Message Recall Tracking Study

Q1 '12 Brand Presentation May 23rd, 2012





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The message recall study aims to answer the following key business questions

How has physician recall of FENTORA key messages changed over time?

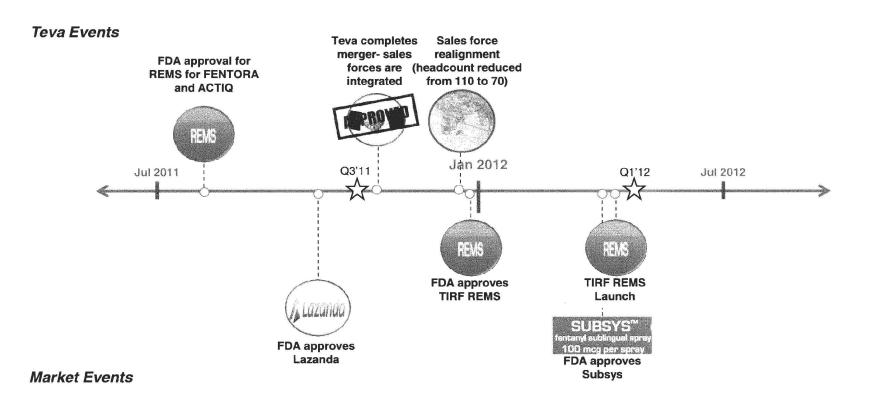
What are physician perceptions of message relevance, believability, persuasiveness and uniqueness and how have they changed over time? What impact does message recall have on FENTORA perceptions?

- What impact do recently launched TIRF products (Abstral, Lazanda, and Subsys) have on FENTORA?
 - In which sales activities are competitors concentrating?
 What are physician perceptions of the new competitors?
- What are physician perceptions of the new TIRF REMS program?
 - Are there differences between physicians who have enrolled and who have yet to enroll?
- What activities / topics are physicians recalling their FENTORA rep performing and how has this changed over time?
 - What is physician awareness / perceptions of the new FENTORA Prescription Savings Program?



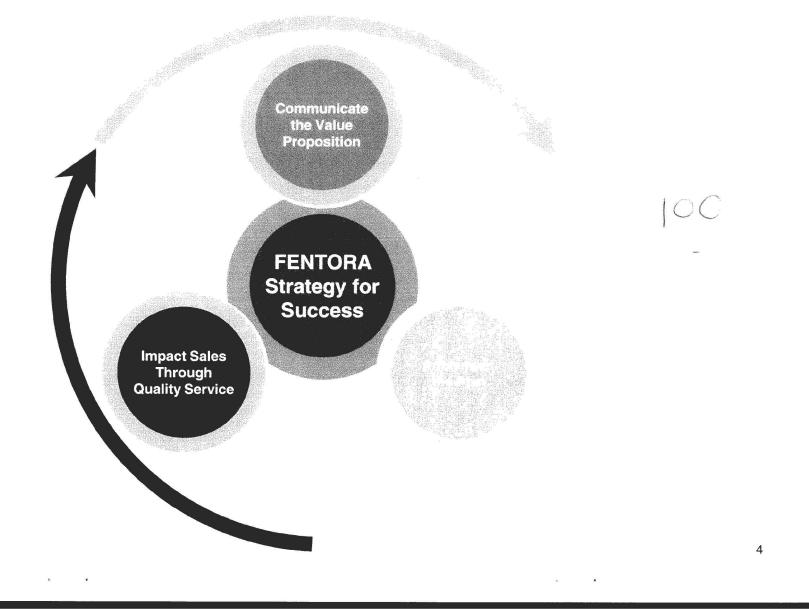
Recent Teva events and changes in the pain market may have impacted FENTORA performance when comparing results over time

Recent Events and Changes



Indicates the analysis period for the Message Recall Study

FENTORA success hinges on three areas: saying the right messages, doing the right activities and doing it the right way



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Key Findings

Communicate the Value Proposition

- Ense of Use - Match (notoset) Emphasize Onset and Efficacy Benefits

Differentiate Against the Competition

Man a a a ba

Unaided recall of *cost* and *REMS* discussions increased significantly this wave

Increased recall of these messages comes at the expense of fewer mentions of *rapid onset*

With the launch of new entrants into the TIRF market, *rapid* onset is becoming significantly more important when choosing a product to treat breakthrough pain in cancer patients

Aided recall of FENTORA messages related to *rapid onset*, *efficacy* and *matches the BTP episode* increased as compared to Q3'11

However, perceptions of efficacy and matches the BTP messages have declined as compared to last year, especially persuasiveness, believability and uniqueness

 When recalled, the *rapid onset* and *efficacy* messages improves perceptions of FENTORA on the most important product attributes, as well as positively impact prescribing

FENTORA is perceived to be significantly more effective than competitors in *providing pain relief* and *matching the breakthrough pain episode;* however, FENTORA is not seen as highly differentiated on *dosing* and *medication delivery system*

- As compared to Subsys, physicians see few significant advantages for FENTORA
- FENTORA share among branded TIRF products is primarily driven by its *efficacy, ease of administration,* and ability to *match the breakthrough pain episode*

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- Efficacy

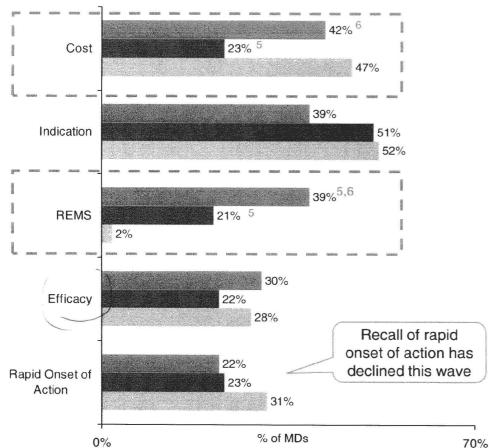
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Physician top-of-mind recall of cost and REMS enrollment discussions have significantly increased this wave



Unaided Recall of FENTORA Messages

■ Mar '12 (7) (n=100) ■ Sep '11 (6) (n=100) ■ Mar '11 (5) (n=100)

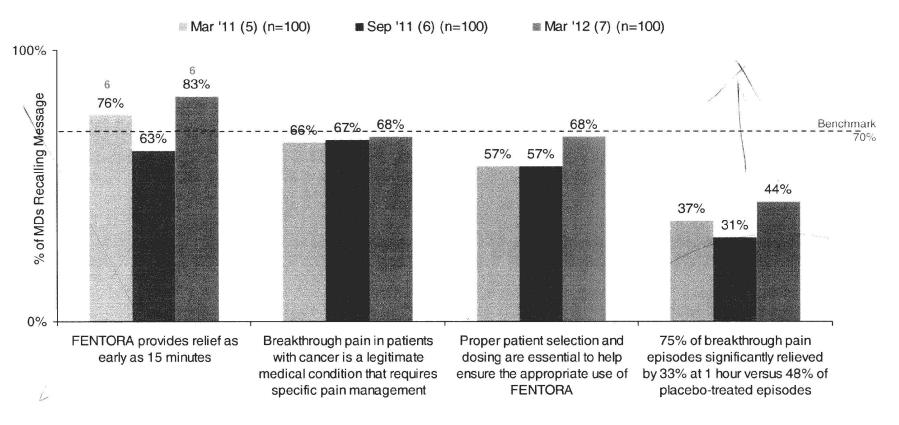


	Mar 11 (5)	Sep '11 (6)	Mar `12 (7)
Cost	(-)	x - <i>j</i>	
Formulary/insurance coverage	25%	8% ⁵	14%
 Prescription Savings Program 	0%	0%	13% ^{5,6}
Indication			
 Use in breakthrough pain 	23%	25%	23%
 Patient types 	14%	21%	11%
DEMO			
	00/	00/	5,6
	0%	0%	
 REMS enrollment 	0%	0%	13% 5.6
TIRF REMS	0%	0%	6% ^{5,6}
Efficacy			
Effective for breakthrough pain	4%	4%	15% ^{5,6}
Effective drug	17%	11%	6% ⁵
Efficacy Effective for breakthrough pain 	0% 4%	0% 4%	14% 13% ^{5,6} 6% ^{5,6} 15% ^{5,6}

Significant difference across waves as 5=Mar'11, 6=Sep'11

B1. During your most recent sales call for FENTORA, what exact message did the sales representative convey? B2. During your most recent sales call for FENTORA, what other messages were brought up by the sales representative?

Aided recall of core FENTORA messages related to *rapid onset, patient selection* and *efficacy* increased as compared to Q3'11



Aided Recall of FENTORA Main Messages

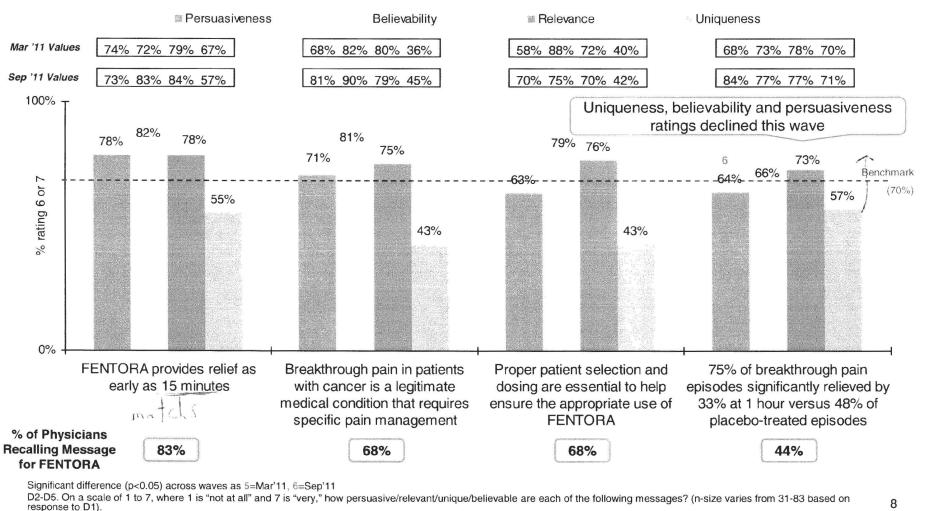
Significant difference across waves as 5=Mar'11, 6=Sep'11

D1a. During your most recent sales call with your FENTORA sales representative, which of the following messages did the sales representative specifically communicate about FENTORA? 7 Please select all that apply.

