

March 15, 2016

Dear Valued Customer,

This letter is to advise you that Conversant Healthcare Systems, Inc. (d/b/a Conversant Bio) has instituted a new policy on credits in customer accounts. Beginning January 1, 2016, all credits in customer accounts (including credit notes, unapplied cash, and prepayments) have an expiration date of one year from date of issuance unless otherwise agreed upon. In addition, any credits in customer accounts dated before January 1, 2016, will expire on December 31, 2016. This “use it or lose it policy” is being instituted so that customers will use credit dollars in a timely fashion. Please note that available credits may be used to pay existing invoices or for future project purchase orders. Additionally, available credits may be resolved by requesting a cash refund.

We hope that this new policy will ensure the timely use of all credits. You may find this policy on our website at www.conversantbio.com and on any future credit notice you may receive.

If you have any questions or would like a statement of outstanding invoices or credits please email us at Accounting@conversantbio.com or call James Robertson at 1-866-838-2798.

We appreciate your business!

Best Regards,

Will Taylor
Chief Financial Officer
Human Resources Director
Conversant Biologics
(256) 327-5246 work
(704) 906-9353 cell
(256) 327-0983 fax
will.taylor@conversantbio.com
www.conversantbio.com

601 Genome Way
Suite 1200
Huntsville, AL 3580
USA

866 838 2798 free
256 327 0983 fax

conversantbio.com