

March 2020

Dear Healthcare Provider,

During these uncertain times, the health and safety of our employees, customers, and the patients we serve together is our top priority. As a vaccine company, nothing is more critical to us than helping to prevent illness and suffering from vaccine preventable diseases.

While seasonal influenza remains a daunting threat, we understand that right now, you are likely facing more urgent and pressing challenges that require your full attention and resources. For that reason, **we have decided to extend our 2020-2021 influenza vaccine reservation deadline from March 31 to April 30, 2020.** Customers who purchased influenza vaccines directly from Sanofi Pasteur during the 2019-2020 influenza season will continue to have their recurring reservation secured until that date. Customers placing a new reservation will be able to do so until April 30, 2020, as supplies last. All doses confirmed by that date will be eligible for full benefits of our Flu Direct offer.

In addition, we are taking active steps to practice social distancing in order to help limit the spread of COVID-19. To that end, our field sales representatives will be suspending face-to-face interactions until further notice. They will continue to be available to you remotely to serve your needs and have been equipped with digital communication tools to help facilitate virtual meetings.

As a reminder, if you need immediate assistance or are unable to reach your field sales representative, you may contact Customer Service at 1-800-VACCINE (1-800-822-2463).

We look forward to working closely with you to help fight the burden of seasonal influenza.

Sincerely,



Chris Whitman  
Assoc. Vice President, Influenza Franchise, US  
Sanofi Pasteur



Elaine O'Hara  
Chief Commercial Officer, North America  
Sanofi Pasteur