

April 30th, 2020

Dear Valued GSK Direct Customer,

GSK recognizes that the COVID-19 pandemic has created a challenging and uncertain environment across the globe. We have been closely monitoring the situation to ensure we are operating with a high degree of care to protect our employees, customers and patients during this public health crisis. We also have undertaken [several initiatives](#) to help combat the impact of COVID-19.

We remain deeply committed to meet the needs of you and your patients during these unprecedented times, and we understand your staff and practices are under strain.

With this in mind, we've adapted our payment process to offer flexibility to meet your unique needs during the COVID-19 pandemic. Instead of implementing a one-size-fits-all approach, our dedicated accounts receivable team will assess individual customer needs and discuss payment plans and continuity of supply to those who need it.

If you need to initiate this support process, please call our team directly at (866) 334-7111 or email at VX-COVID19@GSK.com with your inquiry.

We're also grateful for those of you who have chosen us as your partner for flu vaccinations this upcoming season. Flu immunization will play a critical role in reducing the burden on our public health system, especially if there is a resurgence of COVID-19. The GSK manufacturing team has been working without interruption during the pandemic to produce flu vaccine that will be available when you need it this year. In addition, plans are already underway to develop solutions that will help alleviate implementation concerns you may have due to COVID-19.

We will continue to monitor the situation closely and will take further actions to continue supporting providers' special needs during the pandemic. In doing so, we will continue to put the needs of our customers, patients and our people first at all times.

If you have any additional questions on our support process, please contact your dedicated GSK Representative.

Sincerely,



Judy Stewart
Senior Vice President, US Vaccines
