

## EPCLUSA® Frequently Asked Questions

### Anti-Counterfeiting

Proliferation of counterfeit and diverted medicines has developed into a global problem and poses a serious threat to patient safety.

### Frequently Asked Questions

***Q: Why is there a new hologram sticker on the carton of EPCLUSA®(sofosbuvir/velpatasvir) tablets ?***

A: The hologram sticker is a new security feature to protect the authenticity of EPCLUSA. Product security features protect the quality of our medicines and help prevent counterfeit medicines from reaching patients. Here, the hologram sticker is a tamper evident seal, which allows you to know if the EPCLUSA carton has been interfered with.

***Q: Will the new hologram tamper evident seal affect the price of my medicine?***

A: No. Periodically, Gilead launches new product security features because we believe that every patient prescribed a Gilead medicine should receive authentic Gilead medicine.

***Q: When did Gilead start using the new hologram tamper evident seals?***

A: Epclusa with the new hologram tamper evident seal will gradually enter into the China Market since Jan 2021 and replaced the old tamper evident seal. During the transition, you are likely to see authentic EPCLUSA in the market with both the old tamper evident seal and the new hologram tamper evident seal.



***Q: What products are using the hologram tamper evident seal?***

A: At this time, EPCLUSA is the only product in the China market with Gilead's new hologram tamper evident seal.

***Q: I received my EPCLUSA without a carton. What should I do?***

A: EPCLUSA should be dispensed in a carton with the tamper evident seals on the top and bottom intact. If you received a bottle of EPCLUSA without a carton, please call Gilead at 400-820-1135.

***Q: I don't have a mobile phone. Can I still verify the EPCLUSA packaging?***

A: Yes, there is a toll-free phone number to call on the product insert. The representative will ask question you a series of questions in order to help you verify your Gilead EPCLUSA.

***Q: What does the new hologram tamper evident seal for EPCLUSA look like?*** A: The new hologram tamper evident seal (pictured below) has two parts: the top half is the hologram, which prominently displays the Gilead Leaf and Shield corporate logo with a smaller Gilead Leaf and Shield logo and the GILEAD logo directly underneath it; the bottom half is a QR code and the two parts are separated by a gray horizontal line.

### **Hologram Tamper Evidence Seal**



***Q: How does the new hologram tamper evident seal for ECPLUSA work?***

A: The hologram tamper evident seal is placed on the top of the EPCLUSA carton and seals the top lid. Tamper evident seals allow you to know if the EPCLUSA carton has been interfered with. The bottom of the carton is also sealed with a new tamper evident seal protecting the product inside. Both seals should be present and intact when a patient receives EPCLUSA. Additionally, the hologram can be used to visually verify the authenticity of the EPCLUSA packaging. The QR code is a feature designed to direct the patient to a Gilead China webpage for additional patient education on counterfeiting, tamper evidence and FAQs on how to authenticate the packaging.

**Hologram Tamper Evident Seal  
Intact  
On Carton**



**Hologram Tamper Evident Seal Leave  
Behind  
On Carton**



***Q: Where does the new hologram tamper evident seal appear on the EPCLUSA carton?***

**A:** The hologram tamper evident seal is placed on the top and front of the EPCLUSA carton and in the center of the lid as shown:

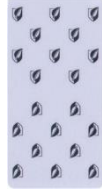


***Q: What does the new tamper evident seal on the bottom of the EPCLUSA carton look like?***

**A:** The new bottom tamper evident seal on EPCLUSA has many little Gilead Leaf and Shield logos. It is not a hologram and does not have a QR code. The tamper evident seal seals the bottom of the carton. If it has been removed or tampered with, you will see a depiction of an open lock under the Gilead Leaf and Shield logos. The tamper evident seals should only be removed by the patient. If you receive EPCLUSA with no bottom tamper evident seal or a tamper evidence seal that shows evidence of tampering call 400-820-1135.

