

## McCreven, Sheila

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**From:** Kubeck, Diane  
**Sent:** Wednesday, January 26, 2011 9:27 AM  
**To:** McCreven, Sheila  
**Subject:** FW: Senate Bill 13

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**From:** Towbin, Linda  
**Sent:** Monday, January 24, 2011 5:47 PM  
**To:** Kubeck, Diane  
**Subject:** FW: Senate Bill 13

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**From:** Jean [mailto:grpharmacy@aol.com]  
**Sent:** Monday, January 24, 2011 3:42 PM  
**To:** Senator Crisco  
**Subject:** Senate Bill 13

Senator Crisco,

I am writing in support of Senate Bill 13. I understand there will be a public hearing tomorrow to discuss this proposed bill. I am unable to attend the hearing but want to voice my strong support of this bill.

I work at Granby Pharmacy in Granby, CT (none of my representatives are on this committee). We are a busy, thriving family owned pharmacy who are losing customers to mail order every day. People who do not want to leave us because they know and trust us and have been using our pharmacy for generations are being forced to use the mail or sometimes even the local CVS which is right across the street for financial reasons when they would prefer to use our pharmacy.

We offer many services that people cannot get at the chain stores or through the mail, such as free home delivery, face to face interaction with our customers. I have had two people (that I can think of now) this week, who were practically in tears because they were so thankful that we were here and still in business. They reiterated how they would never get the care from CVS or from anywhere else. Those are words from people who really appreciate us and if more people knew how much we care and that they can't get the same service elsewhere they would say the same words.

These government bills are so important because people don't realize that there is a chance that something can change.....and the world won't be filled with impersonal BAD service if we can help it. Just think about the last time you had to call an 800 number to get any answers, because that is the type of service that people get through the mail. It is from people who don't know them and don't care.

The CPA will present excellent testimony on the facts and the numbers that the researchers have discovered. If I had more time to speak to all of our customers to get letters and proof of these situations I would love to. But while trying to fight against mail order and unfair practices of the Pharmacy Benefit Managers I am also trying to be a good pharmacist.

Again I want to reiterate my support of this bill as well as all the staff at Granby Pharmacy and 1000's of customers who aren't even aware that bills like this exist.

Thank you for your time,

Jean Keating PharmD  
Granby Pharmacy  
Granby, CT  
860-653-2517

1/26/2011