

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 global public health campaign to fight the spread of COVID-19. 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 will continue, to our best ability, to ensure continued, uninterrupted patient access to our medicines, support and services. Otsuka has robust business continuity plans in place across our manufacturing and supply chain network.

Since COVID-19 emerged, we have been closely following guidance from health authorities to implement comprehensive safety and education measures. We have canceled all nonessential travel and, effective March 13, have mandated that all field employees and home office staff at our Princeton, NJ, and Rockville, MD, offices are required to work remotely until further notice.

In the short term, this means that you will not see our sales representatives, Medical Science Liaisons and patient support staff in your offices; however, they are fully available to you and your staff to appropriately assist with your delivery of patient care. Our employees will be reaching out in the coming days to ensure your needs are being met for continuous service of your patients.

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 (800) 438-9927 or our patient support line at 1-855-242-7787 for any immediate needs.

We will continue to manage through this dynamic issue together, while ensuring the safety and well-being of everyone.

Sincerely Yours,



KABIR NATH

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

