

Dear Customers,



Date: 16 Oct 2017

Thank you for your enquiry. As previously communicated, MSD's computer network was compromised on June 27 as part of a global cyber-security incident which impacted our IT systems and resulted in significant disruption to our global manufacturing network. This disruption has further exacerbated the existing supply pressures we were already experiencing for a number of our vaccines as a result of increasing global demand.

Continuity of supply of our medicines and vaccines has always been, and remains, our highest priority. We continue to make progress on returning all of our operations to normal. However, as of 12th Oct 2017, we are temporarily delayed in fulfilling certain orders; specifically GARDASIL 9, in Hong Kong.

Based on our current assessment, we expect to be able to resume the supply of GARDASIL 9 to Hong Kong by 1st Dec 2017. *We will continue to provide you with updated information as soon as possible as we make progress in resolving this issue and if there are any changes to this date.* We apologize for any inconvenience, but please know that MSD is focused on minimizing disruption to both patients and customers.

In the meantime, please be responsible to manage your customers' GARDASIL 9 vaccination requests by having regard to this given the current supply limitation.

If you need further information, please contact MSD's Professional Sales Representative.

Thank you.

Merck Sharp & Dohme (Asia) Ltd.