



SCRIPT FOR PHARMACY EMPLOYEES TO USE WITH CUSTOMERS

Terry White Group, the management company for Terry White Chemists and Chemplus pharmacies, is merging with another of Australia's leading community pharmacy groups, Chemmart.

The merger will create one of the largest retail pharmacy networks in Australia, with approximately 500 locally-owned pharmacies.

While we will now be part of a much bigger network, there will be no change to the ownership of this pharmacy, the people who work here or our strong service commitment to our customers.

We will continue to sell the same products at the same prices, and continue to introduce new products to meet our customers' needs. We will also continue to offer the same health advice and support services that we do now.

Over time, there will be a number of benefits that our customers will enjoy as a result of this pharmacy being part of a larger group. These benefits will include an enhanced product range and the introduction of new health initiatives in the future, which is a key part of our customer service commitment.