



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.

To comply with the various state and local sales and use tax law requirements, we are required to obtain a properly executed exemption certificate from our customers who claim a sales/use tax exemption for the state in which the property or service is delivered.

The exemption certificate must be issued to **Agilent Technologies, Inc.** as the seller at the following address:

Agilent Technologies, Inc.
5301 Stevens Creek Blvd
Santa Clara, CA 95051

If you are already an Agilent Technologies customer and have a valid exemption certificate on file with the company, you do not have to send us another one. If you are not sure, please contact your Agilent Technologies sales or customer service representative to verify or submit a copy of your valid exemption certificate.

Please submit your valid exemption certificate via email Customer.Service@agilent.com or mail to the abovementioned address. If we do not receive a valid exemption certificate by August 4, 2019, we will be obligated to collect the tax for the state in which the property or service is delivered.

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.

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

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.

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.