Dear Healthcare Provider,

Pfizer listened to your feedback and concerns about the environment and product temperature excursions seriously. We put together a team to identify possible solutions that would reduce the number of temperature excursions while the product is in transit to you from our warehouse.

We are excited to announce that Pfizer will be switching from a single use shipping container to a reusable insulated shipping box. The new packaging will reduce your landfill contribution by up to 99%, while continuing to protect the temperature integrity of the products shipped using the container.

The launch of the new packaging occurred on September 28, 2020 for +2°C to +8°C products (Prevnar 13® (Pneumococcal 13-valent Conjugate Vaccine [Diphtheria CRM197 Protein])) and Trumenba® (Meningococcal Group B Vaccine).

The new insulated shipping containers are bright orange (pictured below). We are requesting your cooperation in ensuring the return of the packages for use in future shipments. Please see the container recovery instructions below:

Instructions When Container is Received:
1. **Replace** packaging contents after removing the product.
2. **Reseal** the container by closing flap 1, peel away the tape backing on flap 2, and close to seal the box.
3. **Return** by placing the container in your designated UPS pick-up location.

You may receive an introductory phone call from an AeroSafe team member to walk you through the simple return process.

We encourage you to contact AeroSafe at 1-585-760-2830 (toll free) or Pfizer Customer Service at 1-800-666-7248 with any questions or comments you may have. You may also scan the QR Code below for additional information:

Thank you,

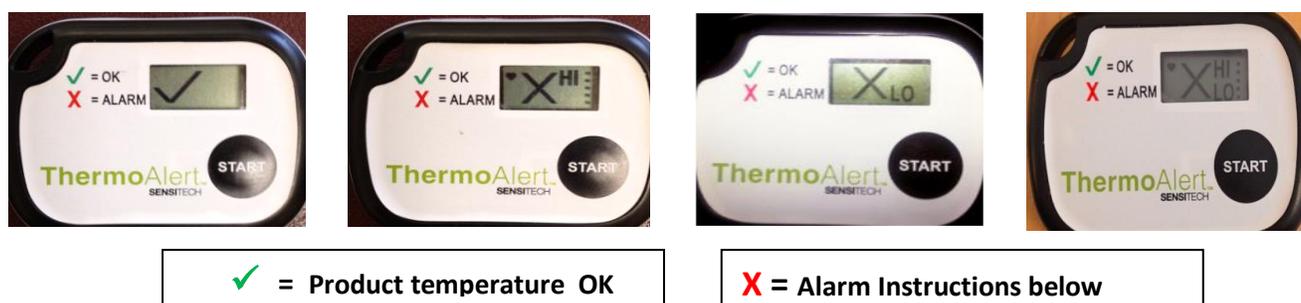

Kathy Dolan
Pfizer Customer Service

ATTENTION

Shipping and Packaging Information

Prevnar 13 may arrive at temperatures between +2°C to 25°C (36°F to 77°F). The thermal shipping containers are designed and validated to maintain the temperature of the shipment between +2°C to 25°C during distribution.

- Store refrigerated upon receipt: +2°C to 8°C (36°F to 46°F)
- The shipping container may arrive with one gel-pack (PCM plate) <u>at room temperature</u>:
  - o **It is <u>normal</u> for gel-packs to arrive in this condition**
  - o **Packaging is <u>designed</u> and <u>tested</u> to withstand in-transit times**
  - o **Packaging is <u>designed</u> and <u>tested</u> to withstand in-transit temperatures**

Pfizer is including a *disposable* temperature monitor pictured below for customer convenience and to assure the product has not deviated from acceptable temperature ranges

✓ = Product temperature OK	**X = Alarm Instructions below**

Immediately upon opening your shipment, check the disposable temperature monitor. If the monitor displays a check, the product meets shipping stability data. Store product as indicated on the product packaging +2°C to 8°C (36°F to 46°F).

Monitor display X^{HI} is a temperature excursion above acceptable stability data limits and X_{Lo} is an excursion that may have resulted in product freezing. Monitors displaying either X^{HI}, X_{Lo} or $X^{HI}{}_{Lo}$ demonstrate excursions above and/or below acceptable stability data limits. Therefore, the safety and/or efficacy of the product may have been impacted and the product should <u>not</u> be used.   Keep all shipping materials and contact customer service at 1-800-666-7248 and choose Option 1.

Frequently Asked Questions

Q. If the product was in transit for longer than 2 days, is the product still good?

A. *Yes, the product is still good and can be used as long as the temperature monitor has a* ✓ *indicating the product has remained within acceptable temperature range during shipment*

Q. If the product arrives warm to the touch is the product still good?

 A. *Yes, the product is still good and can be used as long as the temperature monitor has a* ✓ *indicating the product has remained within acceptable temperature range during shipment.*

Q. At times a heart is flashing on the monitor. What does that mean?

 A. *The heart icon simply indicates the monitor is functioning properly. The unit runs tests to ensure all components are working accurately.*