

Electronic Certificate

Version:	1 . 0
Document Number:	BE-NPR-2400001
Document Name:	NORDICS HCP Survey Email - Belgium (ET-1682)
Country:	Belgium
Product:	Non-Product Related
Type:	Material
Sub Type:	Approved Email
Classification:	
Material Intent:	Non-Promotional
Description:	<p>This email will be sent to e-consented Healthcare Professionals who have received an interaction from Otsuka in 2023/2024. The email contains a link to a 2-question survey. The survey is aligned with the European scorecard to help understand customer satisfaction.</p> <p>The email will be sent via Veeva on behalf of the affiliate Managing Director. The 'From' field in the email will be otsukasurvey-nordics@otsuka.se. We will be able to track at an individual HCP level who the email was sent to, email open and click through rates. This reporting will be visible to any user who has access to the HCP in Veeva CRM.</p> <p>The survey does not contain any free text fields. Whilst survey responses will not be anonymous, the only Veeva OPEL admin users that will be able to see individual HCP responses. We will only report and at EU and affiliate aggregate level. The purpose for capturing individual responses is to allow us to track responses overtime i.e. are we seeing an improvement in customer satisfaction.</p> <p>Questions: How satisfied are you with the experience provided by Otsuka? Possible responses: Not at all satisfied, Somewhat satisfied, Very satisfied On a scale of 0-10, how likely are you to recommend Otsuka to a colleague? Possible responses: 0 (very unlikely), 10 (very likely)</p> <p>This activity has been reviewed and approved by the EU and local Data Privacy Representatives and managing directors, and they have contributed to the wording within the email.</p>
Target Audience:	HCP
Method of Dissemination:	E-Mailing

Certification Statement

We certify that the final electronic form of this material is in accordance with the regulations set forth by

the health authority for the country of this document, and is a fair and truthful presentation of the facts about the product.

Role	Signature
Caroline Teiwik - Compliance Approval (caroline.teiwik@otsuka-europe.com)	Meaning: As the Compliance, I approve this document for use. Date: 23-May-2024 06:51:10 GMT+0000

Expired

This confidential survey is being conducted by Otsuka Pharmaceuticals. Only aggregated findings will be presented. Your individual responses will not be disclosed. You have received this email because you have consented to receive emails from Otsuka related to your selected Therapy area/s of interest. Your insights are vital to enable us to provide the best possible service we can to Healthcare Professionals.

Good morning {{accFname}} {{accLname}},

At Otsuka we pride ourselves on putting our patients first. In order to do this successfully we are keen to ensure that the services and support we provide to you, as a healthcare professional, are aligned to your needs.

I would really appreciate it if you could take a few minutes of your time to complete a two-question survey and share your satisfaction in your engagements with Otsuka (engagements could include but are not limited to interactions with an Otsuka representative, emails received, interactions at webinars).

Click here to access the [survey](#).

Best Regards,



Teresia Nilsson

Managing Director, Nordics & BeNeLux

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Otsuka in the Nordics and BeNeLux is headquartered in Sweden with a deep-rooted commitment to the region. If you would like to find out more, please [click here](#)

Otsuka monitors its products carefully to ensure that they are effective and safe.

Please send adverse events and/or product quality complaints to:

opsab.vigilance@otsuka.se and medical information enquiries in English to:

medical.information@otsuka-europe.com

As part of your adverse event reporting, Otsuka Scandinavia AB is the controller of the personal information that you may provide as part of your reporting to us, read more about how Otsuka processes personal information [here](#).

To manage your preferences or unsubscribe, please [click here](#)

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