



# IMPORTANT MESSAGE

California Department of Public Health  
Immunization Branch  
Vaccines for Children (VFC) Program  
850 Marina Bay Parkway  
Richmond, CA 94804

Toll Free Phone:  
877-2GET-VFC (877-243-8832)

Toll Free Fax:  
877-FAXX-VFC (877-329-9832)

May 28, 2015

## VFC Customer Service Center Operation Hours

Dear VFC Provider,

The VFC Program Customer Service Center will be closed during the following dates in June:

- Tuesday, June 2, 2015 and Wednesday, June 3, 2015 (all-staff meeting)

Orders will continue to be received during the call center closure. Normal business hours will resume after the closure.

**TIP:** Upon order submission, please allow up to 15 business days for the processing and delivery of your vaccine request. Make sure to place your vaccine request with sufficient inventory on hand (3 weeks recommended).

You may reach a VFC Customer Service Representative at (877) 243-8832, Monday through Friday from 9am to 5pm.

Are you not receiving VFC's emailed program letters and communications?  
Visit our website at [www.eziz.org](http://www.eziz.org) and log into MyVFCVaccines to check your email address. Also be sure to check your spam folder!