
Good morning,

We are excited to announce that as part of our recent transition to an independent company, we have new customer care contact information.

New Contact Information:

- **Phone:** 1-833-223-4327 (4ECP)
 - Direct access to a Therakos expert to inquire about your THERAKOS CELLEX Photopheresis Systems and administrative requests.
 - Calls to our old number will be redirected to this new number.
- **Email:** CustomerCare@therakos.com (live on March 31st)
 - Please update your records and start sending your purchase orders and requests to our new address.

How can you help:

- Ensure your procurement department updates our email for purchase orders.
- Ensure your operators are using our new phone number.
- If you are not the appropriate person to address these changes, we kindly ask that you let us know who the correct contact is or, if possible, forward this email to the relevant individual.

In the coming months, we will distribute magnets with our updated contact information and a Technical Bulletin for your Operator Manual.

This change reflects our commitment to providing the best possible support and service. If you have any questions, please feel free to reach out to me.

Thank you,

Eric R. Keener