

Good Neighbor Pharmacy Ranked Highest in Customer Satisfaction Among Chain Drug Store Pharmacies by J.D. Power

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VALLEY FORGE, Pa.--(BUSINESS WIRE)--Oct. 17, 2013-- *Good Neighbor Pharmacy*®, a network of more than 3,200 independently owned community pharmacies across the United States, achieved the highest customer satisfaction ranking among chain drug stores in the J.D. Power 2013 [U.S. National Pharmacy Study](#)™. The pharmacy network was previously awarded with the honor in 2010 and tied for the recognition in 2011.

The syndicated study, now in its seventh year, measures overall customer satisfaction. The results are based on the experiences and perceptions of pharmacy patients. The key factors that contributed to customer satisfaction include: prescription ordering; store; cost; non-pharmacist staff; and pharmacist. The 2013 National Pharmacy Study was based on responses from more than 13,500 customers who filled a new prescription or refilled a prescription during the three months prior to the survey, which was fielded between July and August 2013.

"*Good Neighbor Pharmacy* is honored that our owners and pharmacists have again been recognized by their patients for their commitment to providing superior customer satisfaction," says Scott Robinson, group vice president of *Good Neighbor Pharmacy*. "Our independent pharmacists play a vital role in their patients' healthcare and we are proud to support them in providing an unmatched level of personalized care through our valuable services, such as our immunization program and Prescription Savings Club. In an ever-changing healthcare industry, we look forward to continuing to work with our members to bring them the resources they have come to trust and rely on from *Good Neighbor Pharmacy* to remain competitive and best serve their patients."

"We know our patients by name – they're not just a number. We are good neighbors, and we open up our doors so that patients can experience the difference in the care and service a *Good Neighbor Pharmacy* provides. This recognition is a demonstration from them that we, as community pharmacists, practice pharmacy the way it was meant to be," said Roger Accardi of Accardi Clinical Pharmacy in Orange City, FL, a longtime *Good Neighbor Pharmacy* member and 2013 *Good Neighbor Pharmacy* of the Year.

To learn more about *Good Neighbor Pharmacy*, visit GoodNeighborPharmacy.com or Facebook.com/goodneighborpharmacy. Learn more about J.D. Power at JDPower.com.

About Good Neighbor Pharmacy

Good Neighbor Pharmacy, an AmerisourceBergen (NYSE: ABC) program, is a network of more than 3,200 independently owned and operated community pharmacies. *Good Neighbor Pharmacy* members are committed to providing counsel and support to their patients, helping to improve their health and safely manage their medications. For more information about *Good Neighbor Pharmacy*, visit www.GoodNeighborPharmacy.com.

About AmerisourceBergen

AmerisourceBergen is one of the world's largest pharmaceutical services companies serving the United States, Canada and selected global markets. Servicing both healthcare providers and pharmaceutical manufacturers in the pharmaceutical supply channel, the Company provides drug distribution and related services designed to reduce costs and improve patient outcomes. AmerisourceBergen's service solutions range from niche premium logistics and pharmaceutical packaging to reimbursement and pharmaceutical consulting services. With over \$80 billion in annualized revenue, AmerisourceBergen is headquartered in Valley Forge, PA, and employs approximately 13,000 people. AmerisourceBergen is ranked #32 on the Fortune 500 list. For more information, go to www.amerisourcebergen.com.

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