



March 4, 2021

Dear Valued Customer:

For years, Covetrus North America has provided Pharmlink client drop ship services to our equine and large animal veterinary customers. Although this model has served our customers well, changes to pharmacy laws have forced a change in this model.

State regulations prevent wholesale distributors from shipping prescription products to end users in most states. As a result, in 2021 Covetrus will be retiring Pharmlink services for prescription products and launching a new large animal pharmacy solution, enabling veterinarians to continue providing customers with a direct-to-farm service model. This model allows Covetrus to operate with integrity and protect our veterinary customers by ensuring we are in full compliance with state and federal regulations. The pharmacy will be located in our Fort Worth, Texas distribution center.

Your Covetrus sales representative will be reaching out to you with more details and to get your account updated in our system to ensure a seamless transition. You will be required to fill out our Large Animal Pharmacy Enrollment Form and a Prescription Form for your customers. Once these documents are completed, you will follow the same process for placing Rx and OTC orders as you do today, but they will be processed by our pharmacy. You should not expect to see any significant changes to service and cost to serve.

If you have any questions regarding our Large Animal Pharmacy, please contact your Covetrus Account Manager.

We are looking forward to servicing you and your clients with this enhanced solution.

Thank you for your continued partnership.