

5 February 2021

Subject: New CSL Behring Contact Number for Urgent Inquiries and Afterhours Service

Dear Customer,

CSL Behring would like to inform you that the contact number for urgent inquiries and afterhours service has changed from the existing pager device @ 613-783-1892 to a dedicated cell phone @ 514-219-7560. There are no changes to the established process; a Customer Service representative will return all calls within one hour of reception of a voicemail message.

The cell phone number (514-219-7560) is active and CSL Behring advises customers use this number effective immediately to ensure inquiries are received.

The pager number (613-783-1892) mentioned on all CSL Product Monographs and Package Inserts continues to be available in addition to the cell phone (514-219-7560). However, due to limited support from the pager service provider, CSL Behring plans to replace the pager number with the new cell number in these materials. The information will be updated with next possible product label change. It may take up to 2 years to update all materials for all product formats.

The CSL Behring PLUS+ Patient Support Program (PSP) has been notified to communicate this change to end users and patients.

Questions concerning this notification can be directed to christine.girard@cslbehring.com or 613-263-5031.

With thanks and regards,

Michael McAllister
Head of Finance and Operations, Canada
CSL Behring