Physicians continue to rate the FENTORA main messages as highly believable and relevant



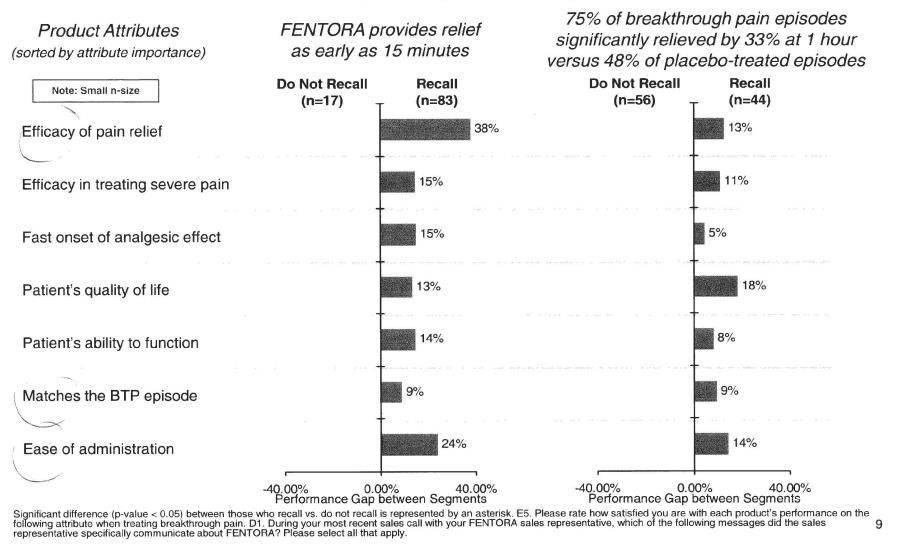
FENTORA Main Messages – Diagnostics (Top 2 Box) (Among MDs Recalling Message)



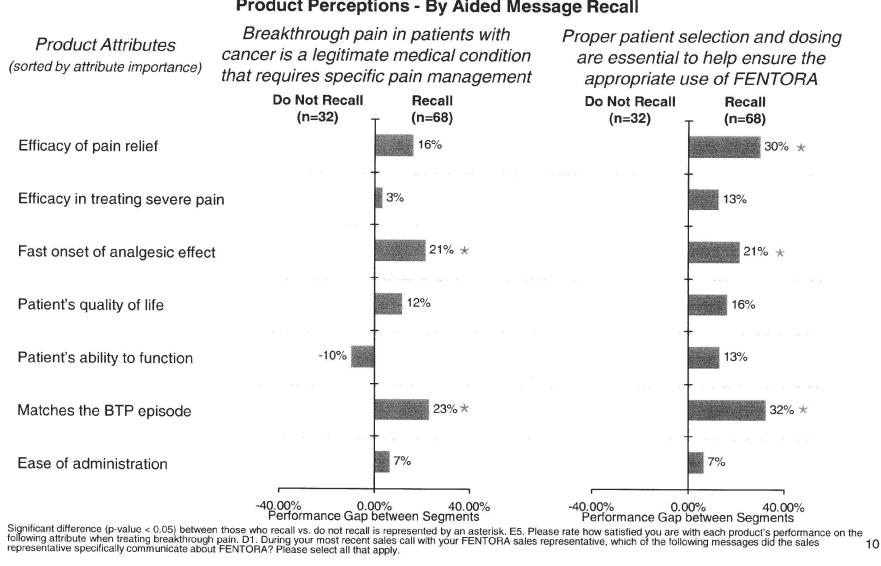
Recall of FENTORA's *onset* and *efficacy* messages improves perceptions of FENTORA on key product attributes



Product Perceptions - By Aided Message Recall



FENTORA's patient selection message has a positive impact on efficacy and onset perceptions

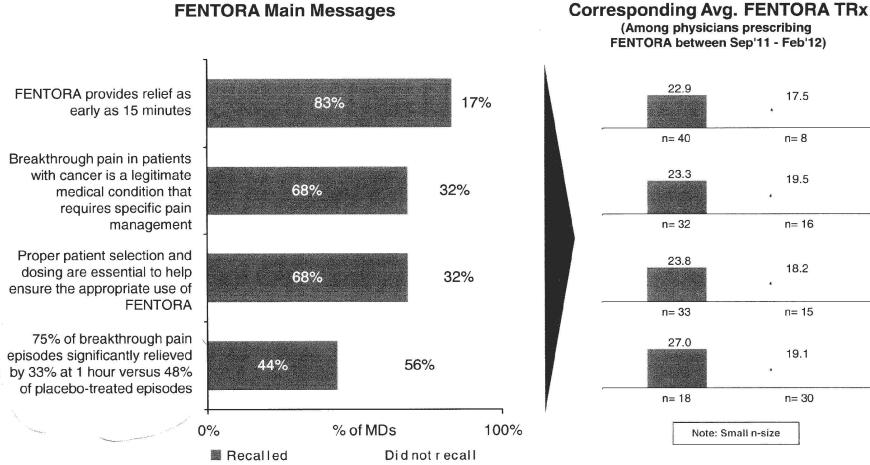


Product Perceptions - By Aided Message Recall

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Recall of FENTORA main messages positively impacts physicians' prescribing



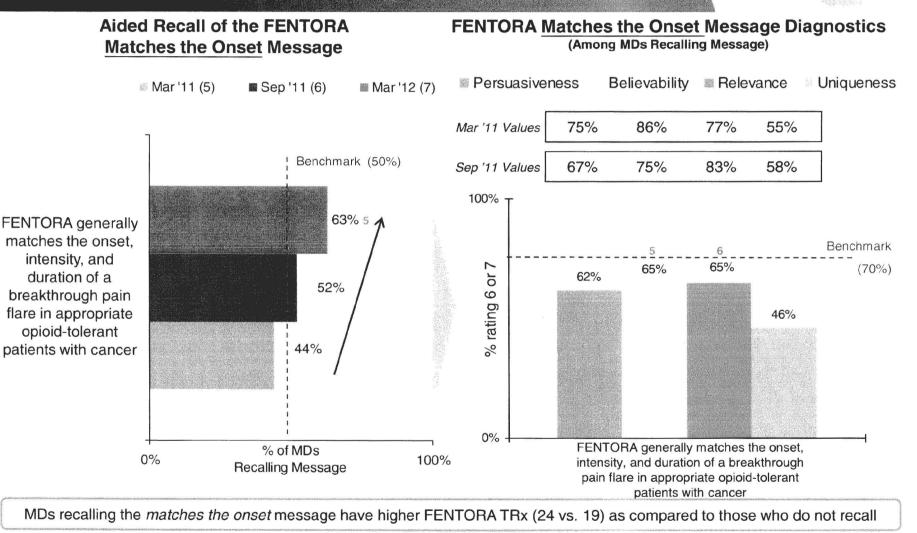


FENTORA Main Messages

Statistical testing not done for n<30. Source: IMS Data (Sep'11 - Feb'12).

D1a. During your most recent sales call with your FENTORA sales representative, which of the following messages did the sales representative specifically communicate about FENTORA? Please select all that apply.(n=100)

Recall of the matches the BTP episode supporting message increased significantly as compared to one year ago; however, message diagnostics have decreased



Significant difference (p<0.05) across waves as 5=Mar'11, 6=Sep'11. Source: IMS Data (Sep'11 – Feb'12) D1. During your most recent sales call with your FENTORA sales representative, which of the following messages did the sales representative specifically communicate about FENTORA? Please select all that apply. (n=100)

D2-D5. On a scale of 1 to 7, where 1 is "not at all" and 7 is "very," how persuasive/ relevant/ unique/ believable are each of the following messages? (n=63)

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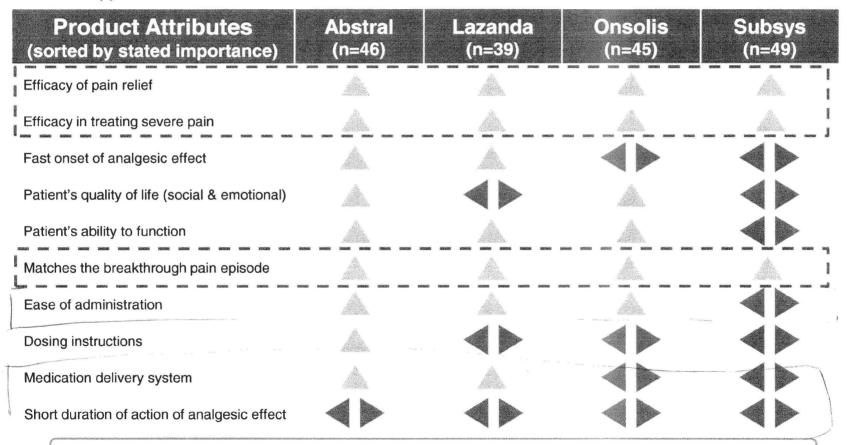
FENTORA receives significantly higher ratings on *efficacy* and *matches the breakthrough pain episode* as compared to competitors



