

ULTRACARE TEXT MESSAGE CONSENT AND ELECTRONIC SIGNATURE AGREEMENT – TERMS OF SERVICE

Last updated: Oct-27-2022

These Terms of Service ("Terms") apply to patients and/or caregivers who have requested that the UltraCare patient services program use text messages to communicate with them. We may amend these Terms at any time by posting a revised version at this link. Where amendments are material, we will send you an updated version of the terms through one of the methods normally used to communicate with you.

Messages in plain text

Patients requesting that Ultragenyx communicate with them via text will receive these messages in plain text (unencrypted). The messages may include information related to your medical condition and treatment, financial information, lab values, insurance coverage information, contact information, and other information about your prescription and disease management. Because unencrypted messages can be intercepted and reviewed without access to a key or other means of authentication, unencrypted communications are inherently insecure.

Consent to text messages

UltraCare personnel will contact you by dialing your number manually or by using automated dialing technology using the number you previously provided to us even if the number is listed on any federal, state, provincial or other applicable "Do Not Call" list. By responding BEGIN to the UltraCare welcome text message, you consent to receive text messages. Your agreement relates only to your electronic consent to receive the text messages, and you may withdraw your agreement to provide electronic consent with respect to the text messages at any time. You may contact us to withdraw your consent by using the information below. By using or receiving text messaging, you acknowledge that you have read and understand the Terms of Service, and that you accept and agree to be bound by it. We disclaim any and all liability for any delay or failure to deliver messaging, without limitation.

You are not required to accept receipt of text messages, and your treatment, payment, enrollment, or eligibility for benefits, including my access to therapy, is not conditioned on you signing this consent. You may opt out at any time by texting CANCEL to stop receiving certain types of text messages or CANCEL ALL to stop receiving all UltraCare messages. An opt-out message will be sent to your mobile number confirming your opt-out and describing how to restart texting.

Msg & Data rates may apply. Message frequency will vary.

How to contact us

To request disclosures or notices relating to the text messages in an alternative format, such as paper, please contact us at ultracare@ultragenyx.com. You may also withdraw your consent to receive Text Messages by contacting us at the foregoing email address or by responding to a Text Message with CANCEL (to stop receiving certain types of text messages) or CANCEL ALL (to stop receiving all UltraCare text messages).

Changing your phone number

If your mobile phone number changes at any time, please contact us immediately so that we can reflect the necessary changes in our systems.

Acknowledging your access and consent to receive materials electronically

By responding BEGIN, you are confirming to us that:

- You can access and read this agreement;
- You have the ability to print this information on paper or electronically save it for your future reference and access;
- You agree to these Terms; and
- You acknowledge and agree that you are 18 years of age or older.