



UCB Pharma Ltd

Re: Keppra (levetiracetam) supply from wholesalers

Date.....

Dear Pharmacist

UCB are aware that in recent weeks some pharmacies have experienced difficulties in obtaining Keppra from their wholesaler. UCB is committed to ensuring mechanisms are in place to allow patients to receive their medication in a timely manner.

Solely in the event that your wholesaler is unable to supply Keppra, UCB has put in place an exceptional supply mechanism to ensure your patients do not go without their medication.

In the event that your wholesaler cannot supply, our distributor (UDG) will process faxed requests for a **direct-to-pharmacy** supply. This fax **MUST** contain the following information:

- Name and address of your pharmacy
- Name and address of your wholesaler
- Your wholesaler account number
- Details of your order (formulation, strength and number of packs)

This information should be faxed to UDG customer services on **01773 810 644**. (A fax template is enclosed with this letter to assist you with your order.)

UCB will not charge a delivery or handling fee for your order and will invoice your wholesaler at the usual rate.

Your request does NOT require a phone call but if you have particular delivery needs or other questions please speak with either UCB or UDG; the respective customer contact teams' numbers are:

- UDG - 01773 51 0123.
- UCB – 0800 923 3131

This service is in place to address those specific situations when Keppra cannot be sourced from your wholesaler and is not intended to replace your normal ordering processes. In order to optimize the efficiency of this service we would ask that you fully investigate supply with your wholesaler before utilizing this service.

Yours Faithfully,

Dr Gill Nelson

Medical Director UK and Ireland

UCB Pharma Ltd

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FOR THE ATTENTION OF: UDG Customer Services

FAX NO: 01773 810644

FROM:

SUBJECT: Kepra (levetiracetam) Supply

DATE:.....

TOTAL NO OF PAGES: 1

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Pharmacy name

Pharmacy Address

Wholesaler name

Wholesaler address

Wholesaler account number

Kepra formulation

Strength

Number of packs required

*Delivery date

* A pragmatic assessment of the delivery time will optimize the supply chain