

## NEW CUSTOMER WELCOMING PACKAGE





Dear Customer,

Welcome aboard!

This package and the enclosed information will guide you through our process of becoming our newest customer. We look forward to opportunity to serve you.

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**Please don't hesitate to reach out to our Sales or Customer Service Staff should you require any additional information.**

**"We look forward to working with you and thank you for giving us the opportunity to make a difference for you and your customers."**



**A Message from our CEO:**

On behalf of SPI Pharma, I would like to take the occasion of your first order to thank you for your business.

At SPI Pharma, we pride ourselves on providing our customers with outstanding customer services and we welcome the opportunity to demonstrate this for you.

As a leading supplier of active ingredients, excipients, and drug delivery platforms to the pharmaceutical market, our mission is to support you, our customer in solving formulation challenges, achieving successful outcomes and increasing speed to market. We have the technologies and the expertise to assist you in developing patient friendly dosage forms that are effective, reliable, and safe.

SPI Pharma products are sold in over 55 countries with formulation innovation, technical expertise, and as mentioned, outstanding customer service.

Please take a moment to review the enclosed information which includes everything necessary to get started. If you need any additional information or support, please let us know.

We look forward to working with you and we thank you for giving us the opportunity to make a difference for you and your customers.

Best regards,

A handwritten signature in black ink, appearing to read "Scott Thomson", is written in a fluid, cursive style.

Scott Thomson  
Chief Executive Officer  
SPI Pharma, Inc.  
[www.spipharma.com](http://www.spipharma.com)

## SPI PHARMA'S Formula For Success



**SPI Pharma™**  
Making a Difference  
An ABF Ingredients Company

Our **PEOPLE** are the key ingredient

We **CARE** about each other

We are passionate about **INNOVATION**

We earn our **CUSTOMERS' TRUST** and build lasting  
partnerships

We **DO THE RIGHT THING** even when no  
one is looking

Our **DIVERSITY** creates the perfect blend

We celebrate success and **HAVE FUN**



## **SPI PHARMA ENTITIES**

### **SPI PHARMA INC (USA) (Headquarters)**

Carr Rd, Suite 210  
WILMINGTON DE 19809  
USA

Tax ID # 51-0108237  
D&B #: 80-838-3454

### **SPI PHARMA SAS (France)**

845 Chemin du Vallon du Maire  
13240 SEPTEMES LES VALLONS  
France

REX# : FRREX20170009  
D&B # : 53-154-05-11  
OEA # FR00163859  
EORI # : FR41789091000025

RCS : Aix en Provence B 417 890 910 00025  
TVA N° FR 25 417 890 910 APE: 2013B

## **SPI PHARMA MANUFACTURING SITES AND ASSOCIATED WAREHOUSES**

### **US Manufacturing Sites & Warehouses**

- Lewes Site - 40 Cape Henlopen Drive, Lewes, DE 19958-1168 USA
  - Seaford Warehouse - Suite 61800, Dulaney St Seaford, DE 19973 USA
- Grand Haven Site - 1711 Tiles Court Grand Haven, MI 49417 USA
  - Holland Warehouse - 500 East 8th Street, Holland, MI 49423 USA

### **French Manufacturing Site & Warehouses**

- Septemes Site, 845 Chemin du Vallon du Maire 13240 Septemes les Vallons, France
  - Septemes warehouse, same address
  - Bansard warehouse 14 Rue d'Anthoine, 13002 Marseille, France
  - GCA warehouse Bâtiment B4 – Distriport - Porte d'Asie – 7 Avenue de Shanghai, 13230 Port Saint Louis Du Rhône, France

### **Bangalore India Research Center**

- IDC ,21B, Veerasandra Industrial Area Hosur Road, Bangalore, 560100 Karnataka, India

