



June 11, 2019

Dear Valued Customer:

You are receiving this letter because you are a current or past customer of ProZyme, Inc. As a reminder, Agilent completed the purchase of ProZyme in 2018. We are now completing the system integration and have some important information for you on this transition.

We remain committed to providing quality products and services as your trusted partner. Due to the integration, you will need to update some of the information in your systems to continue to place orders with ProZyme and process payments.

**The purpose of this message is to make you aware of important changes that will take effect on August 5, 2019. You will need to update your vendor record with the information on the attached Fact Sheet ([Fact Sheet](#)) and send your future orders to the email node listed on the Fact Sheet. Please note that until August 2, 2019, there will be no change to your current ordering processes and contacts.**

Beginning August 5, 2019, domestic transaction tax or VAT charges may apply to your orders. **If your company/order is tax/VAT-exempt, please provide your exemption certificate issued to Agilent as described in the Fact Sheet.**

Additionally, we would like to inform you of online capabilities designed to streamline your purchasing needs. Explore <https://www.agilent.com/en/promotions/new-store-capabilities> to view more details.

Also beginning August 5, we will begin to sunset the ProZyme brand. Products manufactured after that date will be branded/labelled/packaged as Agilent. As we work through existing inventory, you may still receive ProZyme-branded products, boxes or mixed shipments of ProZyme and Agilent products. Certificates of Analysis (CoA) for products produced **before** August 5 will be branded ProZyme. Products produced **after** August 5 will have Agilent CoAs.

If you have any additional questions between now and August 5, 2019, please contact your customer service representative at [orders@prozyme.com](mailto:orders@prozyme.com).

Please share this information with others in your organization who may have a need to know. Our goal is to ensure continuity of service during this transition period.

We look forward to our continued partnership in the years to come.

Thank you,

Sergey Vlasenko  
General Manager, ProZyme Hayward Site  
Agilent Technologies, Inc.