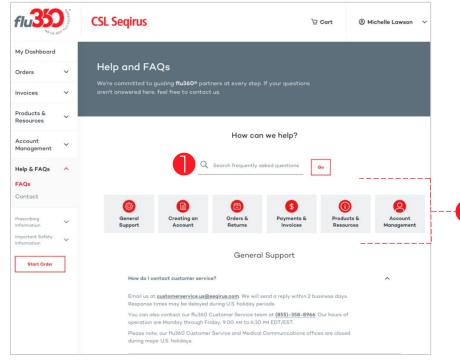
## **FAQ & Contact**

The flu360.com website offers a comprehensive list of answers to frequently asked questions by customers.

Customers can search for specific terms (1) to seek assistance with their activity or navigate through designated categories (2).



In case there are still unanswered questions, customers can find contact details (3). Additionally, there is extra contact information available for reporting issues or product queries, and they can also provide feedback (4) directly on the website.

My Dashboard				
Orders 🗸	Contact and Connect			
nvoices 🗸			Explore FAQs	
Products & 🗸 Resources				
Account 🗸	General Support			
Help & FAQs 🔨	flu360 Customer Service			
=AQs — — — — — — — Contact	Our Customer Service hours are Monday through Friday, 9:00 AM to 6:30 PM EDT/EST. Customer Service offices are closed during major US holidays.			
Prescribing	Email: customerservice.us@seqirus.com			
mportant Safety 🗸 🗸	L			1]
Start Order	Reporting & Product Queries			
	Adverse Event Reporting	Medical Communic		
	To inform us of an adverse event, contact us immediately 24 hours a day, 7 days a week. Select Option 1 in the phone menu.	Our hours are Monday through Friday, 9:00 AM to 6:30 PM EDT/EST. Medical Communications offices are closed during major US holidays.		
	Email: <u>us.medicalinformation@seqirus.com</u> Call: ( <u>955) 358-8966</u> – Option 1 after the toll free number	Email: <u>us.medicalinformatio</u> Call: <u>(855) 358-8966</u> – Optie	n@seqirus.com on 1 after the toll free number	4
	Feedback			
	General Feedback Think of this as our suggestion box. We welcome your feedbac	:k, thoughts, or even complaints. If	you have more urgent needs	

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