

CUSTOMER RESOURCE CENTER



The Healthcare business of Thomson Reuters **Customer Resource Center** delivers a wide variety of support services. Customer and Technical Support Services are designed to help you realize the value of your Thomson Reuters investment.

CUSTOMER SUPPORT

- Personal, one-on-one service for account or subscription inquiries is available from 7:30 a.m. to 4:30 p.m. Mountain Time, Monday through Thursday, 7:30 a.m. to 2:00 p.m. Mountain Time on Friday.
- Our goal is to resolve your issue within the same business day. If the request cannot be resolved within two business days, you will promptly be notified of a resolution date.
- Content-service requests will be reviewed and acknowledged within three to five business days, depending on the complexity of the request. If the request cannot be resolved within 5 business days and escalation is required, you will be provided an estimated time frame for resolution as soon as possible.

TECHNICAL SUPPORT

- 24 hours a day, 7 days a week

Our support team is ready to address your technical questions and issues around the clock. Whether you need assistance installing an update or help with printing a document, our technical support specialists will work with you until the issue is resolved.

CONTACT YOUR CUSTOMER RESOURCE CENTER

Within the U.S. and Canada:

Call +1 877 843 6796, and say the product name.
Select Option '3'

Outside the U.S. and Canada:

Call +1 651 244 4000,
Select Option '3'

Online:

www.micromedex.com/request

Fax:

+1 303 486 6450

E-MAIL AND FAX INQUIRIES

E-mails and faxes are addressed the same business day unless they are sent after regular business hours; those e-mails will be viewed and a reply will be sent the following day. Support forms and contact information can also be found 24 hours a day at www.micromedex.com/request.

No other healthcare information provider delivers the personal customer service and technical support Thomson Reuters offers. Whether a technical question or an editorial content inquiry, we will find the answer.

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minn., Thomson Reuters employs more than 50,000 people in 93 countries. Thomson Reuters shares are listed on the New York Stock Exchange (NYSE: TRI); Toronto Stock Exchange (TSX: TRI); London Stock Exchange (LSE: TRIL); and Nasdaq (NASDAQ: TRIN).

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