



August 31, 2017

Dear Valued Customers,

Hurricane Harvey has created a devastating situation in Texas and Louisiana. My wife and I lived in Raleigh, NC when Hurricane Fran came through in 1996. We will never forget its impact on family, friends and the community. It took the city several months to return to normal. Hurricane Harvey is considerably worse.

Here at Surescripts, we are actively working to support the recovery efforts. This week, we have been sharing insights with HHS and others to show e-prescribing and medication history trends in the area that may help inform our collective efforts. The data clearly shows the drop-off in prescription activity in impacted areas, and we are monitoring activity for where the expected rebound occurs, as displaced patients find safe harbor.

We are also activating a disaster response plan to ensure that our network data, particularly our Pharmacy Directory, is as up to date as possible, so prescribers know which pharmacies are available and able to process prescriptions for patients.

In keeping with our purpose – to serve the nation with the single most trusted and capable health information network – we will continue to look for ways to help as this disaster unfolds.

If you have any questions, please do not hesitate to contact Customer Support at 1-866-797-3239 or support@surescripts.com. We have a team on call and can triage inquiries as needed.

Our thoughts are with the people of Texas and Louisiana.

Tom Skelton

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Chief Executive Officer