

Ref: lett/influvac/imuvac/customersup

Contact Name
Position
Customer Name
Add1
Add2
Add3
Add4
Postcode

31st July 2006

Dear

SOLVAY VACCINES – IMPORTANT NOTICE

We are writing to notify you of a change to your influenza vaccine delivery dates.

As you may well be aware following communication from the Department of Health, there have been issues growing one of the vaccine virus strains, recommended by the World Health Organisation, for this year's seasonal flu vaccine. These issues have affected manufacturers throughout Europe. Lower than expected yields have led the European Vaccine Manufacturers group to suggest delays of up to 6 to 8 weeks.

(For further information on the above from The UK Vaccine Industry Group and European Vaccine Manufacturers see www.uvig.org and www.evm-vaccines.org)

These constraints have held up Solvay's normal production timings and we now have a delay which has been impossible to reduce further. The details of your new delivery schedule are set out in the attached confirmation order letter. As a valued Solvay customer, we have done everything within our power to minimise the length of delay that you will experience.

At the same time, we are pleased to be able to confirm that we will be able to supply you with the full number of doses that you ordered.

You can also view your revised delivery schedule at www.influvac.co.uk. You will need to enter your password and account number on the public home page to enter the healthcare professional site. Click on 'account details' to view your delivery schedule.

Unfortunately, these revised delivery dates cannot be changed.

We would like to take this opportunity to thank you for your understanding at this time. We sincerely regret any inconvenience these changes may cause to you or your patients.

If you have any queries regarding this letter please contact your account handler at the Influvac Customer Care Centre on freephone 0800 358 7468.

Yours sincerely



Darren Zimmerman
Commercial Manager

Enc: Order Confirmation Letter

NB. It may be necessary to substitute trays of ten for singles to minimise the delay of your order.