



Dear FA Community,

We are pleased to share an important update for the ataxia community. Biogen is collaborating with Synapticure, a company founded by patients and caregivers, to generate awareness of their newly launched virtual neurology care practice for adults with ataxia across the United States.

For families affected by ataxia, the search for expert care can take years, compounded by long wait times to see a specialist. Synapticure's virtual model connects patients directly with neurologists who have expertise in ataxia, creating timely access to specialized care, no matter where patients live.

Patients may choose to receive care solely through Synapticure or use these services alongside their existing healthcare team. The goal is not to replace existing providers, but to complement care and ensure patients have access to a range of supportive services from home, including:

- Virtual visits with neurologists experienced in ataxia
- Genetic testing and counseling
- Evaluation and management of symptoms
- Support in understanding treatment options
- Information about clinical trials and assistance with enrollment
- Care coordination and speech therapy providers
- Behavioral health support resources for patients and caregivers

As the ataxia treatment landscape continues to evolve, including recent progress in Friedreich ataxia, access to knowledgeable and coordinated care is increasingly critical to ensure patients can fully benefit from these developments.

This initiative reflects a shared commitment to supporting the whole patient and their care partners—not only through treatment, but through improved access to a specialist physician and multidisciplinary care team for ongoing care.

Individuals living with ataxia or their care partners can learn more or explore available services by visiting Synapticure online (synapticure.com/with/ataxia) or contacting their Customer Care team directly: (708) 630-1534. We acknowledge that finding specialty care should never be a struggle, and we are grateful to support this new care option. Patients and caregivers are encouraged to consult with their healthcare providers to make independent, informed decisions about the treatment and care options that are most appropriate for them. The following resource is independent and is provided for informational purposes only. Biogen does not endorse, recommend, or have a financial relationship with these providers.

Sincerely,

Biogen Team