



August 28, 2008

Dear Valued Customer –

This letter is intended to provide you with an urgent update regarding the current supply of RabAvert® (Rabies Vaccine for Human Use).

Over the past several weeks, there has been further constraint to the nationwide supply of rabies vaccine as the other manufacturer for the US market was unable to supply vaccine. RabAvert® was the sole vaccine available for post-exposure rabies prophylaxis during this time, resulting in increased demand and a reduction in available doses.

Due to this critical shortfall in supply, and based upon discussion and agreement with the relevant public health and government authorities, we will stop accepting new orders of RabAvert® as of close of business today, August 28, 2008. Effective immediately, Novartis Vaccines will only fulfill orders for RabAvert® under the following circumstances:

- Orders placed up and through 8 p.m. EST, August 28, 2008.
- Laboratory-confirmed cases of rabies which now will require a passcode for ordering. The passcode can be obtained through State Rabies Health officials.

All other requests for pre- and post-exposure prophylaxis orders will now be referred to Sanofi Pasteur for fulfillment, until further notice.

Novartis Vaccines is committed to ensuring protection against rabies. We are working diligently, and are on-track, to provide anticipated additional vaccine supply availability by October as committed at the June ACIP meeting.

Novartis Vaccines appreciates your partnership in the fight against this deadly disease. Our commitment to the marketplace is steadfast and we will continue working with the CDC and other government authorities to ensure that we effectively manage our vaccine supply. Toward this end, we thank you for your support during this difficult time.

Please refer to the CDC website for additional information: <http://www.cdc.gov/rabies>

We will continue to update you as new developments and progress is made in the RabAvert® vaccine supply. In the meantime, if you have any questions, please call 1-800-244-7668.

Regards,

A handwritten signature in black ink, appearing to read 'M. K. Kozlowski', written in a cursive style.

MD MTMH  
Chief Medical Officer