



April 1, 2020

Dear Colleagues,

I hope you and your loved ones are safe and well!

You and your organization provide a critical lifeline for patients – especially in times of crisis like we are facing now with the SARS-CoV-2 pandemic. Thank you for the many ways you are supporting patients, families, volunteers and caregivers as they cope with this unprecedented situation. Your information, referrals, advocacy and reassurance are just part of your helpful contributions. I know several of you are providing services on the frontline of direct patient care as well.

As a biopharmaceutical industry leader, I believe that Merck has a special responsibility to do as much as we can to help. Of course, our first priority is to focus on the health and safety of our own employees. The people who are working tirelessly to manufacture and supply the essential medicines and vaccines that patients around the world need are part of our frontline, and we are doing our best to protect them and their families. Sustaining our global supply chain is our second priority, and so far, we continue to have normal supply levels for most of our medicines and vaccines in the United States, with the exception of a temporary supply disruption for our pneumococcal vaccine, which I have outlined in more detail below. Likewise, so far, we are making every effort to support patients currently enrolled in our clinical trials, even in regions that are experiencing severe pandemic-related health care disruptions.

I imagine that you or your constituents might have specific questions about Merck's activities, so I have outlined a summary below. You can find additional information on our website which we will continue to update at [merck.com](https://www.merck.com).

Clinical Trials: We are committed to protecting the safety and well-being of patients, the clinical trial staff, and our company's teams as we manage the many care delivery and regulatory challenges we face. The recent FDA guidance does allow some very important flexibilities. However, in many areas where the virus is spreading fast, we are temporarily suspending enrollment of new patients and the start of new studies. We will update our website as these situations evolve.

COVID-19 Research: Merck scientists are assessing internally available antiviral candidates for activity against SARS-CoV-2. We are also building on our experience with the development of our Ebola virus vaccine and pursuing immunologic solutions alone and in collaboration with

many partners. Even in an emergency, the path to a new vaccine is not fast, nor is it easy. Nevertheless, I'm optimistic that the many collaborations across academia, governments and non-profit organizations - together with the extensive investments of intellectual and financial resources across the biopharmaceutical industry - will bear fruit, and that we will create new tools to combat this coronavirus as quickly as possible.

Assistance for Patients: We understand that patients may be experiencing unemployment and with it the loss of health insurance, or other financial challenges at this time. If patients are unable to afford their prescribed medications, Merck has programs that may be able to help.

The Merck Access Program which provides information about insurance coverage and available financial assistance options for certain Merck products continues to operate during this crisis (merckaccessprogram.com). Our Merck Patient Assistance Program continues to operate as well (merckhelps.com). This program provides certain medicines and adult vaccines, for free, for people who may qualify.

Supply of Our Medicines and Vaccines: While supply and demand vary by product, at this time we continue to have normal supply levels for most of our medicines and vaccines in the U.S. However, with regard to our vaccines, due to a surge in demand for Pneumovax[®] 23 (Pneumococcal Vaccine Polyvalent) over the last few weeks in certain countries, including the U.S., we will experience intermittent backorders here and in certain other countries. This surge has just occurred, so we are evaluating the pattern of demand to determine the duration of the stockout. We have adjusted production schedules to replenish supply as soon as possible. The situation remains fluid, and we will keep you and other stakeholders updated through our website at merck.com.

Philanthropic Efforts: Merck continues to contribute substantial financial support to global relief organizations, and when we can, to donate personal protective equipment for health care workers in areas of highest ongoing need. For example, recently we were able to donate 500,000 surgical masks to New York City and 300,000 masks to New Jersey, locations in the U.S. where community outbreaks are currently the most severe. We expect to continue to find ways to support our communities through national and local relief efforts.

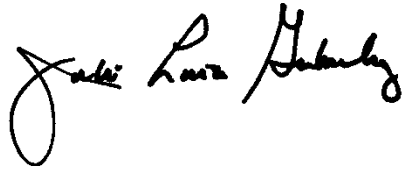
Volunteer Services: Many of our employees around the world are contributing volunteer services and financial donations to support both community and global responses. We have recently updated our company volunteering policy to allow employees who are trained in health professions such as medicine, nursing, medical laboratory technology and other areas to volunteer in support of COVID-19 health care-related activities, while maintaining their full pay.

I know we all hope this pandemic will soon be contained, but the outlook for now remains uncertain, at best. Many of the patients you serve are especially vulnerable to SARS-CoV-2 infection and also to the financial challenges that the unprecedented changes in our workplaces create. In addition to the information on our website, if you need more

information about what Merck is doing, please let us know. You can email me directly at 1JulieLGerberding@merck.com or Hilary Hansen at hilary.hansen@merck.com.

This pandemic reminds us that the world is very small and highly connected. It also reminds us of the tremendous impact our ecosystem can create when we work together. Thank you for your leadership and partnership. We are grateful to you for your important role in fighting this pandemic - and for all the support you provide to patients, families, caregivers and health volunteers every day.

Warm regards,

A handwritten signature in black ink, reading "Julie Louise Gerberding". The signature is written in a cursive style with a large initial 'J'.

Julie Louise Gerberding, M.D., M.P.H.
Executive Vice President & Chief Patient Officer