



September 20, 2019

IMPORTANT INFORMATION ABOUT YOUR HEMLIBRA SHIPMENT FROM MEDVANTX

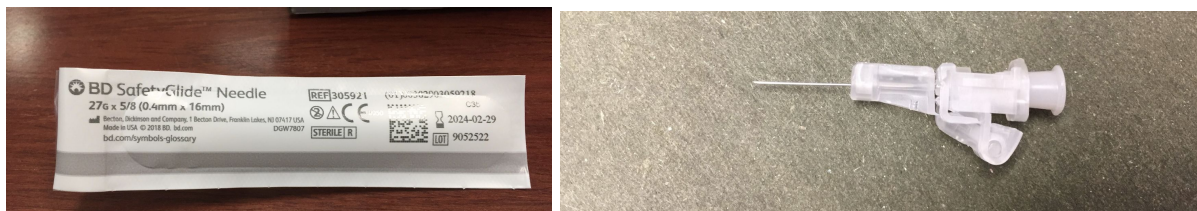
Hello,

This letter is to inform you that beginning on August 1, 2019, Medvantx shipped ancillary supplies, including syringes, transfer needles, injection needles, alcohol prep pads, gauze sponges, and adhesive bandages with Hemlibra vials for Genentech Patient Foundation patients. On September 18, 2019, we learned that these ancillary supplies shipped by Medvantx contained injection needles of incorrect length for administration of Hemlibra.

We sincerely apologize for this mistake and are notifying you to prevent improper administration of Hemlibra. We take this extremely seriously and will have a clear plan of action in place to ensure future kits are only supplied with approved materials so this situation doesn't happen again. **It is important to note that the Genentech Hemlibra medicine vial you received in your shipment is not impacted in any way and is safe to use, with an appropriately sized injection needle.** Medvantx will be shipping the correct injection needles to all impacted patients by Tuesday, September 24, 2019 at the latest.

In the meantime, please do the following:

- **Do not use the 5/8 inch long needle for Hemlibra administration.** Please identify and dispose of any 5/8 inch long needle in an appropriate sharps container. Images of the needle that should not be used are below:



- Per section 2.2 of the Hemlibra package insert, injection needles should preferably be 3/8 inch or maximum 1/2 inch in length.
- If you don't readily have access to the correct needle (1/2 inch or less in length per package insert) and have an upcoming dose due, please contact your health care provider and/or go to your local pharmacy to obtain the correct needle in order to avoid



delaying your treatment. You may also consider asking your health care provider for other options.

- If you have already used the 5/8 inch injection needle that was included in the ancillary kit, please notify your health care provider.

In addition to this letter, Medvantx pharmacists called patients beginning on September 20, 2019 to inform you about this issue and to answer any questions you may have. If you would like to speak with a pharmacist at Medvantx, please call (833) 888-4363 between the hours of 6AM - 5PM PT.

The Genentech Patient Foundation will have reached out to your physician by both phone and mail beginning on September 20, 2019, to notify them that you have received injection needles of incorrect length for administration of Hemlibra and make them aware that you may be reaching out soon.

If you have any questions for the Genentech Patient Foundation, please call (888) 941-3331 between 6AM - 5PM PT. We encourage healthcare professionals, patients and caregivers to report any adverse events in people taking Hemlibra to the FDA at 1-800-FDA-1088, or to Genentech at 1-888-835-2555.

Sincerely,

Medvantx Pharmacy Services (on behalf of the Genentech Patient Foundation)