BAXTER'S RENAL HOMECARE SERVICES RECOGNIZED WITH INTERNATIONAL SERVICE EXCELLENCE AWARD**

DEERFIELD, Ill., January 14, 2009 — Baxter International Inc., announced today that its United States Renal HomeCare Services contact center has been recognized for its achievements in customer service by the International Council of Customer Service Organizations with an "International Service Excellence Award" in the Large Business category. Baxter's HomeCare Services Team assists patients living with chronic kidney disease by coordinating prescription services, processing monthly and emergency product requests and scheduling and delivering domestic and international travel orders that enable patients to conduct their treatment at home and while traveling.

"Many of our patients with chronic kidney disease carry out dialysis at home using peritoneal dialysis therapy. With a meaningful support system, patients have the option to do dialysis while they sleep at home rather than in a center several times a week," according to Jill Schaaf, general manager of Baxter's U.S. Renal business. "This recognition illustrates Baxter's commitment to providing a superior support system so that patients on home therapies have the resources they need. It also gives them the freedom to enjoy some of the lifestyle advantages that come with home therapy options."

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The International Service Excellence Awards recognize organizations and individuals for their commitment to customer service excellence. The judging committee consists of senior business and public sector representatives who are actively involved in the customer service profession, and organizations were evaluated based on the rigorous International Customer Service Standard.

According to Christine Churchill, executive director of the Customer Service Institute of America, "The International Service Excellence Awards showcase achievement in customer service. Reaching the finals and winning an award illustrates the high standards of management, training and commitment to excellence within those organizations. Baxter HomeCare Services exemplifies what we are looking for in our award winners, with a commitment to their customers that is evident in all daily activity and future initiatives."

**About Customer Service Institute of America (CSIA)**

The Customer Service Institute of America is the professional body of choice for customer service leaders across the U.S. The Institute has the exclusive North American rights to distribute the International Customer Service Standard (ICSS) and certify organizations against the Standard.

**About International Council of Customer Service Organizations (ICCSO)**

The International Council of Customer Service Organizations (ICCSO) is an international body for customer service organizations seeking to develop and promote international service standards and professional excellence in customer service. The Council members are responsible for promoting international customer service standards, professional certification and, in 2008, the International Service Excellence Awards.

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**About Baxter**

Baxter International Inc. (NYSE: BAX), develops, manufactures and markets products that save and sustain the lives of people with hemophilia, immune disorders, infectious diseases, kidney disease, trauma, and other chronic and acute medical conditions. As a global, diversified healthcare company, Baxter applies a unique combination of expertise in medical devices, pharmaceuticals and biotechnology to create products that advance patient care worldwide.

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