



**ucbCARES** isn't a call center; we are an answer center focused on providing Caring Answers. If we know the answer, we will share it. If we don't know it, we will do our best to find it. With every interaction, we work to ensure the customer feels more informed, more confident, and better understood.

Answers are not always easy to find, and clarity is not always easy to achieve. **ucbCARES** is dedicated to finding answers and ensuring customers understand.

### PRODUCT SUPPORT

Connecting directly with patients to:

- Understand their needs and provide answers
- Educate on patient materials and Patient Support Programs (PSPs)
- On-label indication information
- Product quality complaints
- Adverse event reporting

### MEDICAL INFORMATION

Connecting with healthcare professionals (HCPs) to respond to:

- Requests for on- and off-label information (US only)
- Requests for information on all UCB products, including legacy products
- Product quality complaints
- Adverse event reporting
- Medical Information requests from Field Representatives



### INNOVATIVE PATIENT SOLUTIONS

Connecting directly with patients by partnering with internal teams on innovative and impactful solutions for patients

### CLINICAL TRIAL SUPPORT

- Assisting patients who wish to enroll in clinical trials
- Assisting HCPs requesting to become an investigator or participate as a clinical trial site
- Enrolling patients in drug registries

### PATIENT FINANCIAL ASSISTANCE

- Connecting patients with financial resources
- Offer access to online resources for more expedited Patient Assistance Program application processing
- Assisting with Co-Pay questions and connection to foundations and other community resources

ucb**CARES**  
Caring Answers

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