



pharmaGram™ Recall Services

COMPREHENSIVE DRUG RECALL NOTIFICATION
& MANAGEMENT SERVICES

pharmaGram™ Recall Services

The Industry's Leading Experts on Drug Recalls

Dealing with the complex and time-sensitive recall process is never an easy task for any manufacturer, but with pharmaGram™ Recall Services, we can ensure that your recall is handled with the greatest professionalism and efficiency.

As Canada's only turnkey service provider for pharmaceutical and healthcare recalls, we have worked with many of the country's largest pharmaceutical companies carrying out successful recalls of all scales.

When suddenly faced with a drug recall and time is of the essence, it is critical to have a plan and team in place in order to implement a recall strategy at a moment's notice. A company's ability to respond and take immediate action is not only crucial for minimizing financial risk but also the damage a recall can have on your brand's reputation.

With years of recall experience and expertise, our team has what it takes to successfully manage and execute your recall plan. We have extensive knowledge of regulatory requirements for satisfying both internal and Health Canada regulations, and can cover absolutely all the details associated with recall procedures.



PHARMACOMMUNICATIONS GROUP INC.
GROUPE PHARMACOMMUNICATIONS INC.

PharmaCommunications™ is a leading provider of marketing, business process, and analytics solutions for the pharmaceutical and healthcare industry. Through our offices in Montréal and Toronto, we help the industry more effectively communicate with healthcare professionals and consumers; improve their sales and marketing processes; and assist them in identifying opportunities for future growth. We have undertaken assignments for virtually all of the industry's top 100 companies, and have completed projects in Canada, the United States, and Europe.

IDENTIFY - COMMUNICATE - INFLUENCE
SOLUTION-DRIVEN MARKETING SERVICES

Working with you to develop a comprehensive recall strategy, the pharmaGram™ Recall Services team will help you minimize costs, reduce risks, and help to protect your brand.

Our Complete Range of Recall Management Services include:

- Comprehensive Recall Notification Services
- Call Centre Support Services
- Full GMP Reverse Logistics
- Financial Account Management & Reimbursement Services
- OASIS™ Oversight & Analytics Tools

COMPREHENSIVE RECALL NOTIFICATION SERVICES

We offer a variety of methods for communicating your recall message in the most effective and timely manner. With phone, mail, fax, and e-mail capabilities, your recall message can be targeted and delivered promptly and accurately to even the largest of audiences.

Fast and Reliable Notification Services to Meet the Most Urgent Delivery Requirements:

- pharmaGram™ Direct Mail Notifications
- pharmaGram Fax™ Notifications
- pharmaGram E-Mail™ Notifications
- Outbound Call Notifications

pharmaGram™ is the Canadian Pharmaceutical Industry's #1 Choice for Delivering Priority Communications to HCPs



CALL CENTRE SUPPORT SERVICES

Our team of highly trained Customer Service Representatives, Registered Nurses, and Physicians can provide all the necessary recall support services through our specialized healthcare call centre.

Healthcare professionals, trade accounts, and patients can access our fully bilingual staff for a complete range of customer service activities or for assistance with recall procedures.

- 24-Hour Recall Help Desk Services
- 1-800 Consumer, Trade, and Physician Hotlines
- Self-Serve Recall Websites
- Inbound/Outbound E-Mail Inquiry and Web Chat Services

FULL GMP REVERSE LOGISTICS

A drug recall can place excess demands on your distribution centre but with our full GMP Reverse Logistics Services, you can avoid the unnecessary recall pressure altogether.

- GMP Warehousing and Storage Capabilities for Returned Goods
- Product Retrieval and Receiving Services; Prepaid Shipping, Receipt, Counting, Recording of Lot Numbers, and Data Capture
- Comprehensive Product Destruction Options

Our warehousing/distribution centre has been designed to meet all regulatory standards. All of our processes are fully documented with standard operating procedures (SOPs) structured to meet all good manufacturing processes (GMP).

FINANCIAL ACCOUNT MANAGEMENT & REIMBURSEMENT SERVICES

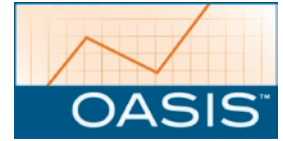
We reduce the administrative burden by handling all of your recall claims, processing refunds, and improving the reimbursement process through superior tracking and reporting.

- Credit Note and Refund Processing; Preparation and Delivery of Credit Notes and Refund Cheques
- Creation of Receipt Vouchers
- Management of Wholesaler/Retailer Credit Process
- Preparation and Automatic Uploading of Summary Accounting Reports

OASIS™ OVERSIGHT & ANALYTICS TOOLS

Drug Recall Tracking Made Easy

OASIS™ is our online oversight and analytics system that is specifically designed for pharmaceutical and consumer healthcare applications.



All pharmaGram™ Recall projects are tracked on OASIS™ to provide you with 24-hour per day real-time oversight, corporate governance, and marketing analytics.

You can view, track, and monitor all the details of your recall activities:

- Notifications Distributed
- Responses Received
- Inbound and Outbound Call Data
- Products Returned; SKUs, Lot Numbers, Quantities
- Financial Data Capture and Returned Goods Liability; Units Returned, Refunds Issued, Liability Outstanding
- Product Disposal Details





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