



1 DNA Way  
South San Francisco  
CA 94080-4990  
650-225-1000

November 13, 2001

Dear Healthcare Provider:

As you may be aware, Genentech and the FDA have been investigating the introduction of counterfeit growth hormone into distribution channels for nearly 6 months. Last March, our Quality Assurance Department received reports of prescriptions for Nutropin AQ being filled with counterfeit product in the United States and we immediately issued a voluntary drug warning to all Genentech hGH distributors, healthcare providers, and growth hormone patients. We understand that this product, falsely-labeled as Nutropin AQ, made its way into the health delivery systems in several states and may have inconvenienced you and your patients. Though this is the first time Genentech has seen counterfeit Nutropin AQ in the market place, counterfeiting has occurred with other pharmaceutical agents, to include growth hormones.

As communicated previously, we are certain that this product was neither manufactured nor distributed by Genentech. Our tracking system enabled us to quickly identify the source of the counterfeit product as a distributor not approved by Genentech to distribute our products. We are pleased to share that the FDA Office of Criminal Investigations is pursuing this matter, looking for the manufacturer of the counterfeit product.

We are taking several actions to avoid similar issues in the future. We are working with distributors and dispensing pharmacies to reiterate the importance of purchasing Genentech hGH directly from Genentech or from one of our authorized distributors. As we sign or renew distribution contracts, we are requiring distributors to certify that they will purchase Genentech hGH only from Genentech. Additionally, all new agreements will require authorized distributors to inform their respective patients and customers that receive Genentech growth hormone products that said products were purchased by the distributor directly from Genentech.

In addition, we have recently redesigned our product packaging. Please be aware of this change as you prescribe Genentech Growth Hormone products for your patients. If you question the origin of your patients' hGH, we encourage you to ask your distributor if they purchase directly from Genentech. If you would like to verify if the distributor purchases directly from Genentech, you can call the Genentech Customer Service Department at 1-800-551-2231. Purchasing Genentech products from the proper channels will help ensure that patients receive authentic Genentech products that conform to US and international Good Manufacturing Practice compliance standards.

As part of Genentech's ongoing commitment to patient safety and quality of care, we are continuing to work with the FDA to ascertain how events such as this occur. In addition, we will continue to explore new anti-counterfeit technology that makes it more difficult, and therefore less inviting, for criminals to duplicate labels and packaging.

Thank you for your patience in this matter.

A handwritten signature in black ink, appearing to read 'Jerry Prentice', written in a cursive style.

Sincerely,

Jerry Prentice

Director, Managed Care Operations