



Erin Matson
President
Minnesota NOW
550 Rice St. #106A
St. Paul, MN 55103

Dear Erin:

Thank you for speaking with us yesterday. As discussed, Walgreens believes it has an obligation to meet the medical needs of all of its patients. We also believe we have to respect the wide spectrum of views and beliefs of our 165,000 employees.

At rare times these obligations may clash. To fairly resolve these situations and where allowed by state law, we respect the individual pharmacist's beliefs by not requiring them to fill a prescription they object to on moral or religious grounds. We meet our obligation to the patient by having another pharmacist at the store fill the prescription, or if another pharmacist is not on duty, we will arrange to have the prescription filled at a nearby pharmacy before the patient leaves the store.

We understand your concern for women who may have limited mobility or may not have the means to travel even a short distance to the nearest pharmacy. Let me assure you that in these cases our managers will either arrange for a prescription to be delivered to a customer or on many occasions they deliver it themselves. Though this is not a written policy, it is a long-standing practice that reflects the strong emphasis we place on outstanding customer service. Doing whatever is necessary to meet customer needs is not matter of policy at Walgreens - it is simply the way we do business.

Thank you for giving us an opportunity to respond to your concerns. I'm glad that we were able to effectively address your issues and have bypassed any need for a demonstration. If you have any further concerns feel free to contact me.

Best Regards,

A handwritten signature in black ink, appearing to read "John Gremer".

John Gremer
Director of Community Affairs
104 Wilmot Road, MS#1444
Deerfield, IL 60015
(847) 315-4662
(847)315-4417 fax