

Important Announcement



To obtain additional information, contact your local Teva Canada Representative or Customer Care at

1.800.268.4129

TevaCanada.com

May 6, 2019

Transition to FedEx for Retail Parcel Shipping Services for the Maritimes/NFLD

Teva Canada and FedEx have been working to introduce FedEx as Teva's primary small parcel carrier for outbound and inbound parcel shipments for our Customers located in the Maritimes and Newfoundland. This includes shipments to Customers and any authorized returns using FedEx account number **6-333-996-38**.

Teva Canada and FedEx have jointly been in the process of planning the transition of the business in phases. Implementation will occur in phases and phase one has been selected for all retail locations located in the Maritimes and Newfoundland, effective: **May 6th, 2019**.

The transition to FedEx is being managed by a project team consisting of both Teva Canada and FedEx team members. A FedEx project manager has been assigned to manage the overall transition plan. If you have any questions or concerns related to this transition and your individual location, please reach out to Teva Customer Service or FedEx directly through the designated Account Manager, Stacey Connors - Stacey.Connors@fedex.com.

Upon your request, we can engage your local FedEx Account Executive for an onsite visit to ensure each location is appropriately set up for delivery, track and trace, supplies, processing returns, and general inquiries. To arrange this onsite visit, please email Stacey.Connors@fedex.com and provide full address including postal code of your location.

Teva Canada Limited Transition to FedEx - Frequently Asked Questions (FAQs)

Q: What will change with the switch to FedEx?

A: We expect the impact to our Customers to be minimal with shipments to Customers still being on a prepaid by Teva Canada. We expect that transit times to our Customers will remain more or less constant.

Q: What are the service advantages of switching to FedEx?

A: Overall, transit times of the FedEx Ground network are faster than similar service providers. While not every lane will have an advantage on FedEx, the whole of the Teva's customer base is better served by FedEx. Both FedEx Ground and FedEx Express on-time performance is strong and reliable with award-winning premium customer service.

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Teva Canada Limited Transition to FedEx - Frequently Asked Questions (FAQs)

Q: What services are being offered by FedEx for Teva Canada?

A: Teva Canada will be utilizing FedEx as the primary provider for domestic retail parcel shipments for the regions specified in which Teva is responsible for the shipping charges. This includes shipments from our suppliers and vendors as well as outbound to our customers. FedEx will also be used for both ground and air freight shipments.

Q: When will this happen and is the transition being done in phases or all at once?

A: A FedEx project manager has been assigned to the transition and is leading a joint team of Teva Canada and FedEx personnel through an implementation project plan. The team is currently engaged in executing the transition plan and has targeted May 6th, 2019 as the completion of phase one of the transition.

Q: Are all small parcel packages going to be shipped by FedEx?

A: All domestic parcel shipments where Teva Canada is responsible for the transportation charges are to be shipped via FedEx for the regions specified during phase 1 of this transition.

Q: Who is the person in charge of this transition? Who is the FedEx person in charge of this transition?

A: Teva Customer Care is the point person for Teva Canada:
Customer.Service@tevacanada.com 1-800-268-4127
FedEx Account Manager is Stacey Connors. She can be reached at:
Stacey.connors@fedex.com; Cell: 613.293.6765

Q: Who will order and maintain FedEx shipping supplies?

A: Supplies can be ordered at fedex.ca or 1-800-GOFEDEX

Q: Will the freight bill invoicing, audit, and payment process Teva has with current providers continue?

A: Yes. Essentially, nothing changes in this process.