

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 or the World Health Organization (WHO) 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 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 or phone:

US: 1.844.847.0107

Worldwide: 1.215.609.4378

For Travel Services:

https://clincard.com/system_requirements/ or phone:

US/Canada: 215.609.4378

Intl: +44 208 150 6470

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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 Pompe disease

Q: I currently receive infusions at my site or a local center, will I be allowed to switch to home infusions?

A: Amicus is working closely with each study site to review the situation of each individual study participant and ensure that each person receives their investigational treatment safely. Depending on your site and the country you live in, home infusions may be possible to implement. Please talk to your study coordinator to inquire about home infusions.

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 team to develop your disease management plan.

Q: I need to fly to my site for treatment/clinical assessments. Is it safe to do so?

A: This is a rapidly evolving situation with significant potential for travel restrictions and advisories. Depending on your individual circumstances, your care team may recommend that you seek care closer to home. Talk to your care team about what is best for you.

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Q: I need to travel to my site to participate in my clinical trial. Is it safe to do so?

A: This is a rapidly evolving situation with significant potential for travel restrictions and advisories. Depending on your individual circumstances, your care team may recommend that you seek care closer to home. Talk to your care team about what is best for you.

Q: Will there be shipping problems or interrupted supply that may cause me to miss infusions?

A: Amicus is working diligently with its supply chain and has a high degree of confidence that people enrolled in all clinical studies for AT-GAA for Pompe disease, including our PROPEL pivotal study, will continue to receive study drug and that this study will be completed on schedule.

Q: Can I miss an infusion?

A: The study protocol includes information and guidance about missed doses. Your study coordinator or the principal investigator will be able to discuss this and how it might apply to you. Contact the study site to discuss any questions related to your infusion schedule.

Q: How many infusions can I miss?

A: Please contact your study coordinator to review the protocol and your infusion schedule with you.

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

A: The Amicus Patient & Professional Advocacy team is available:

PatientAdvocacy@amicusrx.com

1.866-9-AMICUS (926-4287), toll-free in the US and Canada

1.609.662.2000, direct dial