Perception of FENTORA Compared to Competitors

FENTORA performs similarly to competitors

FENTORA significantly outperforms competitors



FENTORA is not seen as highly differentiated on dosing and medication delivery system

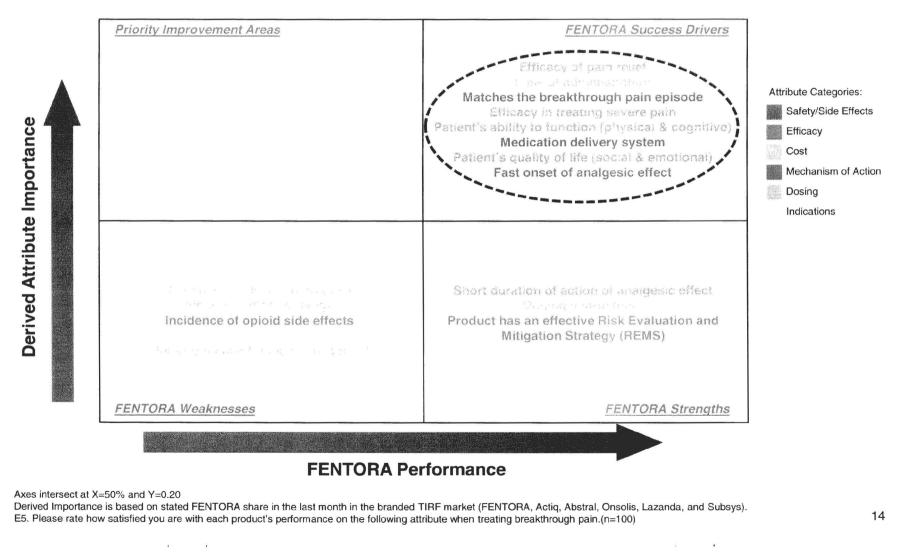
Significant difference (p-value < 0.05) with respect to FENTORA is represented by symbols. There are no attributes in which FENOTRA significantly underperforms competitors. Responses are based on physicians called on by FENTORA sales reps who are part of the FENTORA target list.

E5. Please rate how satisfied you are with each product's performance on the following attribute when treating breakthrough pain.

Efficacy, ease of *administration*, and *ability to match the breakthrough pain episode* are key drivers of share in the branded TIRF market



Drivers of FENTORA Share Among Branded TIRF Products

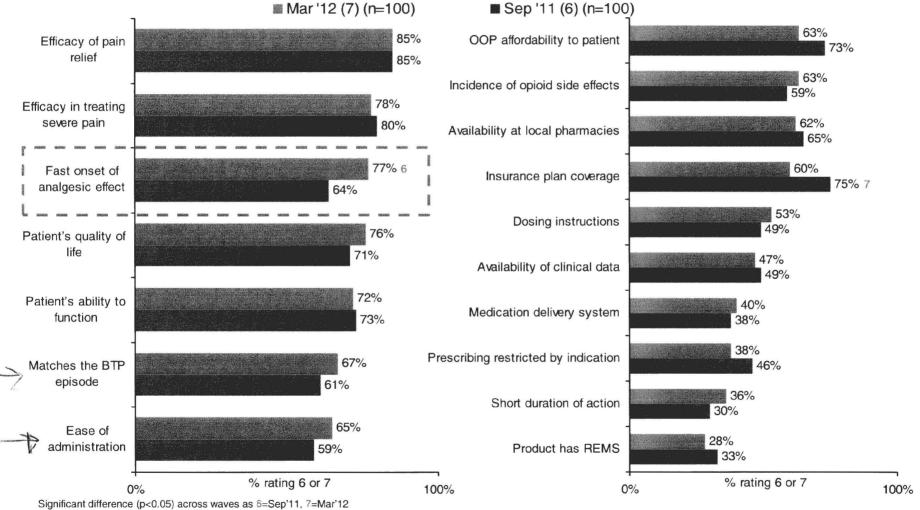


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Efficacy remains the top driver of product selection to treat breakthrough pain in cancer; with the launch of new entrants, *rapid onset* is becoming more important

Stated Attribute Importance When Selecting Product for Breakthrough Pain in Cancer



E4. For each attribute listed below, please indicate the importance of the attribute in your selection of a particular product to treat breakthrough pain. Please use a scale of 1 to 7, where "1" is Not at all important and "7" is Extremely important (n=100)

Key Findings

Effectively Utilize Materials

Emphasize

Benefits of

Prescription

Savings

Program

- *Interacting with office staff* remains the activity recalled most often, followed by providing materials
- Recall of materials being shared during the FENTORA detail significantly increased this wave; materials related to REMS are recalled most often

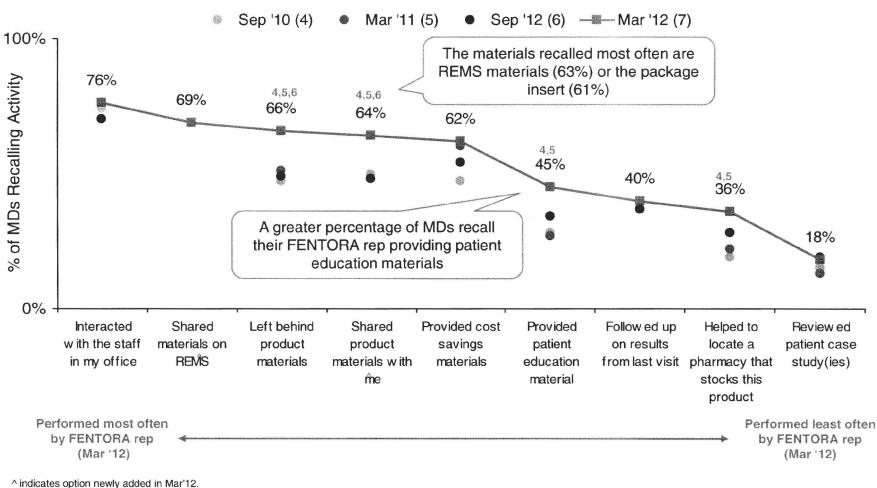
Physicians are more likely to recall their FENTORA rep sharing materials than competitor reps

- The use of *patient education materials* has also directionally increased this wave
- Physicians indicate prescribing barriers for FENTORA for nearly half of their patients; *insurance coverage* remains the largest barrier, followed by *out-of-pocket cost*
 - Compared to last wave, fewer physicians recall their FENTORA rep providing cost savings materials to address out of pocket cost concerns
- Aided recall of the new FENTORA Prescription Savings Program is high; reduced cost is seen as the top benefit
 - However, approximately two-thirds of physicians are unaware of the cost to the patient for the first prescription (\$0)
- Physicians who recall the Prescription Savings Program have better cost perceptions of FENTORA and greater prescribing

Close Any Remaining REMS Knowledge Gaps

- The majority of physicians are aware of TIRF REMS; however, PCPs tend to be less knowledgeable FENTORA reps discuss REMS significantly more often than competitors, leveraging *enrollment* forms to aid the discussion
- Physicians who have already enrolled in TIRF REMS tend to have more frequent FENTORA details, write more FENTORA, and place greater emphasis on patient benefits

Use of materials during FENTORA details has significantly increased this wave, with REMS materials being recalled most often



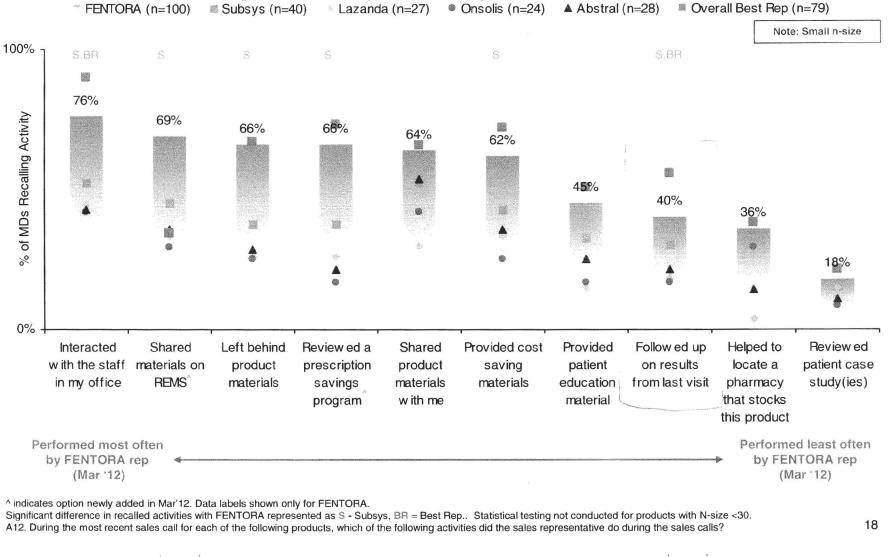
% of MDs Recalling FENTORA Reps Performing Sales Call Activity

Significant difference (p<0.05) across waves denoted as 4=Sep'10, 5=Mar'11, 6=Sep'11 respective to the current wave.

