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## Post-acquisition updated FAQs

### Acquisition questions

#### Why were Emerson Ecologics and Wellevate acquired by Fullscript?

Our collective efforts are built on a shared mission — helping people get better. Together, we can fuel more meaningful patient outcomes and provide better tools to support practitioners.

We're in the process of combining the best of both platforms into an even better experience. During this exciting time, supporting you and your patients remains our priority.

#### What does this acquisition mean for my practice?

In March 2022, Emerson Ecologics and Wellevate became one with Fullscript. For the time being, this will not impact your Emerson Ecologics or Fullscript accounts. Existing Wellevate accounts remain active but we plan on moving these over to Fullscript in the future.

All payment and delivery terms remain the same as we continue to simplify integrative care delivery for you and your patients.

#### What does the acquisition mean for my patients?

When the time comes to move practitioners from Wellevate to Fullscript, patient accounts will also move over to Fullscript. Your patients will be notified in advance and we'll be here to support them, avoiding any disruption to their care.

#### When will changes begin to happen?

Integration efforts began in March 2022 when Fullscript acquired Emerson Ecologics and Wellevate. We'll continue to communicate important information with you as updates are made.

### Account questions

#### What's happening to my Wellevate account?

Continue to use your existing Wellevate account the same way you always have. If you don't have an existing Wellevate account and want to begin dispensing virtually, [create an account with Fullscript](#).

In the future, we'll migrate all Wellevate accounts to Fullscript for an even-better dispensing experience. We're working to ensure Fullscript has the features, pricing, and products that you love from Wellevate.

### **What's happening to my Emerson Ecologics account?**

If you want to order wholesale, you can continue to use your Emerson Ecologics account. You'll find the same service you expect from us, plus you now have access to 450+ high-quality brands to explore, including Microbiome Labs.

### **Can I sign up for Fullscript if I already have a Wellevate account?**

If you have an existing Wellevate account, we recommend using it until we are ready to move Wellevate accounts over to Fullscript. If you want to start dispensing virtually and don't have an existing Wellevate account, [create an account with Fullscript](#).

If you do decide to sign up for Fullscript ahead of time, use the same email address as your Emerson Ecologics and Wellevate accounts to make for a seamless transition in the future.

### **Why can't my patients and order history be transferred over to Fullscript now?**

We're working to ensure that all patient and practitioner data is securely and successfully migrated over to Fullscript. It's a big job, and we want to make sure it's done right.

When the platform is ready, you'll be notified and we'll be here to help from start to finish, avoiding any disruption to your workflow and patient care. We'll make the transition to Fullscript as smooth as possible.

### **Will I be able to continue to work from the EHR I already use?**

Yes. The good news is that Fullscript is already integrated with the same EHR partners found on Emerson and Wellevate, and is backed by a team of integration specialists who are here to help you when the time comes to integrate.

## **Service questions**

### **Will service quality or policies change?**

We plan to continuously improve upon our service quality and policies with this acquisition. Should you need assistance, know that you can count on Fullscript's [world-class support](#).

### **Will inventory levels remain the same?**

We're committed to delivering products to you and your patients when you need them. With enhanced capabilities to capture supply chain efficiencies and a catalog that now includes 450+ brands, we aim to increase our inventory and availability.

### **Will there be any internal staffing changes that may affect me?**

Changes in staffing will be communicated as details become available to minimize any disruptions to your account.

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**Will my discounts remain in effect?**

There will be no changes to discounts, payment, or delivery terms.

**Will I make less money because of this acquisition?**

No. Your economics will not change.

**Will my direct deposit payouts continue as usual?**

Yes. All payment and delivery terms will remain the same.

**Will the acquisition impact product pricing?**

We're not anticipating any changes to pricing in relation to the acquisition.

**Additional questions****Who is Fullscript?**

Fullscript is a powerful, free integrative care delivery platform. It offers singular access to personalized treatment planning, ongoing wellness support and education, and healthcare's best supplements. Learn more about Fullscript [here](#).

**Who do I contact if I have a problem or concern?**

Speak to Fullscript's Customer Success team:

- [Email or Chat](#)
- 1 (866) 807-3828

Speak to Emerson Ecologic's Customer Support team:

- [Email or Chat](#)
- 1 (800) 654-4432