

Amerisourcebergen Corporation Logo

## **Good Neighbor Pharmacy® Ranked Highest in Customer Satisfaction among Chain Drug Store Pharmacies by J.D. Power and Associates**

September 21, 2010

VALLEY FORGE, Pa., Sep 21, 2010 (BUSINESS WIRE) -- Good Neighbor Pharmacy®, a network of approximately 3,700 independently owned pharmacies across the United States, achieved the highest customer satisfaction rating among chain drug stores in the J.D. Power and Associates 2010 U.S. National Pharmacy Study.

The syndicated study, now in its fourth year, measures overall customer satisfaction. The results are based on experiences and perceptions of pharmacy patients. The key factors that contributed to customer satisfaction were: prescription ordering and pick-up process; store; cost competitiveness; and interactions with non-pharmacist staff and pharmacists. The 2010 National Pharmacy Study was based on responses from more than 12,300 customers who filled a new prescription or refilled a prescription during the three months prior to the survey, which was fielded May through June 2010.

"It is an honor for Good Neighbor Pharmacy owners and operators to be recognized by the patients they serve in this J.D. Power and Associates study," said Mike Cantrell, president of Good Neighbor Pharmacy. "We recognize the importance of the community pharmacy where the pharmacist has the opportunity to help personally manage their patients' health, and we are pleased to see the patients' recognition of Good Neighbor Pharmacy as well."

"For over 25 years, Good Neighbor Pharmacy has supported community pharmacy with programs and services that enable us, as pharmacists, to provide quality personal care to our patients," said Tripp Logan, PharmD., part-owner of L&S Pharmacy in Charleston, MO. "It's important to me to be able to get to know my patients, understand their health concerns and become a resource that they can trust."

Good Neighbor Pharmacy is a network of approximately 3,700 independently owned and operated community pharmacies across the United States and Puerto Rico. For more information about Good Neighbor Pharmacy, visit <http://www.goodneighborpharmacy.com>

### **About Good Neighbor Pharmacy**

Good Neighbor Pharmacy, an AmerisourceBergen (NYSE: ABC) program, is a network of more than 3,700 independently owned and operated community pharmacies. Good Neighbor Pharmacists are committed to providing counsel and support to their patients, helping to improve their health and safely manage their medications. As a part of the AmerisourceBergen is one of the world's largest pharmaceutical services companies serving the United States, Canada and selected global markets. For more information about Good Neighbor Pharmacy, visit <http://www.goodneighborpharmacy.com>

EDITORS NOTE: A high resolution logo for Good Neighbor Pharmacy and an interior photo of a store is available by contacting Nora Beger at [nbeger@amerisourcebergen.com](mailto:nbeger@amerisourcebergen.com)

SOURCE: Good Neighbor Pharmacy

AmerisourceBergen  
Nora Beger, 610-727-2384  
[nbeger@amerisourcebergen.com](mailto:nbeger@amerisourcebergen.com)