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30<sup>th</sup> January 2009

**Wallace direct sales in the US from 9<sup>th</sup> February onwards - 3<sup>rd</sup> Communication**

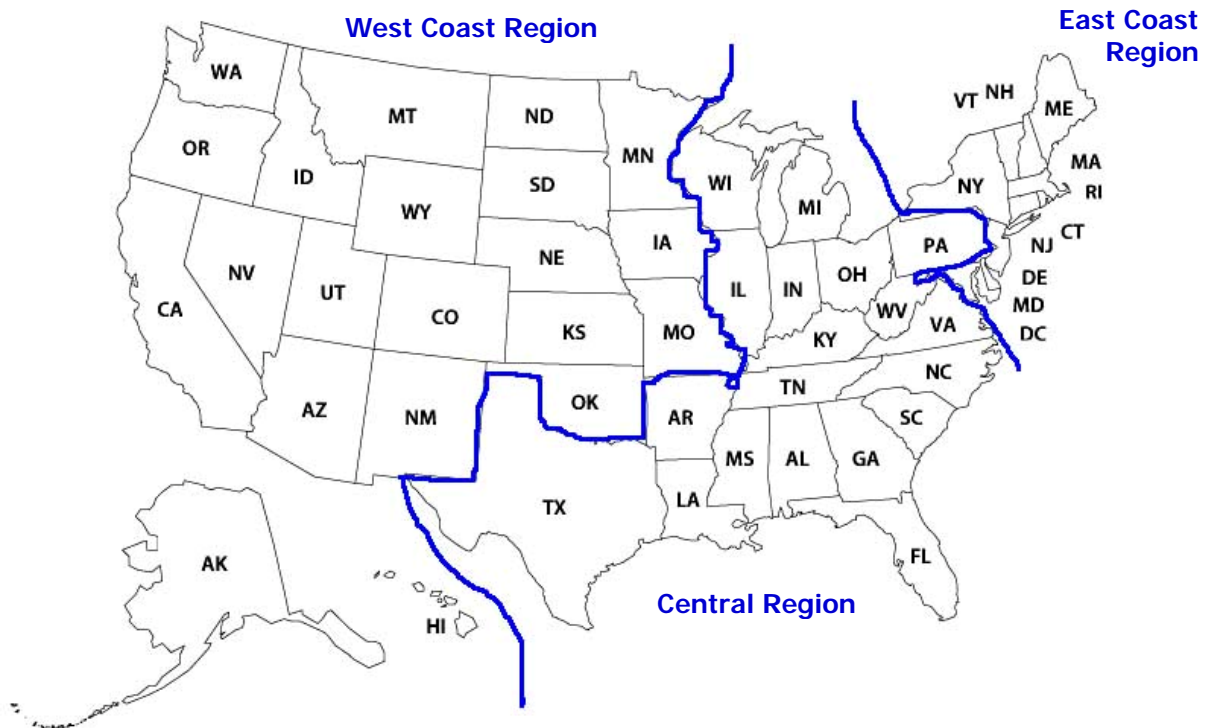
**Wallace Toll Free Number: 800-796-8702\* Ext.6481**

Dear Customer,

As you are aware Smiths Medical, the manufacturer of Wallace catheters and needles, will be supplying the US market from the **9<sup>th</sup> February** onwards. Further to our last two correspondences I would like to thank those of you who have updated your contact information and set up your clinic accounts with us.

I would also like to take this opportunity to introduce the newly appointed **Wallace Territory Managers** and **Customer Service Representative**. Below you will find the territory split by state, and the individual contact information for each Territory Manager who can be contacted to place orders and make product enquiries.

**US Territory split by State**



*\*Toll free line opens 9<sup>th</sup> Feb 2009*

*Normal Hours of Operation: 8:00 to 5:00 ET*

## Wallace Territory Managers



**Harriet Doolittle**  
West Coast Region

**Email:** [harriet.doolittle@smiths-medical.com](mailto:harriet.doolittle@smiths-medical.com)  
**Cell:** 480-213-9937



**Larisa Bellow**  
Central Region

**Email:** [larisa.bellow@smiths-medical.com](mailto:larisa.bellow@smiths-medical.com)  
**Cell:** 214-384-7463



**John Condon**  
East Coast Region

**Email:** [john.condon@smiths-medical.com](mailto:john.condon@smiths-medical.com)  
**Cell:** 508-377-2471

## Wallace Customer Service Representative

Our Customer Service team is based in the Dublin, Ohio with Pam Harrell being recently appointed as the central contact for all Wallace customers.



**Pam Harrell – Customer Services**  
**Email:** [pamela.harrell@smiths-medical.com](mailto:pamela.harrell@smiths-medical.com)  
**Toll Free:** 800-796-8702  
**Direct Line:** 1-614-210-6481

We are currently in the process of setting up all customer accounts and standing orders to ensure this transition will take place as smoothly as possible. Please contact the Wallace team if you have not done so already, to set up your **account** and **standing orders** as soon as possible. This will enable us to allocate sufficient stock for your clinic's future requirements.

You will receive, or should have received, a letter of introduction from your individual Territory Manager prior to the go live date of **9<sup>th</sup> February 2009**. We will also be conducting a series of clinic visits in February to introduce the new Wallace team with an accompanying Wallace **International Business Manager** offering a wealth of experience and knowledge within the IVF industry.

If you have any further enquires please do not hesitate to contact me or new Wallace US team.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Lois Williams'.

Lois Williams  
Global Product Manager  
[lois.williams@smiths-medical.com](mailto:lois.williams@smiths-medical.com)