

A note from our CEO to our customers,

Over the past several weeks, we have been heartened by the mobilization of countries worldwide who have come together in a massive global public health campaign to fight the spread of COVID-19 (coronavirus). Unfortunately, the virus has already taken an enormous toll on too many families and our hearts go out to those who have been affected by this global pandemic.

Otsuka's highest priority is the safety and welfare of our employees, the patients and caregivers we serve, and you, the healthcare professionals who are on the front lines providing critical care to those in need. I want to personally assure you that we are resolute in our commitment to ensure continued, uninterrupted access to our medicines, support and services. Otsuka has robust business continuity plans in place across our manufacturing and supply chain network.

To that end, we are pleased to announce that as of April 10, 2020, we have extended our patient support program to provide "no-cost" access to our branded portfolio of prescription medicines for patients in the U.S. who have lost a job or health insurance coverage due to the COVID-19 (coronavirus) pandemic.

For more information, please visit www.OtsukaPatientSupport.com or call 1-855-242-7787 (M-F, 8am-8pm EDT).

Since COVID-19 emerged, we have been closely following guidance from the U.S. Centers for Disease Control, the World Health Organization, and other health authorities to implement comprehensive safety and education measures to maximize hygienic practices and help educate employees about the coronavirus.

We have canceled all nonessential travel and, effective March 13, have mandated that all home office and field employees and contract workers at our Princeton, NJ, and Rockville, MD, offices are required to work remotely until further notice.

Unfortunately, in the short term, this means that you will see less of our sales representatives in your offices; however, they are fully available to you and your staff for any needs that you may have.

We thank you for your support as we collectively navigate this unprecedented global event. I encourage you to contact your local sales representative or call our customer support line at 1-800-438-6124 or our patient support line at 1-855-242-7787 for any immediate needs.

Sincerely Yours,



KABIR NATH

President & CEO, North America Pharmaceutical Business
Otsuka America Pharmaceutical, Inc.



Otsuka America Pharmaceutical, Inc.
Otsuka Pharmaceutical Development & Commercialization, Inc.