A12. During the most recent sales call for each of the following products, which of the following activities did the sales representative do during the sales calls? (n=100)

FENTORA reps outperform the competition across all key sales activities

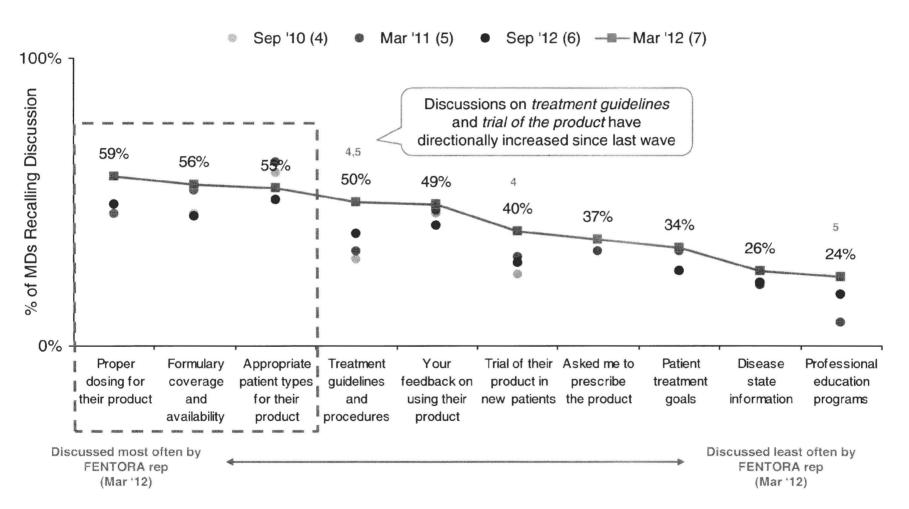
% of MDs Recalling FENTORA Reps Performing Sales Call Activity – Current Wave



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FENTORA discussions primarily focus on *proper dosing*, *formulary coverage*, and *appropriate patient types*, in addition to REMS



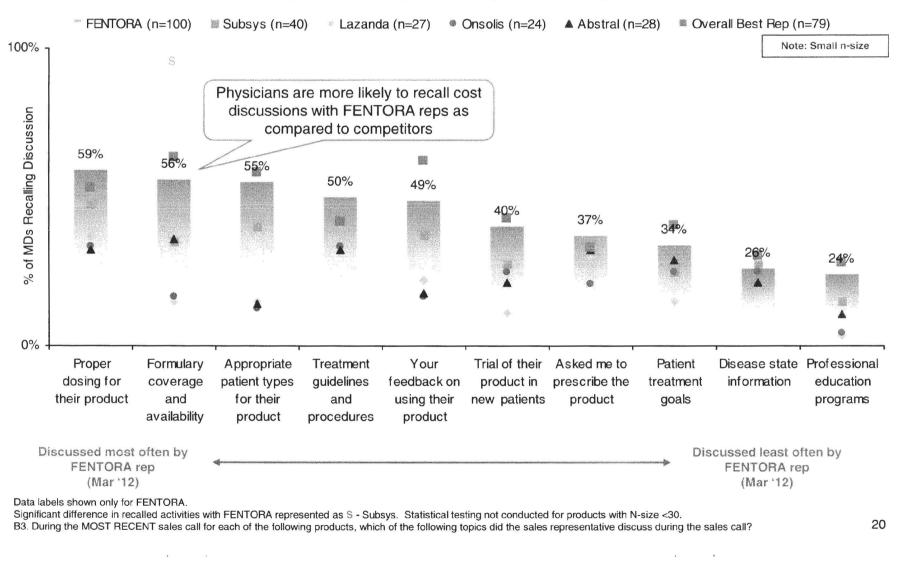
% of MDs Recalling FENTORA Reps Discussing Product Topics

Significant difference (p<0.05) across waves denoted as 4=Sep'10, 5=Mar'11, 6=Sep'11 respective to the current wave.

B3. During the MOST RECENT sales call for each of the following products, which of the following topics did the sales representative discuss during the sales call? (n=100)

Similar to FENTORA, Subsys discussions tend to focus on proper dosing, appropriate patient types and treatment guidelines





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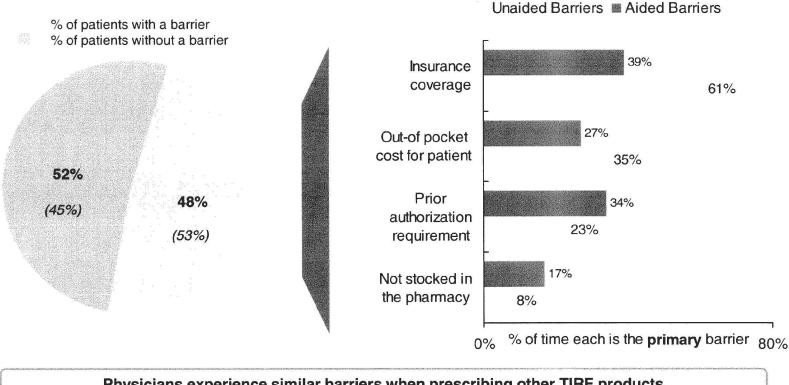
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Insurance coverage remains the top barrier faced by physicians when prescribing FENTORA

Percentage of Patients with Barriers

Primary Barriers to FENTORA Prescribing

(Among patients who face issues)



Physicians experience similar barriers when prescribing other TIRF products

F5a. For what percentage of the patients that you consider prescribing each of the following products, do you experience an obstacle / issue that needs to be overcome when prescribing the product? (n=100) F5a_1. What obstacles / issues have you experienced when you considered prescribing [PRODUCT] to your patients? Please be as specific as possible. (n = 77) F5b. For the patients for whom you experience an obstacle / issue when prescribing each of the following products, how often are each of the following the primary barrier to prescribing? Please note that the values for each product should sum to at least 100%. (n = 77) F6. What did the FENTORA sales representative do during the most recent sales call to address [INSERT ANSWER TO F5b] as a barrier to your prescribing FENTORA?

Compared to last wave, fewer physicians recall their FENTORA rep providing cost savings materials to address out of pocket cost concerns

			FEI	NTORA S	Sales Re	ps' Actio	ons in R	esponse	to Barri	iers	
Note: Small n-size		Provided coupons/debit cards/vouchers (% MDs)		Reviewed formulary/insurance coverage (% MDs)		Discussed reimbursement hotline (% MDs)		Discussed the prior authorization process (% MDs)		Failed to address concern (% MDs)	
E		Sep'11	Mar '12	Sep'11	Mar'12	Sep'11	Mar'12	Sep'11	Mar'12	Sep'11	Mar'12
Barrier	Insurance coverage Sep '11 (n=42) Mar'12 (n=35)	20%	20%	24%	31%	10%	6%	10%	0%	17%	23%
	Prior authorization requirement Sep '11 (n=26) Mar'12 (n=27)	4%	4%	0%	7%	19%	7%	8%	15%	23%	44%
	Out of pocket cost for patient Sep '11 (n=24) Mar'12 (n=18)	80%	55%	0%	6%	0%	0%	0%	6%	8%	22%

FENTORA Sales Representatives' Response to Barriers

Statistical testing not conducted for segments with N-size <30.

F5b.For the patients for whom you experience an obstacle / issue when prescribing each of the following products, how often is each of the following the <u>primary barrier</u> to prescribing? Please note that the answers should sum to at least 100%.F6. What did the FENTORA sales representative do during the most recent sales call to address [INSERT ANSWER TO F5b] as a barrier to your prescribing FENTORA?

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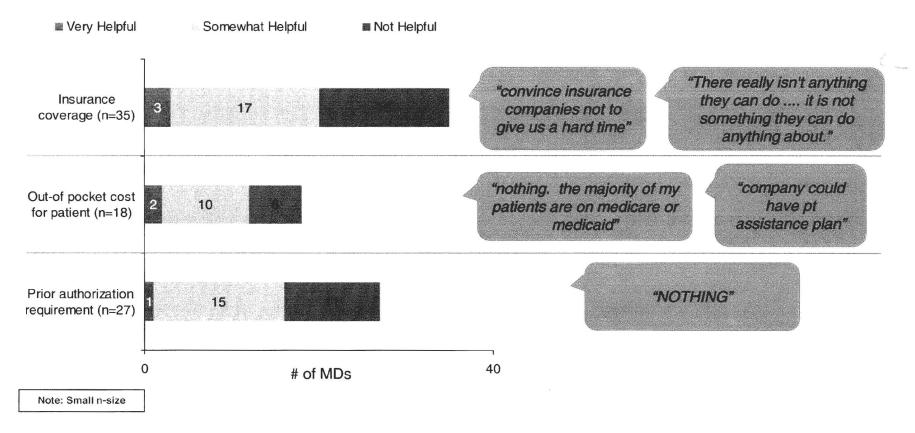
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Physicians rating the FENTORA rep as not helpful in addressing their cost barriers also report that nothing can be done to help them



MD Recommendations to Overcome Barriers

(Among those rating the rep action Not Helpful)



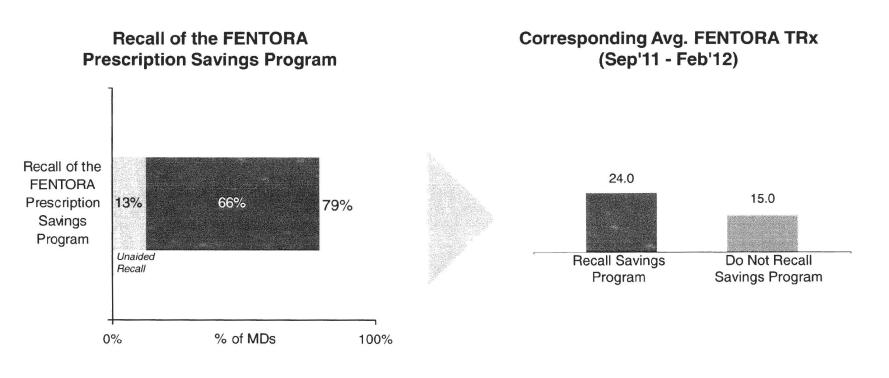
Statistical testing not conducted for segments with N-size <30.

