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Dear Pharmacist,

This letter is to inform you of a change that GlaxoSmithKline (GSK) will be making to the number of Logistics Service Providers (LSPs) who distribute GSK's prescription medicines in the UK.

From 1st November 2008, GSK will partner with AAH Pharmaceuticals Ltd and UniChem Ltd who together currently distribute over 80% of our medicines.

This simplification of approach will ultimately help improve the availability of GSK medicines to customers and patients. GSK will be able to work more closely with AAH and UniChem to improve processes such as stock management, forecasting and performance management, enhancing the efficiency and effectiveness of our medicines distribution.

There will be no change to GSK's existing commercial arrangements with customers, including discounts, as a consequence of these changes in distribution.

**What this means for you:**

1. From November 1st 2008 you will only be able to order GSK prescription medicines sourced directly from GSK UK through AAH or UniChem.
2. Your order cut off and delivery times will be as per your existing AAH or UniChem arrangements.
3. However, should you need to open an account, then please contact AAH on 08445 618899 or UniChem on 0800 389 3455.

Should you have any queries regarding these changes, please contact either our Customer Contact Centre on 0800 221 441, or your GSK account manager.

Yours faithfully,

Garry Walsh,  
Head of Supply Chain  
GlaxoSmithKline UK

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