



Dear Customer,

As we continue to monitor the situation with the COVID-19 outbreak, TerSera continues to operate under a temporary work-remotely policy for both the home office and field-based employees, which went into effect on March 16th, 2020. Our priority is the safety of our employees, their families, as well as minimizing any risk to our customers and patients. This policy remains in place at least through the middle of April, but we are monitoring the situation very closely and will continue to follow the guidance of the CDC, local health authorities, and our customers going forward.

From a business continuity standpoint, we are closely monitoring our supply chain resources and do not currently anticipate any disruption to our medicine supply for patients as a result of COVID-19. Our IT systems are fully operational and accessible remotely. We are leveraging all virtual tools possible to continue to support you in whatever ways you request, while not interfering with the many COVID-19 priorities all providers are focused on right now.

Also, our patient support program, TerSera SupportSource, remains available to assist you. Please call 1-855-686-8725 for assistance, Monday through Friday, 9 am to 6 pm EST.

Thank you for understanding, and please do not hesitate to reach out to your TerSera contact at any time.

Sincerely,

A handwritten signature in black ink that reads "Heidi Gillmore". The signature is written in a cursive, flowing style.

Heidi Gillmore
SVP and General Manager, Oncology Business Unit