F6a. To what extent, do you think that the FENTORA sales representative's action helped you overcome [INSERT ANSWER TO F5b] as a prescribing barrier for FENTORA? Please select the most appropriate option.

F6b. What do you think the FENTORA sales representative could do to help you completely overcome [INSERT ANSWER TO F5b] as a prescribing barrier?

MDs who recall the FENTORA Prescription Savings Program are directionally more likely to prescribe FENTORA

New Question



Statistical testing not conducted when n-size<30.

B1. During your most recent sales call for FENTORA, what exact message did the sales representative convey? B2. During your most recent sales call for FENTORA, what other messages were brought up by the sales representative? (n=100)

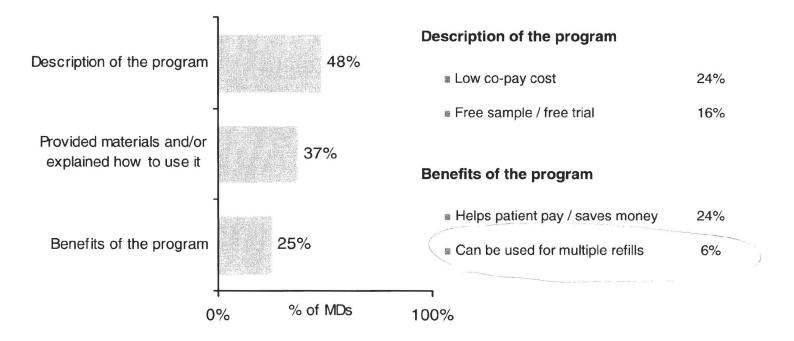
A37. Doctor, to your knowledge, which of the following rapid onset opioids are TIRF products? A39. Doctor, during your most recent sales call for FENTORA, do you recall the sales rep discussing the FENTORA Prescription Savings Program (which is the voucher/co-pay combination program)? (n=100)

When recalling discussions with their FENTORA rep, MDs are most often being provided a description of the program



New Question

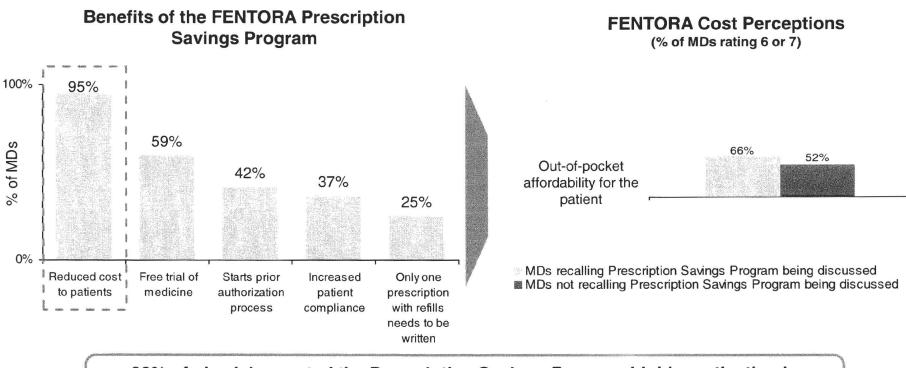
Unaided Recall of FENTORA Prescription Savings Program Discussion (Among those recalling the program)



A40. Doctor, what do you recall your FENTORA sales representative discussing regarding the FENTORA Prescription Savings Program? Please be as specific as possible. (n=79) F6. What did the FENTORA sales representative do during the most recent sales call to address [INSERT ANSWER TO F5b] as a barrier to your prescribing FENTORA?

Nearly all consider *reduced cost to patients* to be the top benefit of the FENTORA Prescription Savings Program

New Question



30% of physicians rated the Prescription Savings Program highly motivating in impacting them to increase their use of FENTORA when appropriate

Statistical testing not conducted when n-size < 30.

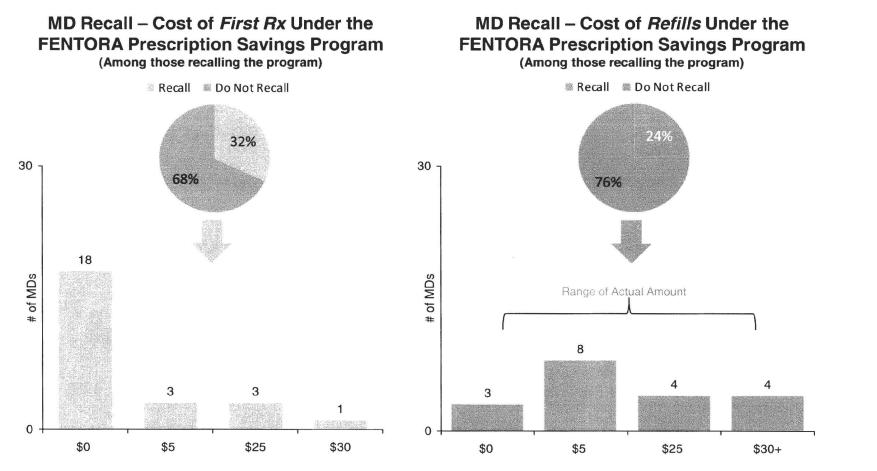
A41. What do you consider to be the benefits of the FENTORA Prescription Savings Program? (n=79) A42. Doctor, how impactful is the FENTORA Prescription Savings Program in motivating you to increase use of FENTORA when appropriate? Please use a scale of 1 to 7 where "1" is Not At All Motivating and "7" is Extremely Motivating. (n=79) E5. Please rate how satisfied you are with each product's performance on the following attribute when treating breakthrough pain in cancer patients. Please use a scale of 1 to 7, where "1" means Not at all satisfied and "7" means Very satisfied. (n=79 Recalled; n=21 Did not recall)

26

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Less than a third of MDs are able to recall the correct dollar amount of the first prescription under the Prescription Savings Program

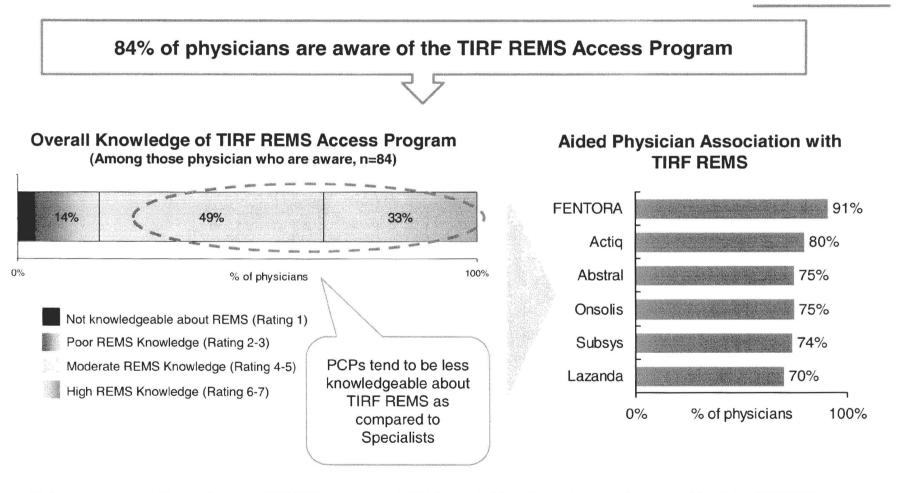
New Question



A43. Doctor, with the FENTORA Prescription Savings Program, how much does the FENTORA prescription cost the patient? (n=79 for those who saw this question)

Awareness of the TIRF REMS program is high; nearly all physicians associate FENTORA with TIRF REMS

New Question

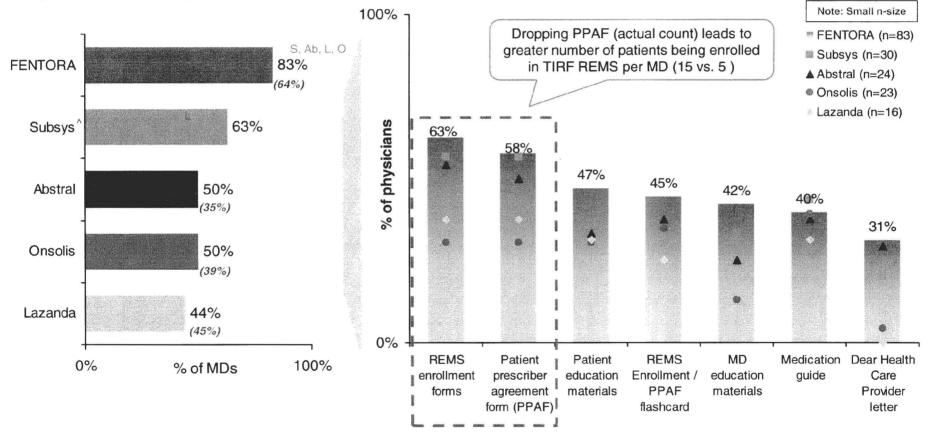


A35. Doctor, are you aware of the recently approved TIRF REMS access program? A34d. On a scale of 1 to 7, how would you describe your overall knowledge of TIRF REMS access program? Please use a scale where "1" equals Not at all knowledgeable about TIRF REMS and "7" equals I am extremely knowledgeable about TIRF REMS. A37. Doctor, to your knowledge, which of the following rapid onset opioids are TIRF (Transmucosal Immediate-Release Fentanyl) products? (n=100)

FENTORA reps discuss REMS significantly more often than the competition; *REMS enrollment forms* and *patient prescriber agreement forms* are used to aid the discussion

Physicians Recalling REMS Discussions

Materials Used to Aid REMS Discussions



^ indicates new product added for Mar'12. Values shown in parenthesis below data labels represent Sep'11. Significant difference (p-value < 0.05) between products is represented by symbols F=FENTORA, S = Subsys, Ab=Abstral L=Lazanda O=Onsolis. A34e. Doctor, during your most recent sales call for each of the following products, did the sales representative discuss the product's REMS program?(n=100) A13a.You mentioned that during your most recent sales call for each of the following products, the sales representative discussed REMS with you. Which, if any, of the following materials did the sales representative use to aid the REMS discussion?

