



## Customer FAQs

### 1. What did Omnicare announce?

- Omnicare 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.
- On May 13, 2026, Omnicare received Court approval to proceed with a sale of the Company's business to GenieRx.
- This approval marks an important step forward in our court-supervised sale process and provides a clear path to close the transaction later this year, subject to regulatory approval and customary closing conditions.
- 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. Who will be the new owner of Omnicare?

- The Court approved GenieRx as the buyer for Omnicare's business in full.
- GenieRx is a joint partnership between private investment firm Milrose Capital LLC and health-care investment and management firm Integro Asset Management LLC, which does business as Integro Healthcare Services.
- With GenieRx we will have the opportunity to strengthen how we serve, by staying disciplined in our operations, aligning closely with best practices and working in partnership with providers and communities that count on us.

### 3. 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.

### 4. Why did Omnicare file for Chapter 11?

- 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 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.

### 5. Does this mean Omnicare's Chapter 11 process is over? When do you expect to close the sale?

- This approval marks an important step forward and provides a clear path through this process to complete the transaction later this year, subject to regulatory approval and customary closing conditions.
- Omnicare is continuing to operate as normal.
- We remain focused on working closely with our customers and delivering safe, reliable pharmacy services.

**6. What does this mean for day-to-day operations? Will there be changes in our strategy?**

- The Court's approval marks an important step in our court-supervised process and clears path to close the transaction later this year.
- This announcement does not change our priorities.
- Omnicare is continuing to operate as normal as we remain focused on working closely with our customers and delivering safe, reliable pharmacy services.

**7. What does this mean for customers?**

- Omnicare is continuing to operate as normal.
- You should continue to expect no changes to how we work with you and serve residents.
- Our teams are focused on meeting the pharmacy care needs of your long-term care residents.

**8. 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.

**9. 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).
- Court filings and other information related to the proceedings, including instructions on how to file a proof of claim, are available on a separate website administered by the Company's claims agent, Stretto, at <https://cases.stretto.com/Omnicare>, by calling Stretto representatives toll-free at (833) 570-5323 or (949) 276-9547 for calls originating outside of the U.S. or Canada, or by sending an email to [TeamOmnicare@stretto.com](mailto:TeamOmnicare@stretto.com).
- If you have additional questions, please reach out to your usual Omnicare contact.