

Good Neighbor Pharmacy Cited As Seventh Most Preferred Drug Store Chain In Nation

January 3, 2001

Orange, CA - January 3, 2001 - Good Neighbor Pharmacy® (GNP), Bergen Brunswig's network of independently owned and operated community pharmacies, has been ranked seventh in consumer popularity by 2000 Retail Pharmacy Digest, right behind the industry giants and household names of Walgreen's, CVS, Rite-Aid, OSCO/Sav-On, Eckerd and Wal-Mart.

The ranking reflects the findings of an independent survey sponsored by Ortho Biotech that measured patient satisfaction with the practice of pharmacy among chain and independent drug stores.

"While Good Neighbor Pharmacy is not a chain store in the traditional sense, but rather an independent pharmacy network serviced by Bergen Brunswig Drug Company, we are delighted to have ranked highly in the same category with successful chain drug stores," said David Neu, president, retail division, of GNP. "GNP's goal is to provide our pharmacies with the branding, buying power, private label value, customer service and marketing tools that make them as competitive as the best chain drug stores while allowing them to retain the friendly neighborhood drug store characteristics that consumers value most. This most recent recognition validates that we are doing just that."

The survey also found that independent pharmacies were cited positively by consumers more often than average in terms of service-related issues and ease of filling a prescription as well as in the areas of:

- Helpful pharmacists
- Courteousness of staff
- Ability to get medication customer wanted
- Ease of getting new prescriptions filled
- Knowledge about what insurance covers
- Availability of information on conditions
- Ability to call in for prescription refills
- Appearance of stores
- Convenience to work

"This year marks the first year in which Good Neighbor Pharmacy is listed as one of the top "chains" in the drugstore category," said Dan Ramirez, vice president of GNP. "Not only did it rank ahead of many national and regional chains, but we are gratified to note that no other wholesale voluntary groups were included in the Top 20."

Good Neighbor Pharmacy is the nation's premier network of independently owned and operated community pharmacies served by Bergen Brunswig. There are more than 2,000 pharmacies nationwide operating under the Good Neighbor Pharmacy name. To locate the Good Neighbor Pharmacy nearest you, call 888-GNP-STOR, or access the Internet website at www.myGNP.com.

Bergen Brunswig Corporation, headquartered in Orange County, California, is a leading supplier of pharmaceuticals and specialty healthcare products, as well as information management solutions and consulting services.

Bergen's customers include the nation's healthcare providers (hospitals, nursing homes and physicians), drug store, manufacturers and patients. Through its subsidiaries, Bergen provides product distribution; logistics; pharmacy management programs; and Internet fulfillment strategies designed to reduce costs and improve patient outcomes across the entire healthcare spectrum.

Bergen Brunswig press releases are available on the company's website at www.bergenbrunswig.com.