

ADVICE TO CUSTOMERS OF CHANGE TO COMPANY OPERATIONS

Dear Sir / Madam,

This notice is to inform you that from the **1st May 2024**, all Medcan Group customers will move to Medcan's new subsidiary – **Greensaver Distribution** – where all Medcan products will be ordered, sold and dispatched from.

Please ensure you add these details of our new subsidiary to your system:

Company Name: MCA Wholesale Pty Ltd T/As Greensaver Distribution
ABN: 37 658 065 840
Address: PO Box 4579, Springfield QLD 4300
Phone: 07 3188 5427
Email (Orders): orders@greensaverdistribution.com.au
Email (Accounts): accounts@greensaverdistribution.com.au

To facilitate a smooth transition, we are giving you sufficient notice of this change.

Here are some important Q&A's:

Q: *When does this take effect:*

A: 1st May 2024; You will not be able to order any sooner from Greensaver until this date. You will not be able to order any products from Medcan Group directly after this date.

Q: *Why is this change occurring?*

A: This change will see an ease to our customers ordering process, not only will you be able to order Medcan products from Greensaver eCom but also a range of non-Medcan products through the one ordering portal.

Q: *How and where do I order?*

A: You will place your orders online through a secured eCom which is a mirror image of Medcan Group's eCom. You will be issued with new login details closer to the change over deadline. You can go to www.greensaverdistribution.com.au if you would like to get yourself familiar with the website.

Q: *Can I still order from Medcan Group's eCom?*

A: From the 1st May, you will no longer be able to order from Medcan's eCom and you will be diverted to Greensaver's new eCom to place your orders. Your username won't change however you will be required to reset your password and accept new T&Cs under Greensaver Distribution to activate your new account.

Q: What if I have a problem with ordering or logging in?

A: Please contact our IT support team – on support@greensaverdistribution.com.au or for urgent enquiries please call 07 3188 5162.

We will issue another notice closer to transition date.

If you do have any questions or concerns, please contact c.carlton@medcanaustralia.com.au

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Craig Cochran', positioned above a horizontal line.

Craig Cochran
Chief Executive Officer
Medcan Group Pty Ltd