

## 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 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 group.

**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 enhance our products and service offering in the future.

**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.