Dear Valued Elixir Solutions Customer,

Since 1962, Rite Aid, our parent company, has worked to keep people and their families healthy through its various businesses, including Elixir Solutions. Today, Rite Aid is taking actions designed to accelerate its ongoing business transformation and strengthen its financial position for the long term as it continues delivering on its purpose to help people achieve whole health for life.

Specifically, with the support of certain of its financial stakeholders, Rite Aid has initiated a voluntary Chapter 11 process that will enable it to reduce debt, advance its business priorities and equitably resolve litigation matters.

As part of the process, Rite Aid has entered an agreement with MedImpact Healthcare Systems, Inc., an independent pharmacy benefit solutions company, under which MedImpact will acquire Elixir Solutions through a court-supervised sale process. This agreement is subject to higher and better offers, court approval and other customary conditions. Importantly, an overarching goal of this sale process is to ensure that Elixir Solutions is well-positioned to continue supporting you and your prescription medication needs long into the future.

We recognize the important role we play in serving you and meeting your healthcare needs, so we want to make sure you understand what this means for you:

- **Your prescription drug benefits remain the same.**

- **There is no impact on how you order, pick up or receive your medications.** Prescriptions are continuing to be filled normally through our accredited mail and specialty pharmacies, in Rite Aid pharmacies and in our other network pharmacies.

- **There is no impact on how much you pay for your prescriptions.** Co-pays remain the same and we are working normally with prescribers and providers.

- **We have sufficient liquidity and fully expect to meet our financial obligations to you.** We intend to deliver on our financial guarantees to you, including making rebate payments on time and in full.

- **You can continue to shop and fill your prescriptions at Rite Aid stores.** As part of the court-supervised process, Rite Aid intends to close certain underperforming stores. If your local store is one of those that is affected, Rite Aid will work to transfer your prescriptions to another Elixir Solutions network pharmacy, or you can transition to our mail-order service. We will continue to keep you informed about options that are available to you.

Additionally, we have made significant strides driving our market competitiveness and enhancing service, and we will continue these efforts.

We are committed to keeping you informed as we move ahead. For additional information, including a set of FAQs, please visit [www.riteaidrestructuring.com](http://www.riteaidrestructuring.com). If you have further questions, please contact us at [https://www.elixirsolutions.com/contactus](https://www.elixirsolutions.com/contactus).

Thank you for choosing Elixir Solutions to serve your prescription medication needs.

Sincerely,

Chris DuPaul
President, Elixir