



March 2007

Dear Customer:

GlaxoSmithKline (GSK) is proud to announce the creation of Channel Management & Pharmacy Solutions. We restructured our department (formerly known as Trade, Pharmacy Sales & Operations) to better service you, our customers, and to take GSK to a higher level of leadership and success in the continuously changing environment of the pharmaceutical industry.

The Channel Management & Pharmacy Solutions leadership team is as follows:

- **Dick Domann, Vice President, Channel Management – Sales**
Dick will lead a team of eight Channel Account Directors. Along with wholesaler and chain customer account responsibility, they are also strategically aligned with regional business plans to proactively deliver value throughout the product lifecycle by sharing channel expertise and maximizing GSK opportunities with retail pharmacies and wholesalers.
- **Steve Lefebure, Director, Channel Strategy/Management**
Steve's new organization will create and implement distribution channel strategies for GSK products in support of support Brand objectives, ensure efficient and predictable distribution of GSK products and manage commercial relationships and supporting strategic programs.
- **A.P. Singh, Director Brand Pharmacy Solutions**
AP's group is aligned by GSK brand to enhance pharmacy strategy throughout the product lifecycle. They are responsible for driving GSK's business through the pharmacy channel by developing innovative patient adherence programs, educating pharmacists on key brand messages, and optimizing point of sale messaging to drive GSK brand market share and value.
- **Steve Wagner, Director Customer Relations, Operations and Inventory Management**
Steve's team is responsible for front-line customer support for purchasing and distributing GSK products, flawless execution of the Revenue Cycle (order entry through invoicing) and inventory management.

Channel Management & Pharmacy Solutions is committed to collaborating with you to deliver greater operational efficiencies, successful product launches and value in the year 2007 and beyond.

Sincerely,

A handwritten signature in cursive script that reads "Jack".

John L. Fish
Vice President
Channel Management & Pharmacy Solutions