



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)

October 17, 2013

VFC Customer Service Center: Operation Hours for October & November 2013

Dear VFC Provider,

The VFC Program Customer Service Center will be closed during the following dates for all staff meetings.

- Tuesday and Wednesday, October 22-23, 2013 (Staff meeting)
- Monday, November 11, 2013 (Veteran's Day)
- Thursday and Friday, November 28-29, 2013 (Thanksgiving holiday)

Orders will continue to be received during these call center closures. Normal business hours will be resumed after each event.

TIP: Upon order submission, please allow up to 15 business days for the processing and delivery of your vaccine request. So 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 and log into MyVFCVaccines to check your email
address. Also be sure to check your spam folder!**