Physicians enrolled in TIRF REMS are more productive



Impact of TIRF REMS Enrollment

	Physicians enrolled In TIRF REMS access program (n=68)	Physicians not enrolled in TIRF REMS access program (n=32)	
FENTORA Rep Actual Call Frequency (avg. per month)	3.9 [*]	1.9	
% MDs recalling REMS Materials Shared	75%	56%	
% of MDs with high REMS Knowledge	35%*	12%	
% of TIRF Prescribers (Last 6 months)	72% [*]	31%	
Avg. TRx among prescribers Note: Small n-size	46.0	6.2	
% of MDs rating Patient Benefits attribute highly			
Patient's ability to function (physical & cognitive)	78%	59%	
Patient's quality of life (social & emotional)	81%	66%	

REMS sales call activities & longer frequent details

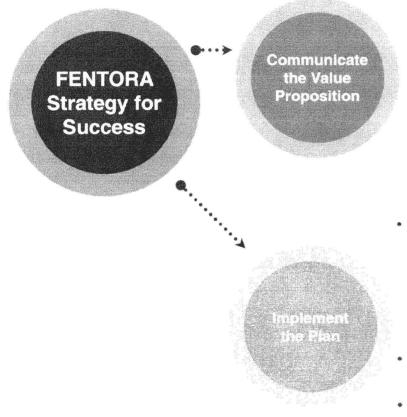
High REMS knowledge

REMS Enrollment

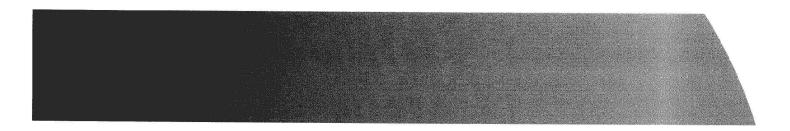
Significant difference (p-value < 0.05) between segments is represented by an asterisk. Significance testing not done for segments with n-size < 30. A12. During the most recent sales call for each of the following products, which of the following activities did the sales representative do during the sales call? A34d. On a scale of 1 to 7, how would you describe your overall knowledge of TIRF REMS access program? E4. For each attribute listed below, please indicate the importance of the attribute in your selection of a particular product to treat breakthrough cancer pain. Actual Call & TRx data obtained from Teva Secondary data (Sep'11 – Feb '12)

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Implications and Recommendations



- Emphasize *efficacy* and *rapid onset* benefits, in addition to discussing *indications* and *REMs*, as these are key drivers of branded TIRF share
- Continue to monitor Subsys performance, as it appears to be the greatest threat to FENTORA given similar performance on product attributes and the level of activity by the sales force
- Ensure FENTORA sales reps are highlighting the benefits of the Prescription Savings Program, including that it starts the prior authorization process, in discussions with physicians
 - Leverage the new savings program to continue to improve physician perceptions of FENTORA affordability to the patient
- Encourage reps to utilize the available resources to address the out-of-pocket cost barrier
- Further investigate any potential knowledge gaps related to REMS across key specialties of interest (i.e. PCPs) and ensure that FENTORA sales reps are providing necessary information to these physicians to drive enrollment



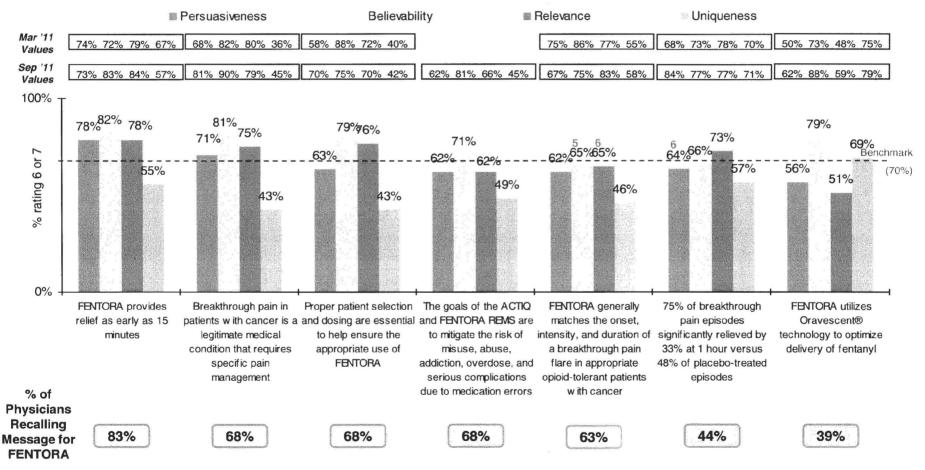
Additional Findings

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Messages continue to be perceived as highly believable and relevant by physicians

FENTORA Message Diagnostics – Top 2 Box (Among MDs Recalling Message)

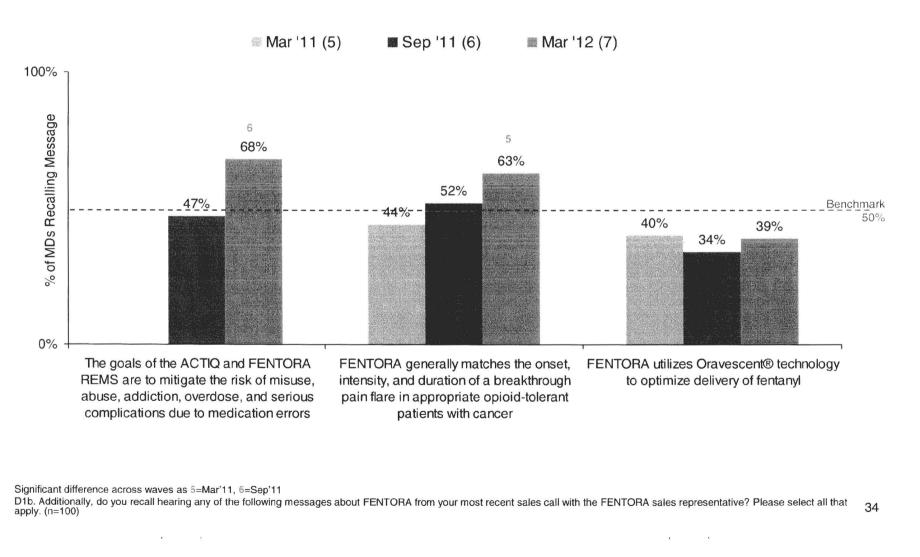


Significant difference (p<0.05) across waves as 5=Mar'11, 6=Sep'11

D2-D5. On a scale of 1 to 7, where 1 is "not at all" and 7 is "very," how persuasive/relevant/unique/believable are each of the following messages? (n-size varies from 31-67 based on response to D1).

Recall of the REMS supporting message has significantly increased since last wave

Aided Recall of FENTORA Supporting Messages



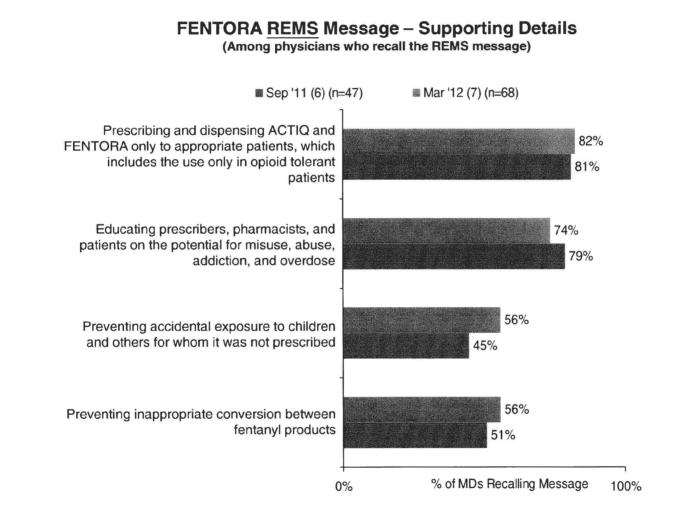
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Additional Findings

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Recall of REMS supporting messages remains similar to last wave

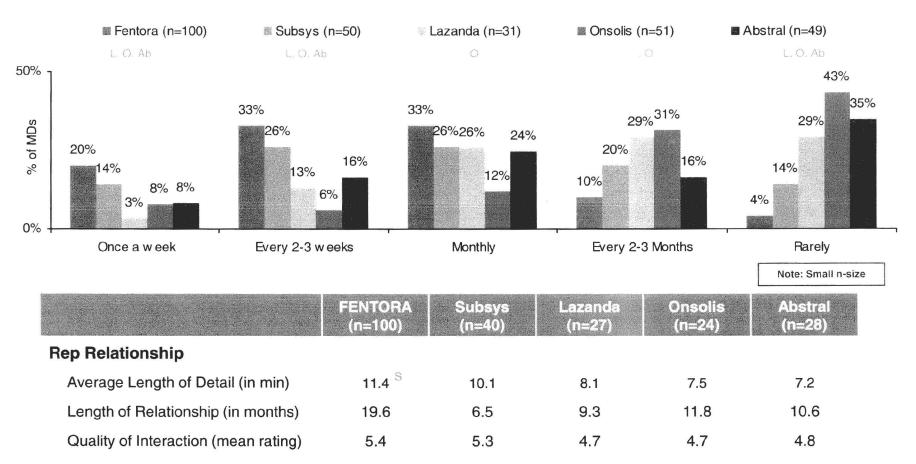


No statistically significant results across waves.

