

May 5, 2020

Subject: Product Use Changes for Gibco™ DMEM Products

Dear Valued Customer,

In the coming year, we will be updating our product label statements on labeling, packaging, certificates, safety data sheets, collateral, and our website. These changes are being made to clarify the intended use of the affected Gibco products and will not impact the form, fit, or function of our products or how you conduct business with us. Detailed information concerning these updates and timelines for the upcoming changes are included below.

What's Not Changing

These product label statement changes do not change:

- Our products (form, fit and function)
- Our catalog numbers
- Our manufacturing
- Our formulations
- Our legal entities
- Our online product offerings
- Our website functionality
- Your website login
- Your order process
- Your purchase orders
- Your invoices
- Your pricing
- Your packing slips
- Your shipping or delivery times
- Your intended use statements on custom products

Where You'll See the New Product Label Statement

Starting in January 2021, the human *ex vivo* product intended use statement for a subset of our DMEM Gibco catalog products will be removed. The human *ex vivo* intended use statement will be replaced with, "*For In Vitro Diagnostics Use.*"

The following will be affected by this change:

- Product labeling
- Safety Data Sheets
- Certificates of Analysis
- Marketing materials and advertising
- Documentation and literature

While we will begin to make these changes in August 2020, please be aware that there will be a mix between existing and new packaging over several months as we exhaust our existing inventory.

For your convenience, full details—including affected products, real-time updates, and frequently asked questions (FAQ) concerning the Gibco product use changes are available on our website: www.thermofisher.com/gibcolabelupdate

For any additional questions or concerns, please contact us at your convenience:

- Email: techsupport@thermofisher.com
- In US/Canada: Call 800-955-6288, Option 5, Ext. 40562
- In Europe: Call 00 800 5345 5345, Option 3
- For all other regions: Please refer to our website for your local phone number.

Seamlessly improving your customer experience remains our top priority. While we streamline our product label statements, you can expect the same high-quality products that are developed, manufactured, and supported by our team. We are focused on your success. You can also continue to count on our commitment to innovation and our focus on providing the best service and support for all our customers.

You have been, and remain, a valued and important customer. We greatly appreciate your business and look forward to continuing to serve you with an even more compelling offering of products, technologies and services.

Sincerely,



Ole Dahlberg

VP and GM Cell Biology
Thermo Fisher Scientific