

Q&As FOR PHARMACY EMPLOYEES TO USE WITH CUSTOMERS

1. Will my local pharmacy change its name or staff?

The ownership of the pharmacy has not changed and we will continue to operate as we do now, with the same employees.

2. Are prices going to increase?

We will continue to offer an improved range of products at great value prices.

3. Will I still be able to use my Terry White Chemists/Chemplus/Chemmart rewards program?

Yes. There will be no change to the rewards program and all existing points will remain the same.

4. Will I now be able to use my Terry White Chemists/Chemplus/Chemmart rewards card at all of these stores?

No, the membership rewards programs will remain specific to each individual pharmacy brand.

5. Will you still sell the same brands I buy now?

Yes. We will continue to sell all of the same products and will continue to evolve our product offering to meet our customers' needs. One of the benefits of the merger is that there will be increased opportunities to further enhance our product offering.

6. Will you still offer the same health services?

Yes, we will continue to offer the same services to you. In fact, as part of the merger it is likely our health service offering will expand – this is a key part of our customer service commitment.

7. What impact does this merger have on the customer directly?

The merger has no direct impact, it does however consolidate all brands in the market providing customers with continuity of pharmacy brands that are focused on customer health and service.

Customers should continue to visit their local Terry White Chemists/Chemplus/Chemmart pharmacy as they have always done for trusted prices and health advice.

8. What exciting changes can customers expect to see?

It's business as usual for now for Terry White Chemists/Chemplus/Chemmart. In the future, customers can expect to see expanded product ranges, exclusive brands and promotions, even more competitive pricing and an enhanced health service offering.