

Medix Biochemica

Dear Valued Customer,

As previously communicated since the acquisition of ViroStat LLC by Medix Biochemica, we have been focusing on the full integration of this company to improve our customer experience.

We can confirm that these changes will go live as of October 1, 2024, and apply to all ViroStat antibody and antigen products.

What will change on the October 1, 2024?

Order Process

Ordering processes will be migrated to the Medix Biochemica ERP system and the ViroStat product portfolio will be sold through the Medix Biochemica USA Inc. entity.

All orders for ViroStat products must be made to Medix Biochemica and should be sent to orders@medixbiochemica.com. For quotations, please contact the Medix Biochemica sales team at sales@medixbiochemica.com.

You may need to implement a new vendor registration process as part of this change.

As we implement these changes, **we will not be shipping ViroStat products on Tuesday, October 1 or Wednesday, October 2**. Shipping will resume on Thursday, October 3 through the Medix Biochemica entity. Please review your current inventory levels and ensure you have sufficient in hand.

Product branding

Following these changes, all product related and customer facing documents will be branded Medix Biochemica.

Legacy ViroStat emails and domains

We will be migrating the ViroStat team to Medix Biochemica email addresses. Please be assured the legacy emails will remain active so emails will not be lost. However, you will see responses coming from the @medixbiochemica.com domain.

What is not changing?

- The form, fit, or function of any products
- The manufacturing entity, location, processes, or team members that build and ensure the quality of our products
- The products will remain under ViroStat's quality management systems and will not be sold under Medix Biochemica's ISO13485 certification.

Our primary objective remains the continuity of providing quality products, service, and delivery that you have relied on for years.

Should you have any questions, please contact your Medix Biochemica sales representative or call a member of our Customer Service Department on either **+358 9 547680** (Finland) / **1-314-968-1091** (US). Alternatively, we can be reached by email at: Medix@medixbiochemica.com

Additional information and support, including examples of the branding, vendor invoicing details and W9 form can be found by following this link: [Important Updates on ViroStat Integration | Medix Biochemica](#)



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As always, we thank you for your continued loyalty, and we look forward to continued interactions with you, our valued customers.

Sincerely,

Kevin Doss

**Quality & Regulatory Affairs Director
Medix Biochemica**