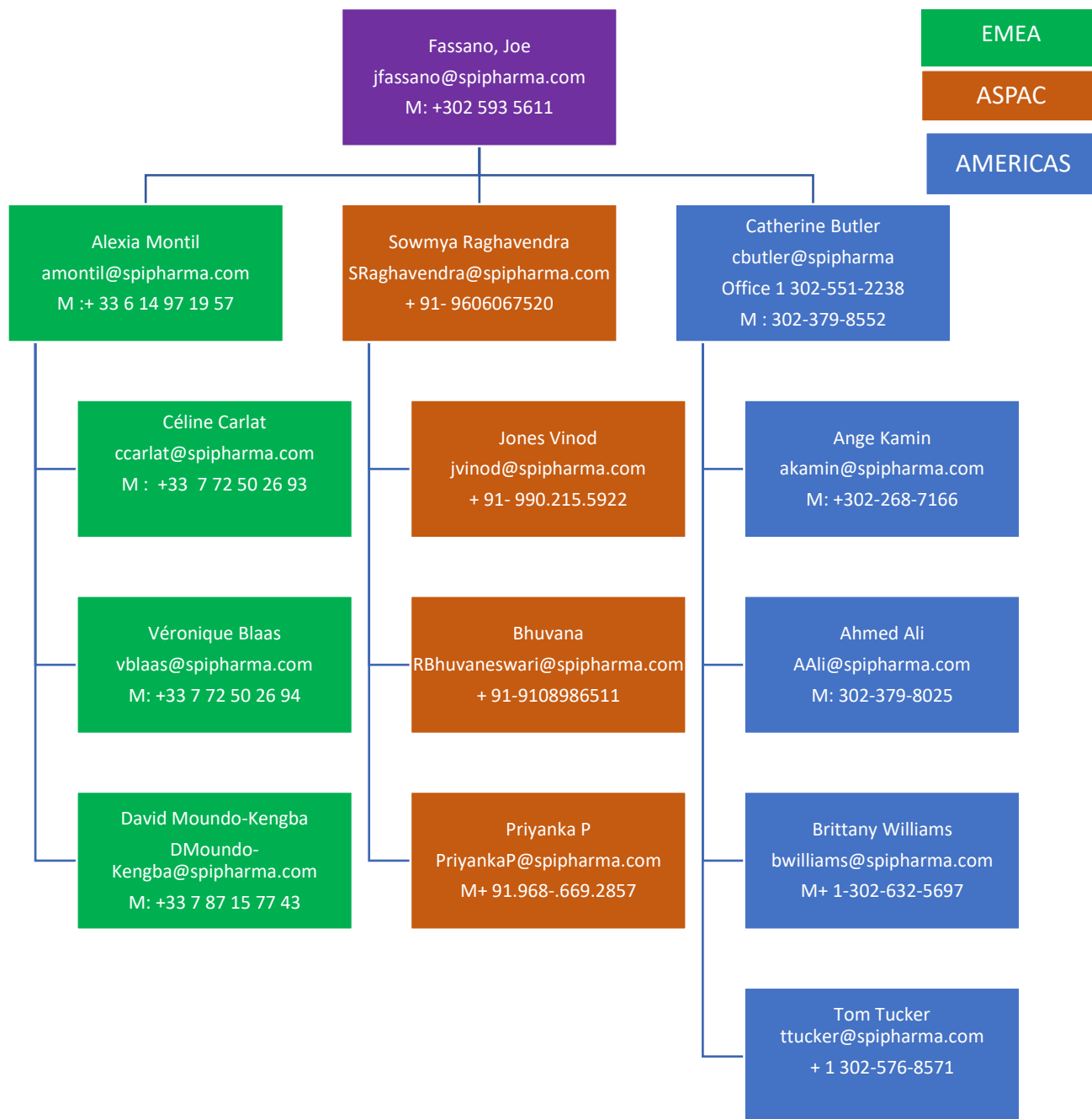
All contact details, working hours and pick-up requirements will be shared in our booking confirmation documentation

## CUSTOMER SERVICE LOCATIONS

WILMINGTON DELAWARE, USA: for Americas customers

SEPTEMES, FRANCE: for EMEA customers

BANGALORE, INDIA for Asia Pacific customers



One Customer service representative will be assigned to your account based on your region.

## **BANKING INFORMATION**

### **SPI PHARMA INC- USA- BANK OF AMERICA**

- ✓ **For payment in USD or in Euro**

Account number:	4426543846
Active ACH Blocks/Filters on file	YES
Routing number ACH/EFT	111000012
Routing number DOM. WIRES	026009593
SWIFT CODE US	BOFAUS3N
SWIFT Code INTL WIRES	BOFAUS6S
Account Name:	SPI PHARMA INC.
Account Address:	RECEIPTS ACCOUNT 503 CARR ROAD SUITE 210 WILMINGTON, DE 19809

### **SPI PHARMA SAS – FRANCE-SOCIETE GENERALE**

- ✓ **For payment in USD**

PARTNER ACCOUNT NAME  
**SPI PHARMA**  
 39 RUE DU VALLON DU MAIRE  
 13240 SEPTEMES LES VALLONS  
 BANK BRANCH SOCIETE GENERALE  
 LA DEFENSE ENTREPRISES (04170)  
 Tél : 00.331.46.96.57.00

