

Dear AGSD,

As the current COVID-19 pandemic continues to evolve, we would like to provide you with important updates. Our top priority is the health and safety of our community including patients, caregivers, healthcare providers, partners, and employees. For patients specifically, this means that we are committed to our goal of continuing to deliver an uninterrupted supply of our medicines to the patients who rely on them.

### **Ensuring Access and Supply of our Medicines**

We currently continue to provide an uninterrupted supply of our medicines to patients around the world as our manufacturing and distribution sources continue to function normally. Even if supply chains are interrupted, we do not anticipate a shortage of any of our medicines in the near term due to our ample inventory levels.

- For Mepsevii®, drug substance and drug product come from Germany. We have adequate inventory and we do not anticipate a shortage or any disruption in getting Mepsevii to patients at this time.
- For our investigational therapy UX007, drug substance is currently manufactured in Germany. We currently expect to have adequate supply to continue to provide UX007 to patients who are receiving the therapy through both compassionate use and clinical studies.
- For our investigational gene therapy products, we have supply for our ongoing clinical studies and do not anticipate any delays or disruptions at this time.

Patients who have questions or concerns about their treatment should consult with their doctor, and patients receiving Mepsevii can also contact Patient Advocacy Department via email at [Patientadvocacy@ultragenyx.com](mailto:Patientadvocacy@ultragenyx.com).

### **Continuing our Clinical Studies**

For patients in our clinical trials receiving investigational treatment, we do not see an issue with continued supply at this time. We continue to monitor the evolving situation and support clinical trial sites, which in turn includes supporting those patients participating in the studies. Patients should consult with their physicians and clinical trial sites with specific questions.

## **Supporting our Workforce and our Community**

We have put measures in place to prepare for and protect against the transmission of COVID-19 in our offices and our community, while ensuring the critical work required to bring our medicines to patients continues.

- All employees who are able to work from home are doing so until further notice. This includes employees at all of our offices throughout the world.
- In an effort to limit the spread of the virus, we have made the decision to conduct all meetings virtually. This includes our field teams, who will maintain interactions with healthcare professionals if possible via virtual meetings while they work from home.
- We have enhanced cleaning procedures at all office locations to help protect those who continue to work onsite.
- Ultragenyx has suspended in-person attendance at conferences and other large events until further notice.
- Ultragenyx has suspended international and domestic business travel.

We will continue to keep you informed and update information regularly on our website at [www.ultragenyx.com](http://www.ultragenyx.com). If you have additional questions, please reach out to your contact at Ultragenyx or contact us in one of the following ways:

### **FOR PATIENTS**

#### **Patient Advocacy**

[patientadvocacy@ultragenyx.com](mailto:patientadvocacy@ultragenyx.com)

[+41 78 664 3931](tel:+1786643931)

### **FOR MEDICAL PROFESSIONALS**

#### **Ultragenyx Medical Information Support**

[+1-888-756-8657](tel:+18887568657), select option #2

[ultragenyx.mi@primevigilance.com](mailto:ultragenyx.mi@primevigilance.com)

### **FOR INVESTORS OR MEDIA**

+1-844-280-7681

[ir@ultragenyx.com](mailto:ir@ultragenyx.com)