



**Pfizer Inc**  
235 East 42nd Street  
New York, NY 10017

September 2018

Dear Valued Customer:

It is with heavy hearts that we are reaching out to you about the devastation caused by Hurricane Florence. In the aftermath of this powerful storm, our thoughts remain with all of those impacted, as does our steadfast commitment to help them during this challenging time.

To ensure that patients who receive their Pfizer oncology medicines through the *Pfizer Patient Assistance Program* and are impacted by the storm have continued access to their medication, we have implemented the following emergency relief protocols:

1. If a medicine provided through the *Pfizer Patient Assistance Program* has been destroyed or lost, or patients need their medicine shipped to an alternate location, we can arrange for early refills and/or new shipping addresses.
2. For new applicants who urgently need a Pfizer medicine through the Pfizer Patient Assistance Program and are affected by Hurricane Florence, we are able to waive the documentation requirements so that these patients can receive their Pfizer medication as quickly as possible.

To help us spread the word even further, and to make sure that it reaches those who need it most, please let patients in your communities know that assistance with their Pfizer medicines is just a phone call away:

- **For help with Pfizer's oncology medicines**, call Pfizer Oncology Together™ directly at 877-744-5675, Monday through Friday, 8 a.m. – 8 p.m. ET
- **For help with other Pfizer medicines**, call Pfizer RxPathways® at 1-844-989-PATH (7284), Monday through Friday, from 9:00 a.m. – 6:00 p.m. ET.

In addition to these emergency protocols, Pfizer has also activated a comprehensive and coordinated plan at a company-wide level to provide further disaster support. The Pfizer Foundation has made cash grants to key organizations leading relief efforts on the ground. The Pfizer Foundation has also extended its special one-to-one match for monetary donations made by Pfizer colleagues to organizations supporting the relief effort.

We wish everyone strength and resilience during the healing and rebuilding process.

Sincerely,

*The Pfizer Team*