



GlaxoSmithKline
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Dear Pharmacist:

Over the past several months we have been in contact with you regarding intermittent shortages of GlaxoSmithKline medicines including Coreg® (carvedilol). We greatly appreciate all your patience and consideration during this time, and thank you for everything you have done to help your patients get the medicine they need.

We are pleased to inform you that Coreg inventory stocks across the country have now returned to normal levels; therefore, your pharmacy should have sufficient stocks to fill all patient prescriptions. GSK representatives will be visiting you in the coming weeks to monitor your Coreg inventory levels and help ensure you have the product necessary to meet patient need.

I should reiterate that there was never any issue with the safety or quality of the tablets in short supply. The shortages of Coreg and other medicines resulted from delayed shipments of product from our manufacturing facility in Cidra, Puerto Rico, following the introduction of new documentation procedures for product release. We've worked round-the-clock to address these issues and re-establish an uninterrupted supply of Coreg while also improving stocks of Paxil CR® (paroxetine HCL) Controlled Release Tablets. As a result, supplies of Paxil CR are once again sufficient to meet patient need.

We are also close to restoring normal inventory levels for Avandia® (rosiglitazone maleate) and expect to communicate with you shortly regarding full availability of that product as well as the supply status of Avandamet® (rosiglitazone maleate/metformin HCL).

We recognize the challenges these shortages may have caused and deeply regret the inconvenience and uncertainty this situation has presented for both you and your customers. Under normal circumstances, of course, there can always be times when an individual pharmacy may experience stock shortages of a given product. Be assured that our current stocking levels will mitigate the likelihood of this occurring with Coreg and Paxil CR. Therefore, with wholesalers now reporting full stocks of Coreg, we will be conducting drop shipments of the product only in emergency situations. Please call GSK Customer Relations at 1-800-877-1158 if you have any questions.

GSK is honored to support all your efforts to improve patients' lives and we appreciate your continued confidence.

Sincerely,

Chris Viehbacher
President, US Pharmaceuticals