



April 2020

Dear Customer,

At TerSera, we hope you and your patients are staying safe and healthy during the COVID-19 Pandemic. Should you or your practice need anything, we are here to help. The TerSera staff is working from home and is fully dedicated to supporting our customers and the patients using our products. We will continue to follow the guidance of the CDC, local health authorities, and our customers going forward. We are leveraging all virtual tools possible to support you in whatever ways you request. While you may not see us in person, we are only a phone call or email away.

We are committed to providing support to patients who need our medicines. The COVID-19 pandemic has created unprecedented financial challenges for patients and families. As more patients face difficult decisions in their daily lives, it is important to continue their treatments.

TerSera has adjusted its existing patient support programs to help eligible unemployed patients in the U.S. who have lost their health insurance due to the COVID-19 pandemic.

**Patient Assistance Programs (PAP)**

- We are expediting the process for patients to enroll. Any patient that has lost employment since March 1, 2020, will automatically qualify for drug at no cost through our Patient Assistance Program without having to provide additional financial documents.

**Copay card programs – For commercially insured patients**

- TerSera's Copay Assistance programs have relaxed timing restrictions between fills. This will allow patients to be provided medication as makes the most sense given the current situation.

Insurance benefits investigations and HUB services will continue during this time so the rest of our services should be the same as you have come to expect.

If any other needs for your practice or patients comes up, please reach out and TerSera will do its best to assist you as appropriate. Please reach out to your TerSera Account Manager directly or contact TerSera SupportSource ([www.terserasupportsource.com](http://www.terserasupportsource.com)) at 1-855-686-8725 for assistance, Monday through Friday, 9 am to 6 pm EST.

Sincerely,

A handwritten signature in black ink that reads "Heidi Gillmore".

Heidi Gillmore  
SVP and General Manager, Oncology Business Unit

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