

Merck Sharp & Dohme LLC  
351 N. Sumneytown Pike  
North Wales, PA 19454



July 25, 2023

RE: Important Information Regarding Merck Product Shipping

Dear Valued Merck Customer,

The purpose of this letter is to provide you with important, updated information regarding Merck product shipping, which has been disrupted as a result of a recent network incident at the Merck third party logistics provider.

We are pleased to report that the third party logistics provider has resolved the issue and has returned to normal operations. They are working urgently to clear the backlog of orders resulting from this incident. We anticipate returning to our normal shipping timelines no later than Friday, August 4, 2023.

Until then, if you are in urgent need of a Merck refrigerated vaccine, you may want to consider reaching out to your Merck authorized wholesaler or physician distributor for product availability.

Thank you for continued patience and understanding.

If you have any questions, please contact the Merck Vaccine Customer Center at 877-VAX-MERCK (877-829-6372).

Sincerely,

A handwritten signature in black ink, appearing to read "George Sotos".

George Sotos  
Director, Vaccines Contracting and Distribution  
Strategies  
US Vaccines  
Merck Sharp & Dohme LLC