

## FAQs

# cryogenic storage services to be discontinued

### **Why is WuXi AppTec ending its program of long-term cryogenic storage services?**

As much as we regret the inconvenience to our customers, this was a business decision that became necessary as we considered the best use of our resources, staffing and facility space.

### **When will the program be ending?**

Beginning immediately, we will no longer be accepting new samples or additional banks for storage. For samples currently being stored at our facilities, we will fulfill our contractual obligations and will fully support the continued cryogenic storage of all materials currently on site until the end of the storage contract. However, we are targeting the end of October 2015 for having all customer materials relocated.

All procedures, policies and quality assurance oversight will remain in effect until our clients can make suitable alternate arrangements.

### **Will I be asked to move my samples before the end of my contract?**

No. WuXi AppTec will honor all current agreements for their entire contract period. However, we strongly recommend that clients start assessing their needs right away and identify a new storage facility as soon as possible.

### **Can I move my samples before my contract expires?**

We encourage clients to move their samples as soon as they identify a suitable facility and can make alternate storage arrangements. There will be no penalty for withdrawing before the end of the contract.

### **Can WuXi AppTec provide information on possible alternative vendors?**

Yes. Contact Cory Nelson, WuXi AppTec's Cryogenic Services Coordinator, for information on companies that provide long-term cryogenic storage services. Phone 651-675-2061 or email: [cory.nelson@wuxiapptec.com](mailto:cory.nelson@wuxiapptec.com).

### **How will transfer of banks to a new facility be handled?**

To make this transition as easy and seamless as possible, WuXi AppTec will work closely with you regarding every aspect of the transfer. Your account manager will help you coordinate with our technical teams to ensure that shipping specifications, documentation, and shipping logistics are designed to meet your timelines, expectations and needs.

### **How will the chain of custody be handled?**

Our existing SOP for transfer of materials covers chain of custody and will remain in effect until our clients can make alternate arrangements for their materials.

### **Will my Certificate of Analysis remain applicable if I move my samples?**

WuXi AppTec has no reason to believe that these are not / will not be still applicable.

## **WHAT SHOULD YOU DO? A STEP-BY-STEP GUIDE**

1. Contact your Account Manager right away and start discussions on moving your samples to a new location.
2. Begin investigation to identify a new storage facility. If you would like suggestions for possible new vendors, contact Cory Nelson, WuXi AppTec's Cryogenic Services Coordinator, for information on companies that provide long-term cryogenic storage services. Phone him at 651-675-2061 or email: [cory.nelson@wuxiapptec.com](mailto:cory.nelson@wuxiapptec.com).
3. Once you have identified your new vendor facility, determine a timeline and select a courier company to handle the shipment.
4. Through your Account Manager, provide us with official notice of your desired shipping date and destination facility. Your Account Manager will coordinate with our technical teams to meet all your expectations and needs in making a seamless transition of your materials to the new facility.

