



Advanced Notice: CLC Licensing Changes

15th August 2025

Dear Customer,

You are included in this communication because one or more CLC Maintenance, Updates and Support (MUS) software products have active maintenance contracts at your institution. CLC MUS products can be identified by the suffix "Maintenance" or "Maint" e.g. on invoices.

QIAGEN Digital Insights (QDI) is improving the security of the CLC software in upcoming releases. As a result, the license activation method of the CLC software will change. The functionality and features of the CLC software will remain the same.

In addition to improving the cyber security of CLC products, the change will allow for simplified and more flexible CLC license access. It will no longer be required to download license files and license access across QDI software (CLC, QIAGEN Clinical Insights, Ingenuity Pathway Analysis, COSMIC, HSMD and HGMD) will be harmonized.

Starting with CLC software version 26, scheduled for release on November 25, 2025, we will introduce new functionality that enables access to a different licensing system via user accounts. With the CLC software version 27 release, planned for November 2026, we will cease access to the legacy CLC license system.

Note: CLC licenses covered by a current MUS agreement will continue to function with CLC software version 26. However, these legacy CLC licenses will not provide access to CLC software version 27 or any future versions. These will require user account-based subscription licenses. Maintenance and support for version 26 will be provided for 18 months from the initial release date.

For MUS agreements current at the time of the CLC software version 27 release, user accounts will be provided ahead of the version 27 release.

To accommodate for these subscription licenses, new CLC product names and numbers will be added to your renewal documents. We will be providing further communication, including documentation on how to access your CLC license via user accounts closer to the release time.

There is no action needed from you at this time. We will proactively contact you ahead of your CLC software renewal to discuss your transition.



Please note **this change will not**

- increase the cost for your CLC software beyond the annual price adjustments
- impact the level of support QIAGEN provides for CLC software products
- change any data analysis capabilities or impact other functionalities of your CLC software products (except the license setup and access)
- require any changes (except the license setup and access) to your local CLC installation or Cloud integration, nor require additional efforts around the same.

If you have any further questions or concerns, please do not hesitate to reach out to the QIAGEN Digital Insights Technical Service team or your sales representative at:

Customer Support: ts-bioinformatics@qiagen.com

Sales Department: bioinformaticssales@qiagen.com

Thank you in advance for your cooperation. We are fully committed to supporting you during the transition to the new user account-based license system and making this a smooth process for you.

Best regards,

The QIAGEN Digital Insights Team