



October 7, 2008

Dear Valued Customer:

This letter is intended to provide you with an urgent update regarding the progress of the current supply of RabAvert (Rabies Vaccine for Human Use). As you know, there has been a nationwide shortage in rabies vaccine supply. Over the past few months, we have been working with the CDC and the government authorities to manage the supply of vaccine to ensure that it is available for individuals who need it most; those who have been exposed to rabies.

We are pleased to inform you that effective October 7, 2008 we will be able to deliver RabAvert for post-exposure prophylaxis without supply restrictions.

Please note that the product identification has changed from 53905-501-01 to 63851-501-01.

Novartis Vaccines is committed to ensuring protection against rabies. As a result of our collaborative efforts with public health and government officials, we have been able to meet the commitment made at the June ACIP meeting to securing additional supplies of RabAvert by October.

We will continue to provide you with updates as progress is made regarding the RabAvert vaccine supply. In the meantime, if you have any questions, please call our customer service agents at 1-800-244-7668. Please refer to the CDC website at <http://www.cdc.gov/rabies> for additional information.

Novartis Vaccines values your partnership in the prevention of this deadly disease. We thank you for your patience, understanding and continued support during this difficult time and look forward to meeting your vaccine needs in the future.

Regards,

A handwritten signature in black ink, appearing to read "Niranjana Kanesa-athan".

Niranjana Kanesa-athan, MD MTMH
Chief Medical Officer