

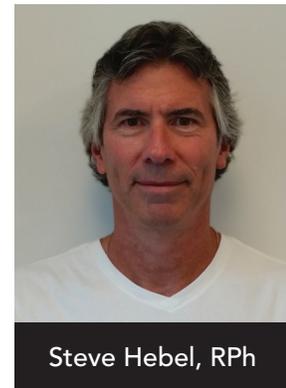
SMITH DRUG COMPANY COMMITMENT TO SERVICE EXCELLENCE

Original email to Smith Drug Company President, Jeff Foreman, RPh, used in its' entirety by permission.

Dear Jeff:

I don't know if you remember me, but I met you and spent some time with you at the Smith Drug Trade Show this past summer. I appreciated getting to know you and some of the other Smith folks – a great group of people.

In any case, we have been extremely pleased with our switch to Smith. It has been everything we hoped it would be plus some. When I saw you I told you we switched because of the high quality service we were told we would receive, and it has been nothing short of spectacular. Which leads me to the reason for sending this email.



This past Monday we needed an emergency delivery – we are in St. Louis and are serviced by Paragould. I am happy to say this is only the 2nd time we needed such a delivery in 11 months, but when a nursing home resident needs an important med we simply can't wait. Well, a few hours later I see a familiar face dropping off our emergency order...none other than Marty Harris! To me that just epitomizes what your company is all about. This topic actually came up when we were meeting with Marty and Wade before we signed on, and Marty told me if we ever needed something, we would get it even if it meant him driving it to us! I know we would have received it one way or another, but for Marty himself to make a personal delivery was the icing on the cake. And the thing I really love about it is that is exactly what I would do for our customers.

I don't need things like this to occur to remind me why we made the switch and to continue to justify our decision, but sometimes when partnerships are not as new anymore some things are taken for granted. Yet here we are nearly a year later and I still appreciate everything about Smith and how we are treated. I just wanted to make sure I gave Marty a pat on the back for something that I think is becoming a lost art – exceptional customer service.

Happy holidays, and all my best,

Steve Hebel, RPh
Director of Operations
Corum Health Services

