



21 December 2018

Dear Valued Customers

Appointment of New Distributor for Australia and New Zealand – Integrated Sciences Pty Ltd with effect from 1st January 2019

We are excited to announce that Integrated Sciences, a longstanding and well-established distributor with offices in Sydney and Melbourne has been appointed as the official distributor of all Fluidigm products in Australia and New Zealand. Starting from January 1st 2019, you can continue to order all Fluidigm products using the contact information provided below.

Contact Information:
Integrated Sciences Pty Ltd



PHONE AUSTRALIA	+61 2 9417 7866 or 1800 252204
PHONE NEW ZEALAND	+64 22 516 7029
WEBSITE	www.integratedsci.com.au
ORDER PLACEMENT AND ENQUIRIES	orders@integratedsci.com.au
APPLICATIONS AND SERVICE SUPPORT	tech@integratedsci.com.au

Please note that starting January 1st, 2019, Millennium Science will cease to be an authorised distributor for Fluidigm Corporation in Australia and New Zealand. We would like to thank Millennium Science for their commitment and support.

If you have any additional questions, please do not hesitate to contact Ms. Jean Huang, Marketing Manager of Fluidigm via email to jean.huang@fluidigm.com or call +65 96807997 or Oliver Vasilevski, Commercial Director, Pacific Asia at oliver.vasilevski@fluidigm.com.

Yours Sincerely,

Jean Huang

Regional Marketing Manager, Greater Asia
Email: jean.huang@fluidigm.com

Frequently Asked Questions (FAQs)

1. **Who will be handling all my existing sales and support enquiries? How do I place orders for Fluidigm products?**

All orders raised after January 1st, 2019 should be sent to Integrated Sciences for fulfillment. All sales and support queries after January 1st, 2019 should be directed to Integrated Sciences.

2. **Who are my account representatives for Sales and Applications Support at Integrated Sciences?**

Territory	Representative	Email Address
NSW and ACT	Cindy Waters	cwaters@integratedsci.com.au
QUEENSLAND and NORTHERN TERRITORY	Jenny Peters	jpeters@integratedsci.com.au
VICTORIA and WESTERN AUSTRALIA	Sony Philip	sphilip@integratedsci.com.au
SOUTH AUSTRALIA	Hamilton Fraval	hfraval@integratedsci.com.au
TASMANIA	Melissa Stafford	mstafford@integratedsci.com.au
NEW ZEALAND	Annet Damhuis	adamhuis@integratedsci.com.au

For orders and enquiries, please contact to: orders@integratedsci.com.au.

3. **Who will be honoring existing Product Warranty and Service contracts of Fluidigm's products?**

All existing Product Warranties and Service contracts will be honored by Fluidigm. Please contact our respective Fluidigm Field Service Engineers for further information.

Product	Service Engineer	Contact
Genomics Portfolio (BioMark™ HD and BioMark™ systems, EP1™, Access Array™, IFC Controllers, Juno™ System, C1™ System, Polaris™, Callisto™)	Jimmy Koh	Jimmy.Koh@fluidigm.com , +65 6320 1628
Helios™ and CyTOF® 2 mass cytometers, Hyperion™ Imaging System	Alex Khoo	Alex.Khoo@fluidigm.com , +65 6704 1829

In addition, you may contact Fluidigm Technical Support at <http://techsupport.fluidigm.com/>

4. I need to create a new vendor for Integrated Sciences, what are their company details and bank information?

Integrated Sciences Pty Ltd
Address: PO Box 731, Willoughby NSW 2068, Australia
Phone: +61 2 9417 7866
Toll-free: 1800 252 204 (Australia)
Fax: +61 2 9417 5066
Email: accounts@integratedsci.com.au
Bank Information: 062 192 Account No: 2801 3496 SWIFT Code: CTBAAU2S

5. I have an existing standing order / partial delivery for Fluidigm's products under a purchase order submitted to Millennium Science – will this be honored by Integrated Sciences? What do I need to do to get my products delivered?

All orders placed prior to January 1st, 2019 will be fulfilled by Millennium Science. Any orders placed after this date should be submitted to Integrated Sciences (orders@integratedsci.com.au) for fulfillment.