D11. Which of the following supporting details do you recall the FENTORA rep discussing in the context of presenting the goals of the ACTIQ and FENTORA REMS program?

Subsys sales reps call on physicians with a similar frequency as compared to FENTORA, however FENTORA details tend to be longer

TIRF Product Detail Frequency



A9. How frequently do you see sales representatives for the following products?

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A10.For how long has the following product sales representative been calling on you?

A11. Thinking about your most recent sales call for each of the following products, how much time did you spend discussing each of the following products with the sales representative?

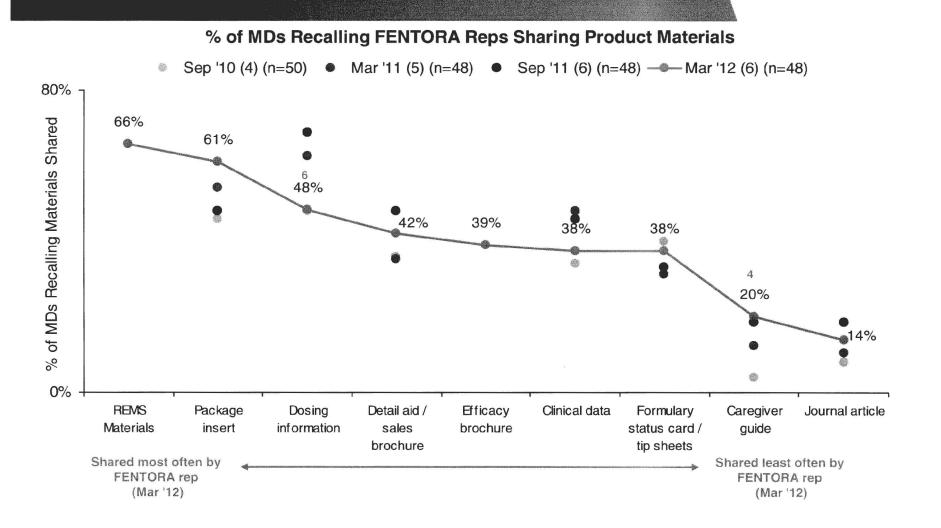
A31. Thinking about your MOST RECENT sales call from each of the following product sales representatives, how would you rate the quality of the interaction?

36

Additional Findings

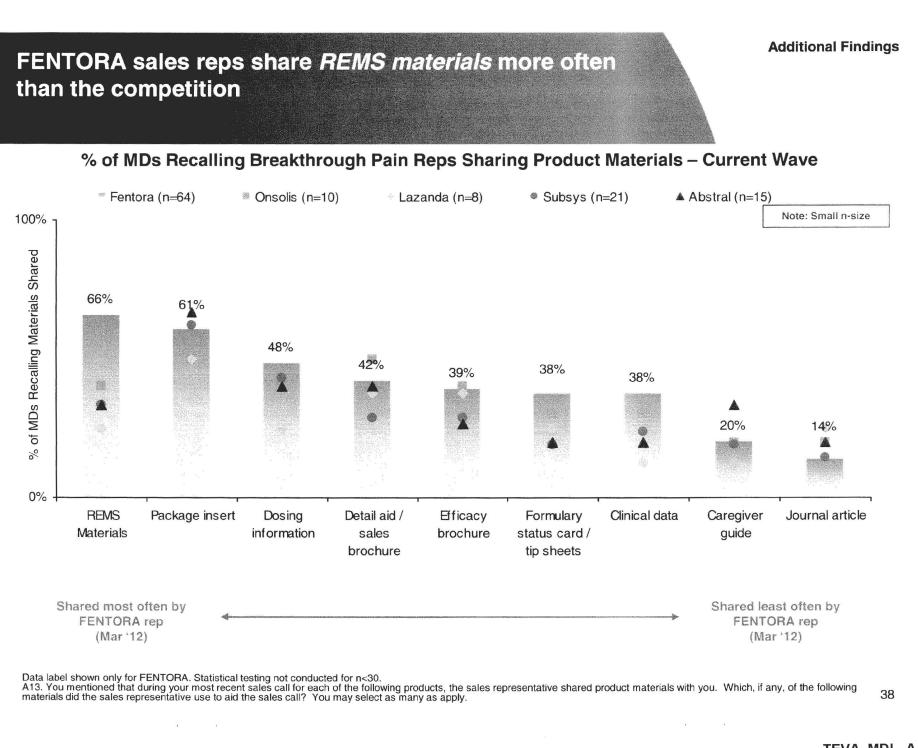
FENTORA reps primarily share *REMS materials* and the *package insert*; use of the sales aid directionally decreased

Additional Findings



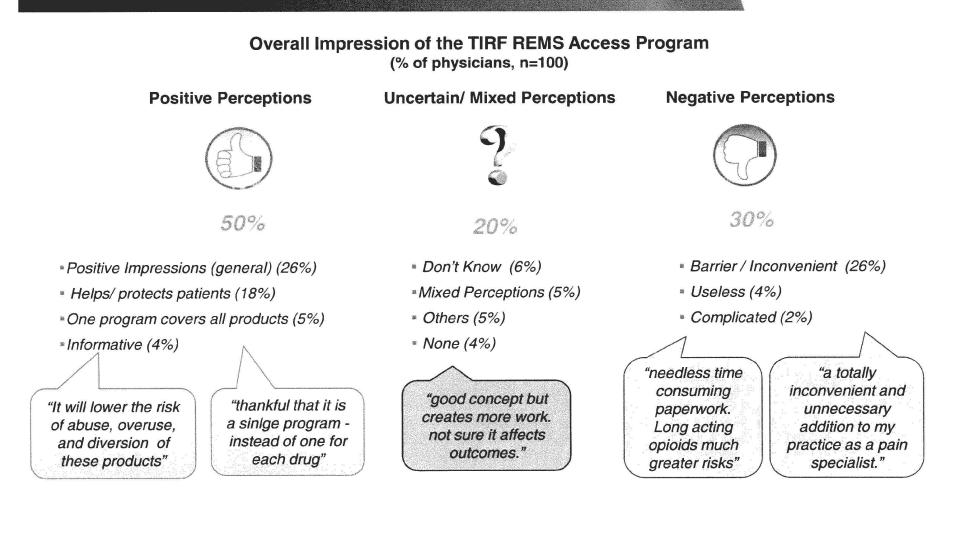
Significant difference (p<0.05) across waves denoted as 4=Sep'10, 5=Mar'11, 6=Sep'11 respective to the current wave.

A13. You mentioned that during your most recent sales call for each of the following products, the sales representative shared product materials with you. Which, if any, of the following materials did the sales representative use to aid the sales call? You may select as many as apply.



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Physicians remain divided over their perceptions of the TIRF REMS access program with only half of them having positive impressions about it

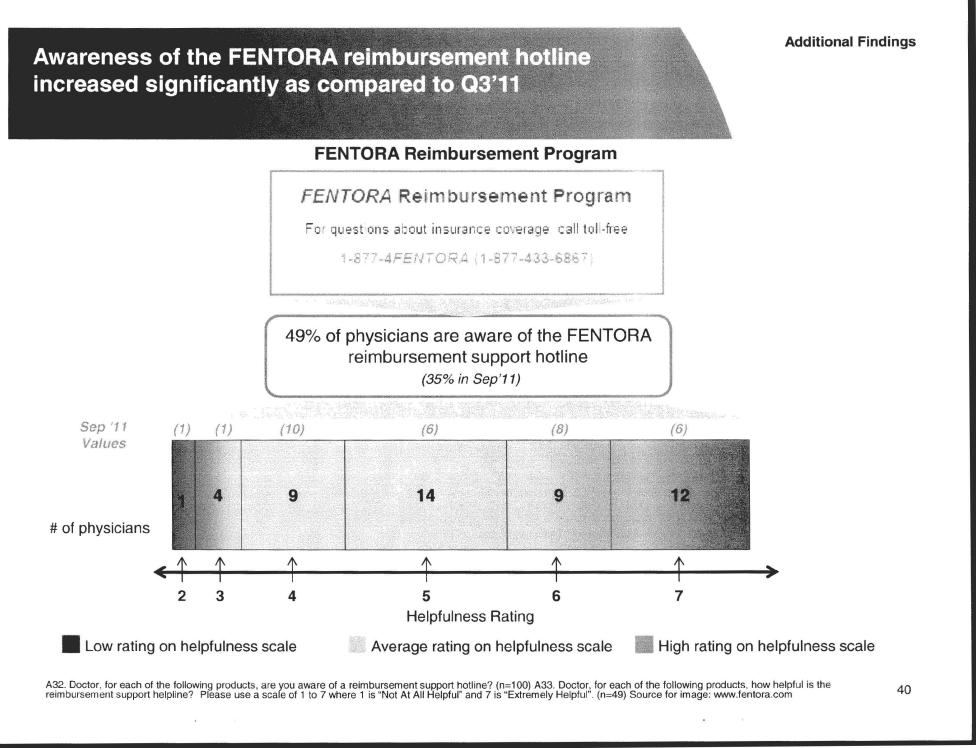


A38. What is your overall impression of the TIRF REMS access program ? (n=100)