## EPCLUSA's New Bottom Tamper

### Evident Seal



## Tampered EPCLUSA Seal



**Q: How do I open the EPCLUSA carton?**

A: The carton is to be opened only by the patient intending to take the EPCLUSA medicine. The tamper evident seal is designed to be peeled or lifted off by the patient to access the medicine inside the carton. In the lower left-hand corner of the tamper evident seal there is a lift here symbol. Insert your finger nail under this edge of the tamper evident seal and peel the label off.

[Click here for a video of the seal removal](#)



**Q: How do I know if the tamper evident seals are intact?**

A: Both tamper evident seals will show clear evidence of tampering.

## Top Hologram Tamper Evident Seal



Top Applied



Top Tampered Label

**Bottom Tamper Evidence Seal**



Bottom Applied



Bottom Tampered Label

**Top Hologram Tamper Evident Seal**



Applied



Peel Off Layer



Leave Behind

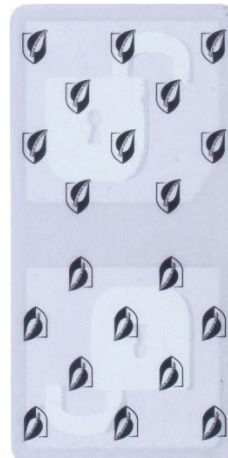


Tampered Label

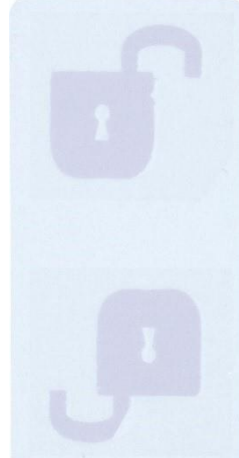
**Bottom Tamper Evidence Seal**



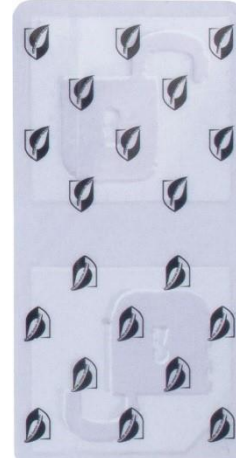
Applied



Peel Off Layer



Leave Behind



Tampered Label

***Q: How do I verify the hologram?***

A: When the hologram is tilted strongly forward, the image of the small Gilead Leaf and Shield logo and the GILEAD name that appear underneath the large Leaf and Shield logo will appear bright green and the large Gilead Leaf and Shield logo appears dark. When the hologram is rotated 90°, the contrast will flip; the large Gilead Leaf and Shield logo will now appear bright green while the image of the small Gilead Leaf and Shield logo and GILEAD name will appear dark.

**Hologram Titled Strongly  
Forward**



**Rotated 90 Degrees**



***Q: How do I use the QR code? (simply based on phone type)***

A: The QR can be scanned by any mobile device that can scan a QR code. The QR code's purpose is to take the mobile phone user to a designated internet website.

***Q: What is the correct way to scan the QR code on the label?***

A: 1.) Open the QR Code scanning application on your mobile device. The QR code applications will access your phone camera. 2.) Point the camera at the QR code. Your phone should focus in on the QR code for scanning. Make sure all four edges of the QR code is centered on your screen. Wait for the QR code to scan; it should scan almost immediately. 3.) If requested, open the QR code content by tapping on the notification that appears on the screen to open the QR code's webpage. 4.) On some phones, this will occur automatically occur after phone focuses in on the QR code.



***Q: After I scan the QR code and am taken to a website, what should the website look like if I am in the right place?***

**A:** The website address should identify verify.gilead.com. The Gilead Sciences corporate logo should appear on the top of the page. The page will state whether the QR code you have scanned is “valid” or “invalid” or unable to read.



**Q: What should I expect to see if I have an authentic Gilead Epclusa package?**

**A: For Patients (images below represent scrolling on a mobile phone)**

**✔ This is a valid code**

The product you have checked has a valid code.

Welcome to Gilead's authentication portal. The QR code you have scanned is associated with our Epclusa Sofosbuvir /velpatasvir 400 mg / 100 mg medicine for the CN market (pictured below).



