

## COVID-19 FREQUENTLY ASKED QUESTIONS

### MARCH 20, 2020

#### General

**Q: What if I am experiencing symptoms of COVID-19 or I believe I was exposed?**

**A:** You should contact your healthcare provider and be prepared to provide a list of signs and symptoms so they can guide you appropriately. For additional information, please review your local municipality, county or state public health website, country website such as the Centers for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov) or the World Health Organization (WHO) [www.who.int](http://www.who.int).

---

#### For all Amicus clinical trial participants

**Q: I or my child has a visit coming up at the study site and I am concerned about COVID-19. Should I cancel my appointment?**

**A:** Each clinical study site has specific guidelines they must follow. So please reach out to the study coordinator or principal investigator as soon as possible to discuss your options.

**Q: Will there be interruptions in services provided by Greenphire, such as payment, ClinCard, travel services, etc.?**

**A:** At this time, Greenphire does not anticipate any interruption in their services and will continue to monitor the overall situation. If you are experiencing any issues or delays, please notify your study coordinator right away. You also may reach out to Amicus Patient & Professional Advocacy via email at [patientadvocacy@amicusrx.com](mailto:patientadvocacy@amicusrx.com) or by phone 1.866-9-AMICUS (926-4287), toll-free in the US and Canada or 1.609.662.2000, direct dial. For additional information, please contact your Greenphire representative or customer support.

#### For ClinCard:

You can reach Greenphire via email [support@greenphire.com](mailto:support@greenphire.com) or phone:

US: 1.844.847.0107

Worldwide: 1.215.609.4378

#### For Travel Services:

[https://clincard.com/system\\_requirements/](https://clincard.com/system_requirements/) or phone:

US/Canada: 215.609.4378

Intl: +44 208 150 6470

## COVID-19 FREQUENTLY ASKED QUESTIONS MARCH 20, 2020

**Q: Am I still required to travel by plane to my site for clinical assessments and visits?**

**A:** You and your loved one's safety and wellbeing is our number one priority. Please reach out to your study coordinator about any travel concerns as each research institution and each country has specific guidelines they must follow.

**Q: Will there be an interruption in the shipment of my study drug because of COVID-19? What if I miss a dose? What if I miss a dose because I choose not to travel?**

**A:** Currently, we are not expecting any interruption in the planned shipment of Amicus investigational medicines to clinical sites. The Amicus team is working with supply chain to ensure no supply interruptions. And you can always contact your study site staff or Amicus Patient & Professional Advocacy with additional questions.

**Q: What if my site has reported active cases of COVID-19?**

**A:** Please contact your study coordinator or principal investigator. They will have their own protocols in place to ensure your safety and will be able to provide details on your clinical management plan.

---

### For people living with Fabry disease

**Q: Is it safe for me/my loved one to continue going to clinic visits?**

**A:** The safety and wellbeing of you and your family is our number one priority. You should work closely with your healthcare providers and the study site team to develop the best disease management plan for you.

**Q: I/we need to travel to the study site for clinical trial assessments and treatment. Is it safe to do so?**

**A:** This is a rapidly evolving situation with significant potential for travel restrictions and advisories. Amicus is willing to work with the study site and the clinical trial participant to provide alternative transportation when that can be a solution. Depending on your circumstances, your study care team may recommend that you seek care closer to home. Talk to your study site care team about what is best for you.

**Q: I am really concerned and would like to speak directly with someone at Amicus. How can I do this?**

**A:** Please reach out to the Amicus Patient & Professional Advocacy (P&PA) team  
For US residents contact, please call 1-866-9-AMICUS (866-926-4287) (Toll-Free) or email [PatientAdvocacy@amicusrx.com](mailto:PatientAdvocacy@amicusrx.com). For ex-US residents, please email [patientadvocacyintl@amicusrx.com](mailto:patientadvocacyintl@amicusrx.com).

## COVID-19 FREQUENTLY ASKED QUESTIONS MARCH 20, 2020

For people prescribed Galafold® (migalastat)

For people in the US who are prescribed Galafold®

Q: For any questions regarding access to prescribed Galafold®, (e.g., shipping, RX renewal, extended supply, etc.)

A: Please reach out to Amicus Assist at +1-833-AMICUS-A (+1-833-264-2872), or visit [amicusassist.com](http://amicusassist.com)

For people who live outside the US and are prescribed Galafold®

Q: For any questions regarding access to prescribed Galafold®, (e.g., shipping, RX renewal, extended supply, etc.)

A: Please reach out to your healthcare provider who prescribed Galafold®.

Please see full prescribing information at [Galafold.com](http://Galafold.com)