Additional Findings

Confidential

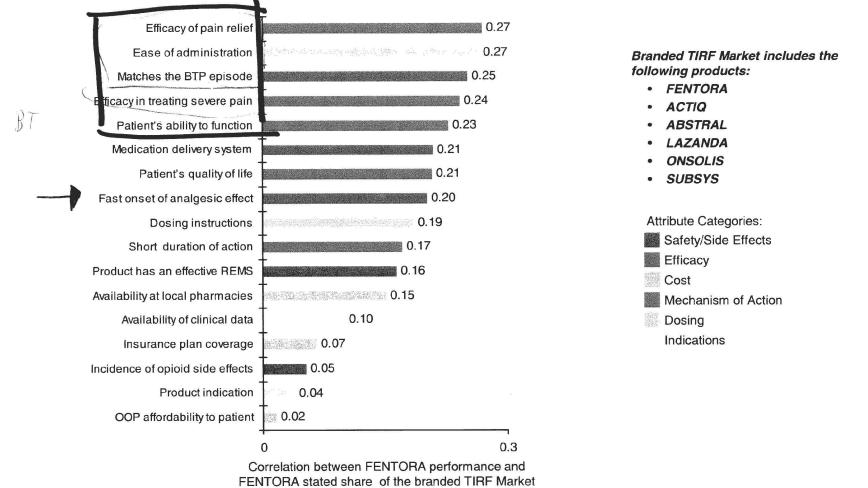
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Additional Findings

Efficacy of pain relief and ease of administration are the top drivers of share

Derived Attribute Importance – By FENTORA Share of Branded TIRF Products



Derived Importance is based on FENTORA share of FENTORA prescribers in the last 6 months (Mar '11 – Aug '11) in the Rapid Onset Opioid Market (FENTORA, Actiq, Abstral) (n=49). E5. Please rate how satisfied you are with each product's performance on the following attribute when treating breakthrough pain. (N-varies between 39-96 based on product) Source: TRx data (Mar'11 – Aug '11) provided by Cephalon Sales Operations Internal Data

- Got to Randy -

Confidential

This study is designed to provide insights into the delivery of promotional messages and impact of activities for FENTORA

Message Recall Study Project Objectives

- Monitor and assess the performance of FENTORA on key metrics
 - Measure aided and unaided recall rates of FENTORA messages
 - · Gauge message perceptions on relevance, believability, persuasiveness, and uniqueness components
 - Track sales call activities in support of FENTORA
 - Compare current and intended future prescribing in the Breakthrough Pain Market
 - Analyze physician perceptions of FENTORA across specific product attributes
- Understand main drivers and diagnose the "why" behind performance by correlating sales force effectiveness measures with performance metrics
 - Evaluate the impact of metrics on prescribing using secondary data analysis
 - Determine importance of product attributes and influence of physician behavior
- Develop action-based recommendations for the FENTORA team
 - Identify areas of growth opportunity among key performance drivers

Findings are based on 100 physicians recruited from TEVA's target universe during March and April 2012

Overview of Sample – Current Wave

		Physician Special	ty	
,	Pain Management	PCPs	Other Key Specialties	Total
# of MDs	49	23	28	100

- A 40-minute online study was fielded between March 28 2012 and April 27, 2012
- To qualify for the study, physicians had to:
 - Be in practice (since residency) between 2 and 30 years
 - Personally see or treat a minimum of 100 patients in a typical month
 - Have taken the survey within two weeks of being detailed by a FENTORA sales representative
- Secondary data provided by TEVA Sales Analysis and Planning used in this report include :

 - Call activity data (May '11 Apr '12)
 - REMS Enrollment (Oct '11 Apr '12)
 - Coupon / Voucher Drop data (May '11 Apr '12)

"Pain Management" includes Pain MDs, Physiatrists and Anesthesiologists. "Other Key Specialties" (OKS) includes Neurologists, Oncologists, Rheumatologists and Nurse Practitioner 45

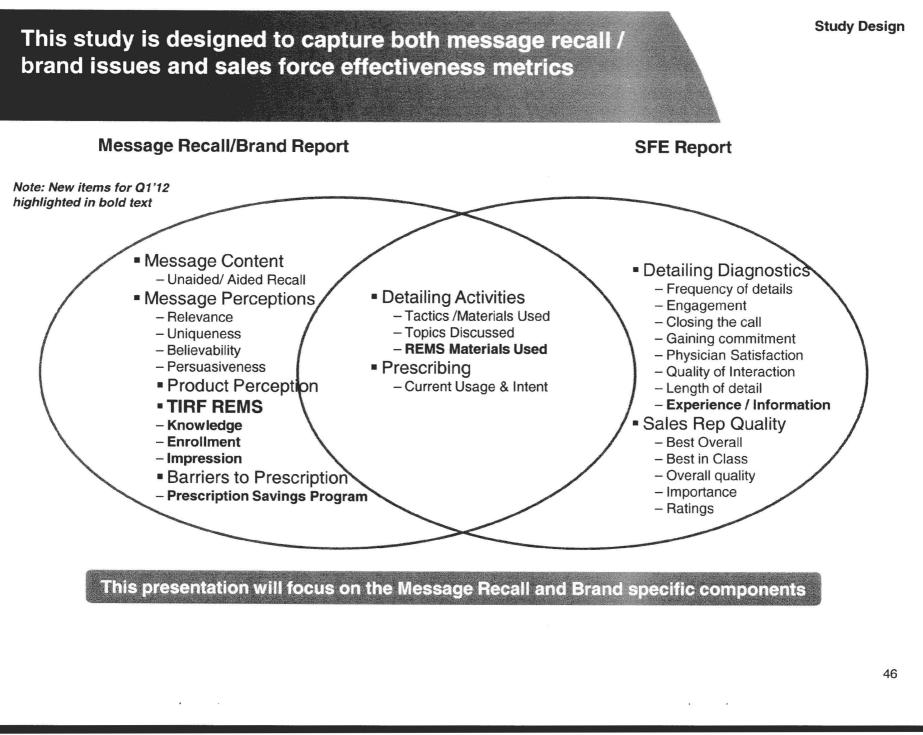
Confidential

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Study Design

The Q1'12 sample includes

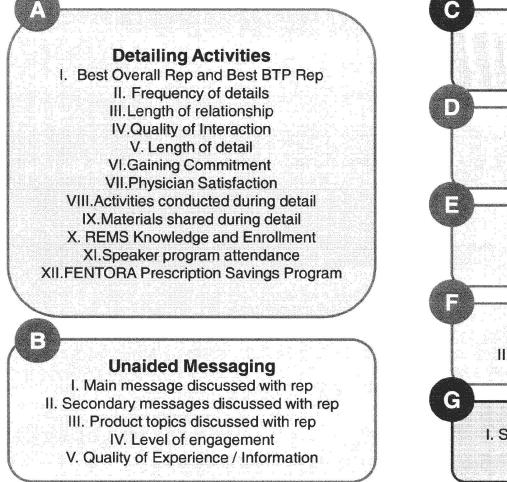
5 Oncologists



Study Design

The FENTORA study assesses sales call activities, messages, intended prescribing and physician perceptions

FENTORA Study - 40 Minute On-line Survey



Compliance Assessment I. Off-label discussion

Aided Messaging I. Messages recalled during detail II. Message perceptions

Product Perceptions

I. Awareness of new products II. Attribute Importance III. Product Satisfaction

Product Usage

I. Current prescribing II. Intended prescribing (next six months) III. Barriers to prescribing

Sales Representative Ratings I. Sales representative overall quality ratings

II. Importance of rep characteristics III. Rep ratings for each characteristic

NOTE: Compliance (Section C) and Sales Rep Ratings (Section G) are not included in this report 47

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Some Important Caveats

Context

- Respondents who participated in the FENTORA study were part of Teva's target lists
 - To qualify, respondents had to have participated in the study within two weeks of being detailed by their FENTORA rep
- Respondents were asked to rate their FENTORA rep and competitor reps in the chronic / breakthrough pain market

Benchmarks

- Satisfactory aided message recall rates are dependent on the number of messages for the brand
 - For brands with 1 4 messages, recall rates greater than 70% are considered high
 - For brands with 5+ messages, recall rates greater than 50% are considered high
- Messages are considered to be persuasive, unique, believable or relevant if more than 70% of physicians rate the messages highly on the metrics
 - Physicians were asked to rate the messages on a 1 to 7 scale, where 7 means highly persuasive/unique/believable/relevant; top two box percentages (% of physicians rating 6 or 7) are shown throughout the deck

Statistical Testing

- Statistical significance was evaluated at a 95% confidence level
- Statistical significance was conducted when n-size was above 30
- Statistical testing was conducted for the following:
 - Across products \rightarrow statistical testing conducted between FENTORA product and benchmark competitor products
 - Across waves \rightarrow statistical testing conducted between Mar' 12, Sep '11, Mar '11, and Sep'10