**Productname:** Epclusa  
**Strength:** Sofosbuvir /velpatasvir 400 mg / 100 mg  
**Market:** CN

If the product information above does not match the product scanned, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

To protect the authenticity of the Epclusa medicine, the Epclusa carton is intended to be sealed with tamper evident seals on the top and bottom of the carton.



**The tamper evident seals should only be removed by the patient intending to take Epclusa.**

If one or both tamper evident seals is missing or appears to be interfered with, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

If the carton of Epclusa has both top and bottom tamper evident seals intact, please follow the instructions within the patient and healthcare provider, customs and law enforcement portals below to further verify the authenticity of the Epclusa product you have scanned.

**Security Features**

Click here if you are:

**Patient**

**Healthcare Providers,  
 Customs and Law  
 Enforcement**

**Security Features**

**Back**

**Productname:** Epclusa  
**Strength:** Sofosbuvir /velpatasvir 400 mg / 100 mg  
**Market:** CN

Your Epclusa medicine has several enhanced security features to protect its authenticity. For starters, you should have received your Epclusa medicine in a sealed carton with tamper evident seals sealing the top and bottom of the carton.

When you received your Epclusa medicine, the tamper evident seals should have been fully intact and have no signs of tampering. You as the patient should be the only one removing the tamper evident seal.



If one or both tamper evident seals is missing or is not intact as shown, please contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

The hologram on the top tamper evident seal can also be visually verified by tilting the hologram 90 degrees and confirming the color shifting is consistent with the image below.



If the hologram is not correct, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

You as the patient may also digitally verify the packaging by using the hidden code that is only revealed after the tamper evident seal is broken. To break the tamper evident seal and reveal the hidden code, peel the tamper evident seal starting with the lower left-hand corner (gray triangle). The hidden code will appear under the gray horizontal line.



Type in revealed hidden code:

**Submit**

**Security Features**

**Back**

**Productname:** Epclusa  
**Strength:** Sofosbuvir /velpatasvir 400 mg / 100 mg  
**Market:** CN

Your Epclusa medicine has several enhanced security features to protect its authenticity. For starters, you should have received your Epclusa medicine in a sealed carton with tamper evident seals sealing the top and bottom of the carton.

When you received your Epclusa medicine, the tamper evident seals should have been fully intact and have no signs of tampering. You as the patient should be the only one removing the tamper evident seal.



If one or both tamper evident seals is missing or is not intact as shown, please contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

The hologram on the top tamper evident seal can also be visually verified by tilting the hologram 90 degrees and confirming the color shifting is consistent with the image below.



If the hologram is not correct, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

You as the patient may also digitally verify the packaging by using the hidden code that is only revealed after the tamper evident seal is broken. To break the tamper evident seal and reveal the hidden code, peel the tamper evident seal starting with the lower left-hand corner (gray triangle). The hidden code will appear under the gray horizontal line.



**✔ This hidden code is verified!**

**Submit**



A: For Healthcare Providers, Customs and Law Enforcement (images below represent scrolling on a mobile phone)

**✔ This is a valid code**

The product you have checked has a valid code.

Welcome to Gilead's authentication portal. The QR code you have scanned is associated with our Epclusa Sofosbuvir /velpatasvir 400 mg / 100 mg medicine for the CN market (pictured below).



**Productname:** Epclusa  
**Strength:** Sofosbuvir /velpatasvir 400 mg / 100 mg  
**Market:** CN

If the product information above does not match the product scanned, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

To protect the authenticity of the Epclusa medicine, the Epclusa carton is intended to be sealed with tamper evident seals on the top and bottom of the carton.



**The tamper evident seals should only be removed by the patient intending to take Epclusa.**

If one or both tamper evident seals is missing or appears to be interfered with, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

If the carton of Epclusa has both top and bottom tamper evident seals intact, please follow the instructions within the patient and healthcare provider, customs and law enforcement portals below to further verify the authenticity of the Epclusa product you have scanned.

**Security Features**

Click here if you are:

**Patient**

**Healthcare Providers,  
 Customs and Law  
 Enforcement**

**Security Features**

**Back**

The QR code you have scanned is associated with our Epclusa Sofosbuvir /velpatasvir 400 mg / 100 mg (sofosbuvir/velpatasvir) medicine for the CN China market (pictured below).

