

but users will have multiple customer service options to choose from if they want more information, as described below.

All users will have on-demand access to self-service resources through the AmazonDx.com website (IFU, instructional video(s), and FAQs), and 24/7 access to customer support in the form of live chat or telephone calls. The Customer Service Agents will be part of a specialized Amazon Customer Service team that undergoes training based on the Amazon COVID-19 Test Collection Kit DTC FAQs, instructional video(s), and IFU. Agents will not assist with interpretation or explanation of the user's test result and will only direct them to the Fact Sheet for Individuals that was included with the collection kit (and which is also available via the AmazonDx.com website on the page displaying the individual's test result). Training for Customer Service Agents includes:

- a) step-by-step guidance on how to use the Amazon COVID-19 Test Collection Kit DTC
- b) how to register a test kit and view results on AmazonDx.com
- c) how to look up a test kit status on behalf of a user
- d) how to direct users' questions about their test results
- e) and data handling and privacy.

Test results are communicated regardless of whether the test is negative or positive, or if there was an error leading to an invalid result. For post-test support, trained Customer Service Agents will direct users to the Fact Sheet for Individuals for guidance on what they should do if they have received a positive or negative result, or if a result could not be obtained, including a recommendation to consult with their healthcare provider, as appropriate. Customer Service Agents may also direct individuals to publicly available CDC guidance regarding general medical questions, such as the symptoms of COVID-19, but will not answer any other clinical questions.

In sample pooling, nasal swab samples collected with either the Amazon COVID-19 Test Collection Kit DTC, Amazon COVID-19 Collection Kit, Amazon On-site COVID-19 Test Collection Kit, or Amazon COVID-19 Test Collection Kit may be pooled with a maximum pooling ratio of 5 (5 samples for 1 test).¹ Individual samples are retested if results for pooled samples are positive for the presence of SARS-CoV-2 RNA or there is a test error (e.g., an invalid result).

An authorized Fact Sheet for Healthcare Providers is also available for download via the test report on the AmazonDx.com website and may be used by individuals to facilitate appropriate follow-up with their healthcare provider.

¹ Pooling may be performed with a mixture of samples collected using the prescription use and non-prescription (DTC) collection devices that are authorized for use with the Amazon Multi-Target Test/Amazon Multi-Target DTC Test

