

November 12, 2020

Dear Cystinosis Community:

A few weeks ago, we informed you that CYSTARAN® (cysteamine ophthalmic solution) 0.44% eye drops would enter into shortage. We are very sorry for this disruption. Lediand has a longstanding commitment to you, and we have always strived to be transparent and keep you informed on any news that may affect your treatment.

Yesterday, all the currently available supply of CYSTARAN in our inventory was delivered to patients. As of today, AllianceRx Walgreens Prime is unable to fulfill any orders of CYSTARAN, and while the shortage is temporary, at the moment we cannot provide an exact date of when CYSTARAN will be available again.

Everyone at Lediand understands the importance of continuous treatment of the eye to treat the accumulation of corneal crystals in people with cystinosis. We are deeply sorry that we cannot meet your or your loved one's need for treatment.

While this shortage is temporary and many of the factors that contributed to it are beyond our control, we know you put your trust in Lediand. It is our duty to resolve this issue as quickly as possible.

During the shortage, our commitment to you is to continue our work in restoring the supply of CYSTARAN as quickly as possible. Once we know when we can restore the supply of CYSTARAN, we will inform the entire community.

We will also provide you and the advocacy groups with regular updates on what we are doing to bring CYSTARAN back to patients quickly. We know you may have questions about this and want you to know that we are here. If you have questions about your treatment, call your physician. If you have questions regarding the shortage, please contact Lesli King at [Lesli.King@lediand.com](mailto:Lesli.King@lediand.com) or at 301-670-5450.

Please know that despite this setback, we continue our commitment to the cystinosis community. We have been your partner for more than 20 years and will remain with you for as long as the need exists.

Thank you,



Michael Minarich, Chief Executive Officer

Lesli King, Director, Marketing

Gianfranco Fornasini, Senior Vice President, Scientific Affairs

Giuseppe Izzi, Vice President, Administration and Chief Financial Officer

Giuseppe Testa, Vice President, Product Development

Joseph Wiley, MD, Vice President, Medical Affairs, Drug Safety and Pharmacovigilance