**DO NOT remove the tamper evident seal, the carton should only be opened by the patient.**



**Productname:** Epclusa  
**Strength:** Sofosbuvir /velpatasvir 400 mg / 100 mg  
**Market:** CN  
**Lot Number:** 12345ABC  
**Expiration Date:** 14.11.2020

If the product information above does not match the product scanned, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

Your Epclusa medicine has several enhanced security features to protect its authenticity. For starters, you should have received your Epclusa medicine in a sealed carton with tamper evident seals sealing the top and bottom of the carton.

**DO NOT remove the tamper evident seal, the carton should only be opened by the patient.**

Tamper evident seals should have been fully intact and have no signs of tampering.



If one or both tamper evident seals is missing or is not intact as shown, please contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

The hologram on the top tamper evident seal can also be visually verified by tilting the hologram 90 degrees and confirming the color shifting is consistent with the image below.



If the hologram is not correct, please immediately contact Gilead at +86 400 820 1135 or [CNMed.Info@gilead.com](mailto:CNMed.Info@gilead.com) for further instructions.

***Q: What should I do if I scan the QR code and I am told the code is “Invalid”?***

A: If you receive an Invalid Code response after scanning the QR on your Epclusa package, call 400-820-1135.

***Q: I noticed there is an email address link on the web landing page, what does this do?***

A: The email link is provided for your convenience if you send an email to Gilead if for a question or concern about the product. If you click on the email address link, your mobile device will automatically open your email application and prepopulate it with product specific information, if it is enabled for this function.

***Q: Why is there information already populated into my email?***

A: The prepopulated information is there to help Gilead with investigating your question or concern.

***Q: If I have a picture, can I attach it to the email?***

A: Yes, you can attach a picture or type a message just as you would sending a normal email.

***Q: I noticed there is a phone number link on the web landing page, what does this do?***

A: The phone link is provided for your convenience if you prefer to speak directly with a Gilead representative for a question or concern about the product. If you click on the phone link, your mobile device will automatically open your phone application and prepopulate the phone number, if it is enabled for this function.

***Q: When lifting of the tamper evident seal, a 5-digit code is revealed. What is this number?***

A: The 5-digit code or Personal Identification Number (PIN) is only revealed when the tamper evident label is removed. This PIN is unique for every label. You will be instructed to input this PIN in the web landing pages for further verification.

***Q: Should I be concerned about receiving counterfeit medicine?***

A: Patients should be diligent consumers of prescription medicines because, unfortunately, counterfeit medicines do exist and may cause harm or fail to treat the diseases for which they are intended. In fact, the WHO estimates that 1 in 10 medicine products in low- and middle-income countries is substandard or counterfeit. (ref: <https://www.who.int/news-room/fact-sheets/detail/substandard-and-falsified-medical-products>) Given the nature of our medicines, ensuring their authenticity and safety is fundamentally important. At Gilead, we have a team dedicated to protecting patients from counterfeit medicines.

***Q: Which Application do I need to scan a QR Code (e.g. WeChat, Alipay, iPhone built-in QR scan, etc.)?***

A: Any QR Code application will work; however, WeChat is probably the most widely used in China.

***Q: Will my phone scan the QR code or do I need a certain phone model?***

A: Any internet enabled smart phone with a camera and QR code reader application can be used.

***Q: What phone operating system software is required to scan the QR code?***

A: Any internet enabled smart phone with a camera and QR code reader app can be used.

***Q: What Internet environment do I need to scan the QR code?***

A: Both WIFI or cellular.

***Q: Can cellular or Wi-Fi be used while scanning?***

A: Any internet enabled access can be used – WIFI or cellular are okay.

***Q: If use cellular, it is 2G, 3G, 4G, or 5G?***

A: The faster network speeds are preferred, 3G, 4G or 5G are preferable to 2G.

***Q: If use WIFI, it is of home or public or working place?***

A: All WIFI connections can be used as long as you can access the internet.