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Dear Most Valued Patient,

We continue to monitor concerns arising from the Coronavirus (COVID-19) and assure you **nothing is more important than your uninterrupted service from PANTHERx**. We have put a plan in place and continue to execute it as conditions warrant. **We commit to provide you with the continuous white-glove service** you have come to expect while internally fostering an environment designed to limit the spread of the virus and protect our team members. Additionally, we have been working closely with drug manufacturers, other suppliers (packaging, cold packs, etc.), insurance companies (payers) and shipping companies (FedEx) to prevent any disruptions that could impact you.

Below are just a few examples of what we have in place to ensure ongoing operations.

Uninterrupted Services:

- *Operations*
 - we have the capacity to deliver your medication from multiple facilities;
 - extending hours and implementing overtime to maintain quality services;
 - filling and packing your medications with gloves and other personal protective equipment (PPE)
- *Facilities*
 - adding additional facility-wide cleaning and sanitization;
 - shutting down common areas (kitchen areas and meeting rooms);
- *Personnel*
 - regular and enhanced hand cleaning and workstation cleaning;
 - expanding employee work from home capabilities;
- *Stakeholders*
 - Regular communication with manufacturers, suppliers, payers and shippers to ensure uninterrupted service to you

As the premier rare pharmacy, PANTHERx takes your health and safety extremely seriously and will keep medications and care services easily available. If you require additional support or if your circumstance (e.g., location) changes due to COVID-19, please let us know how we can assist you by calling 855.726.8479. Please visit our website (pantherxrare.com) for more information including frequently asked questions (FAQs).

Sincerely,

Dr. Gordon J. Vanscoy
Chairman & CEO, PANTHERx Rare Pharmacy