

## Post-acquisition FAQs: Updated August 2022

### Acquisition questions

#### **Why were Emerson Ecologics and Wellevate acquired by Fullscript?**

Our collective efforts are built on a shared mission — helping people get better. Together, we can fuel more meaningful patient outcomes and provide better tools to support practitioners.

We're in the process of combining the best of both platforms into an even better experience. During this exciting time, supporting you and your patients remains our priority.

#### **What does this acquisition mean for my practice?**

Right now, practitioners should continue using Fullscript, Emerson Ecologics, and Wellevate, in whatever way they were before the acquisition. We'll continue to deliver world-class support and notify users of any new updates and instructions when needed.

**We don't expect there to be many changes to your Emerson Ecologics account in the foreseeable future.**

**We plan to close Wellevate in 2023 and will begin migrating accounts to Fullscript later this year. Until you hear from us with next steps, continue using Wellevate the way you always have.**

No changes will be made until we're sure it's going to be a seamless, secure, and fast transition of important information like protocols, catalog favorites, order history, treatment plans, and patient profile information.

All payment and delivery terms remain the same as we continue to simplify integrative care delivery for you and your patients.

#### **What does the acquisition mean for my patients?**

Beginning later this year, patients on Wellevate — alongside Wellevate practitioner accounts — will be moved over to Fullscript in groups. You and your patients will be notified in advance and we'll be here to support them, avoiding any disruption to their care.

Fullscript is also working on a world-class patient mobile app. Wellevate patients who use the mobile app will get early access!

#### **When will changes begin to happen?**

In a scheduled series of organized groups, we'll begin moving practitioners and their patients from Wellevate to Fullscript starting later this year. No other changes are planned

at this time. We'll update you and your patients when important information becomes available.

## Account questions

### What's happening to my Wellevate account?

Right now, it's best to use your existing Wellevate account the same way you always have. If you don't have an existing Wellevate account and want to begin dispensing virtually, [create an account with Fullscript](#).

Later this year, we'll migrate all Wellevate accounts to Fullscript for an even-better dispensing experience. We're working to ensure Fullscript has the best-loved features, pricing, brands, and products that you love from Wellevate.

### What's happening to my Emerson Ecologics account?

We'll continue to offer a great wholesale ordering experience on Emerson Ecologics — but we don't expect there to be many changes to your account in the foreseeable future.

### Can I sign up for Fullscript if I already have a Wellevate account?

If you have an existing Wellevate account, we recommend using it until we are ready to move Wellevate accounts over to Fullscript. If you want to start dispensing virtually and don't have an existing Wellevate account, [create an account with Fullscript](#).

If you sign up to explore Fullscript ahead of time, use the same email address as your Wellevate account to make for a seamless transition in the future.

If you sign up for Fullscript before we're ready to migrate you, just know there won't yet be a way to transfer your information over until our migration process begins.

### Why can't my patients and order history be transferred over to Fullscript now?

We won't migrate any of our Wellevate practitioners or patients until we're sure it's going to be a seamless, secure, and fast transition of important information like protocols, favorites, order history, treatment plans, and patient profile information.

When the platform is ready, you'll be notified and we'll be here to help from start to finish, avoiding any disruption to your workflow and patient care. We'll make the transition to Fullscript as smooth as possible.

### Can I continue dispensing from my EHR?

Yes. The good news is that Fullscript is already integrated with the same EHR partners found on Emerson and Wellevate. We're working on offering a smooth and consolidated experience with our partners.

You'll be given notice about when you're required to migrate your EHR account to the use of Fullscript. We'll give you instructions and guidance on how to be successful with Fullscript's EHR integrations with Cerbo, Practice Better, ChARM, Optimantra and Bodysite.

## Service questions

### Will service quality or policies change?

We plan to continuously improve upon our service quality and policies with this acquisition. Should you need assistance, know that you can count on Fullscript's [world-class support](#).

### Will inventory levels remain the same?

We're committed to delivering products to you and your patients when you need them. With enhanced capabilities to capture supply chain efficiencies and a catalog that now includes 450+ brands, we aim to increase our inventory and availability.

### Will there be any internal staffing changes that may affect me?

Changes in staffing will be communicated as details become available to minimize any disruptions to your account.

### Will my discounts remain in effect?

There will be no changes to discounts, payment, or delivery terms.

### Will I make less money because of this acquisition?

No. Your economics will not change.

### Will my direct deposit payouts continue as usual?

Yes. All payment and delivery terms will remain the same.

### Will the acquisition impact product pricing?

We're not anticipating any changes to pricing in relation to the acquisition.

## Additional questions

### Who is Fullscript?

Fullscript is a powerful, free integrative care delivery platform. It offers singular access to personalized treatment planning, ongoing wellness support and education, and healthcare's best supplements. Learn more about Fullscript [here](#).

### Who do I contact if I have a problem or concern?

Speak to Fullscript's Customer Success team:

- [Email or Chat](#)
- 1 (866) 807-3828

Speak to Emerson Ecologic's Customer Support team:

- [Email or Chat](#)
- 1 (800) 654-4432