ACCOUNT NUMBER. - CURRENCY USD

Banque	Agence	Numéro de compte	Clé R.I.B
30003	04170	00078029605	85

INTERNATIONAL BANK ACCOUNT NUMBER  
 IBAN : FR76 30003041700007802960585  
 BIC-SWIFT CODE : SOGEFRPP

- ✓ **For payment in EURO**

PARTNER ACCOUNT NAME  
**SPI PHARMA**  
 39 RUE DU VALLON DU MAIRE  
 13240 SEPTEMES LES VALLONS  
 BANK BRANCH SOCIETE GENERALE  
 LA DEFENSE ENTREPRISES (04170)  
 Tél : 00.331.46.96.57.00

ACCOUNT NUMBER. - CURRENCY EUR

Banque	Agence	Numéro de compte	Clé R.I.B
30003	04170	00029052812	05

INTERNATIONAL BANK ACCOUNT NUMBER  
 IBAN : FR76 30003041700002905281205  
 BIC-SWIFT CODE : SOGEFRPP



**Make sure to select the right account and the right currency when issuing your payment.**

## **SPI PHARMA CREDIT APPLICATION**

- ✓ You will receive along with this booklet, an Application Form to complete and return to your Customer Service Representative or your Account Manager.
- Information about your company, the billing company account payable details

\* Field is required in order to complete the application process

### **APPLICATION FORM**

\*Company Name \_\_\_\_\_

\*Company Address \_\_\_\_\_

\*Country \_\_\_\_\_ \*Zip Code and City \_\_\_\_\_ \*Tel \_\_\_\_\_

\*Email Address \_\_\_\_\_ \*Vat Number (EU Only) \_\_\_\_\_

\*If billing name and address are same as customer, please check here ☐

\*Billing Company Name (If different than above) \_\_\_\_\_

\*Billing Address (If different than above) \_\_\_\_\_

\*Country \_\_\_\_\_ \*Zip Code and City \_\_\_\_\_ \*Tel \_\_\_\_\_

\*Email Address \_\_\_\_\_ \*Vat Number (EU Only) \_\_\_\_\_

\*If shipping name and address are same as customer please check here ☐, same as billing, check here ☐

\*Shipping Name and Address (If different than above) \_\_\_\_\_

\*Shipping Address (If different than above) \_\_\_\_\_

\*Country \_\_\_\_\_ \*Zip Code and City \_\_\_\_\_ \*Tel \_\_\_\_\_

\*Email Address \_\_\_\_\_ \*Vat Number (EU Only) \_\_\_\_\_

\*Distributor/Agent \_\_\_\_\_

- ✓ The completed application will be reviewed by our finance team and all this information will help us create your account in our ERP system.



## **COMMUNICATION CHANNELS**

### **Account Managers:**

For any Technical Inquiries, New Projects, Pricing or Samples, please contact your Account Manager

### **Customer Service:**

For any Order Management Inquiries, Freight Quotes, Shipping Documentation, Quality and Regulatory requests or Complaints, please contact your Customer Service Representative.

### **Account Payable :**

**SPI France** [svettori@spipharma.com](mailto:svettori@spipharma.com) - Stéphanie Vettori

**SPI USA** [cgarzelloni@spipharma.com](mailto:cgarzelloni@spipharma.com) - Garzelloni, Caitlyn

### **WEBSITE ([www.spipharma.com](http://www.spipharma.com))**

On our website [www.spipharma.com](http://www.spipharma.com), you will find many valuable information about our Products, our Company, Locations, Distribution Channels etc.

Safety Data Sheets are also available.

If you need a regulatory document not available on the website, please do not hesitate to contact your account manager or your customer service representative.

### **Registration documentation**

We can provide you the following upon request:

- US-W9 form
- US -W8 BEN-E form
- SPI Pharma Code of Conduct and Mission Statement
- SPI Pharma Bank details on SPI Company Letterhead
- KBIS document (SPI PHARMA, SAS, only)
- SPI Pharma Sales orders Guidelines with info on shelf life, cancellation of orders, etc

If you have any further requirements, documentation or otherwise, please reach out to us.

We pride ourselves on providing our customers with outstanding customer services and we welcome the opportunity to prove it. We are at your disposal for any further information.