

## Overall Brand Message

ASD Healthcare is your trusted source for plasma, dialysis, vaccines, contrast media, nephrology and other specialty pharmaceuticals. Count on us to manage your needs from ideation to extinction. We are committed to excellence and maintain our leadership position in the industry by developing and maintaining close relationships with customers and advocacy groups. By embracing the importance of cultivating trust in every relationship we develop with manufacturers, customers and patients, we ensure that our business remains strong and our partners committed.

## AmerisourceBergen Specialty Group

For pharmaceutical manufacturers, healthcare providers and patients, AmerisourceBergen Specialty Group is an essential partner. The company leads the market in oncology, plasma-derivative and biotech product distribution. It offers integrated services to support pharmaceutical manufacturers' overall commercialization strategy and works with them to enhance specialty product launches and market access initiatives.

## Value Proposition

### Intimately Aligned with Customers

- > Exceptional satisfaction, nearing best-in-class status among hospital customers\*
- > Around-the-clock availability for emergency needs
- > Close physical proximity to shipping partners allows ASD Healthcare to offer customers preferred shipping methods and times not offered by other distributors
- > Unique customer service experience: dedicated, tenured, customer-specific teams of Account Managers and Customer Service Representatives sit and work together in structured groups to optimize customer relationships
- > Deep customer relationships: sales representatives are focused on you 24 hours a day, 7 days a week; meeting you and your patient's needs is our top priority

### Community and Advocacy

- > Financial support is provided to groups, projects and initiatives that support patients
- > Strong community relationships with patients and advocacy groups across the nation
- > ASD Healthcare associates participate in volunteer events throughout the year to deepen patient relationships and inspire unwavering commitment
- > Presence in Washington, DC, advocating on legislation that supports the needs of patients

### World Class Distribution Strategy

- > Monday delivery available for all customers—an ASD Healthcare exclusive offering
- > Our central distribution center is located within minutes of a main UPS shipping hub, allowing for expedited shipping opportunities and extended ordering hours
- > Strategically located distribution centers throughout the US with disaster management plans in place to mitigate any supply chain interruptions
- > Product integrity is protected with free overnight shipping on refrigerated products
- > Supply chain integrity with pedigree for all products—we only buy from manufacturers
- > Same-day shipping is available for customers who require expedited product

### Leading-Edge Technology

- > Leading-edge RFID technology for inventory management, real-time data reporting, informatics and transparency to the supply chain
- > Product monitoring in Cubixx machines allows providers to focus on patients by keeping track of and providing alerts regarding product inventory, expiration dates, usage and par levels
- > In-home and in-office infusion solution, myCubixx, reduces risk and helps patients and providers administer products and monitor utilization easily, for hassle-free reporting and data management
- > Online, real-time inventory management tools allow customers to manage their account on their own time

### Part of AmerisourceBergen Corp., a Fortune 24 Company

- > Extensive inventory of products available for existing needs and potential future needs
- > In the event of product shortages, we have the ability to acquire alternative brands to satisfy demand
- > Parent company credit rating is 'investment grade,' which means manufacturer's financial exposure is limited

### Unmatched Factor Return Policy

- > Saleable factor returns accepted within 30 days of purchase

\* Results from TARP Worldwide Customer Satisfaction Survey

