



October 15, 2023

Dear Valued Health Dialog Client,

Since 1962, Rite Aid, our parent company, has worked to keep people and their families healthy through its various businesses, including Health Dialog. 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 its debt, advance its business priorities and equitably resolve litigation matters.

We recognize the important role Health Dialog plays in meeting your organization's health and wellness needs, so we want to make sure you understand what this means for Health Dialog and for you:

- **There are no changes to how we work with you.** We are continuing to deliver personalized population health solutions that help keep people healthy while reducing overall costs.
- **We are continuing to support our clients and your members.** Our full suite of solutions – including our 24/7 nurse advice line, chronic care management and medication adherence services – is available to help people across your organization live their healthiest lives.
- **We have sufficient liquidity to support our business operations.** Rite Aid has received a commitment for \$3.45 billion in new financing from certain of its lenders.

Additional Information

We will continue to keep you informed as we move ahead. For information, including a set of FAQs, please visit www.riteaidrestructuring.com.

If you have further questions, please reach out to your usual Health Dialog contact or visit us at <https://www.healthdialog.com/contactus>.

Thank you for choosing Health Dialog to serve your population health management needs.

Sincerely,

Jeffrey S. Stein
Chief Executive Officer