

**Re: We will not take a break until we deliver your vaccines**

Dear Customer,

My name is Rudi, General Manager of Inmunotek Australia and New Zealand.

I wanted to provide clarity and apologise for delays and challenges of the transition.

In late October, AMSL and NZMS decided to stop distributing Inmunotek products to focus on their Diabetes range. This news came as a shock for many of us. Fortunately, Inmunotek stepped in to maintain supply, bringing across the whole team.

As of today, there are 6000+ fast-tracked orders from Spain.

We have pre-ordered your vaccines which are arriving in our warehouse this week. Our current priority is to ensure that we can supply your vaccines as quickly as humanly possible. We have worked around the clock since November last year – from early morning to late at night, weekdays, weekends and public holidays.

Since the 1<sup>st</sup> Feb, our small but mighty team have:

- Started distributing from our state-of-the-art warehouse facility
- Upgraded to an advanced order process management system.
- Processed 6500+ orders and are now 2 weeks ahead of schedule.
- Migrated 50,000 lines of data whilst navigating legal privacy restrictions around sharing information on “fulfilled orders”.

These achievements are a taste of good things to come. It’s been challenging for our customers and patients. We received many calls and emails concerned about missing a dose. We worry about that too. Thank you so much for incredible patience shown through such uncertain times.



We’re here if you need assistance of any kind, just email us: [info@inmunotek.com.au](mailto:info@inmunotek.com.au). We’re receiving about one call every 2-3 minute, so email is the best way to keep your place in the queue. Our staff are working relentlessly, so please be respectful.

Once again, I extend my deepest apologies for the delays. Your continued support and loyalty mean the world to us, and we are committed to fulfilling our mission and duty of care for your patients to rebuild trust with every interaction.

For the last 8 years, our team has journeyed with many of you as you prescribed Inmunotek’s products. Your patient success stories have become our success stories. Thank you for choosing Inmunotek. We look forward to serving you better in the days ahead.

Kind regards,

**Rudini Gaviola**

General Manager

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