



## Customer FAQs

### 1. What did Omnicare announce?

- Omnicare has initiated a voluntary court-supervised Chapter 11 process to resolve issues related to the recent litigation in the U.S. District Court for the Southern District of New York.
- The Company also intends to use this process to address other financial challenges facing the broader long-term care pharmacy industry and to evaluate all options, including the implementation of a sale strategy.
- As we move through the court-supervised process, we remain fully committed to delivering safe and reliable pharmacy and clinical services to our customers and residents.

### 2. What is Chapter 11?

- Chapter 11 is a legal tool that allows companies to reorganize their finances and address liabilities while they continue operating. It does not mean that a business is shutting down.

### 3. Why did Omnicare file for Chapter 11? Why now?

- We were engaged in a civil lawsuit in the U.S. District Court for the Southern District of New York.
- To resolve issues related to the litigation and address other financial challenges facing the broader long-term care pharmacy industry, Omnicare has initiated a voluntary court-supervised Chapter 11 process.
- This is a proactive step that enables us to move forward and help ensure the continued delivery of safe and reliable pharmacy and clinical services to our customers and residents.

### 4. How will the court-supervised process affect Omnicare's day-to-day operations?

- We are continuing to operate as normal throughout this process.
- Providing safe and reliable pharmacy and clinical services to our customers and residents remains our top priority as we move ahead.

### 5. When does the Company expect to complete the Chapter 11 process?

- While we have not set a specific timeline, we intend to move through this process as quickly and efficiently as possible.
- We will keep you informed along the way as we have updates to share.

### 6. What does this mean for customers?

- Supporting our customers and residents remains our top priority.
- Throughout the court-supervised process, we remain fully committed to providing you – and all of your residents – with safe and reliable pharmacy and clinical services.
- From everyday care to specialized services – we are operating as normal, so you can focus on what matters most: meeting the pharmacy needs of your long-term care residents.

### 7. Will there be any changes to the services Omnicare provides to my residents?

- You should expect no changes to how we work with you to serve your residents as we move through this process.
- We remain fully committed to providing you – and all of your residents – with safe and reliable pharmacy and clinical services.
- From everyday care to specialized services – we are operating as normal, so you can focus on what matters most: meeting the health care needs of your long-term care residents.

### 8. Where can I find additional information?

- Additional stakeholder resources and information regarding the court-supervised process is available at [www.OmnicareRestructuring.com](http://www.OmnicareRestructuring.com).
- If you have additional questions, please reach out to your usual Omnicare contact.