# Media or Investor Inquiries

[Process](#_Toc146610167)

[Related Documents](#_Toc146610168)

**Description:** How to respond when a member of the media (newspaper, magazine, television, radio, internet site, etc.) or an individual/organization in the investment community contacts an employee regarding CVS Caremark.

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| Process |

 In general, all contact with the news media is prohibited. Employees are not to discuss any issues relating to CVS Caremark, including our policies, operations, procedures, customer service issues, or positions/opinions on issues concerning our business with the media. The directives in this policy help to ensure that information we provide to the public is consistent and that the company speaks with “one voice” on all matters related to our business.

Without the appropriate corporate approvals, no one can create and or approve press releases or third-party advertising/promotion materials that utilize the corporate name or trademarks.

Perform the following steps when media request information or interviews (newspaper, magazine, television, radio, internet site, etc.) or any requests for filming or photographs inside any corporate facility:

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| **Step** | **Action** |
| **1** | Immediately refer them to **Christine K Cramer**,Vice President, Corporate Communications, at**1-401-770-3317**, **Ext. 7703317**.   * Iffrom clients or plan members requesting financial information or related to the RFP process, the requestor should be directed to **Thomas Cowhey,** Chief Financial Officer of CVS Healthat[**thomas.cowhey@cvshealth.com**](mailto:thomas.cowhey@cvshealth.com) * If general inquiries from investors or investment companies, the requestor should be directed to the CVS Caremark Investor Relations department, at **1-800-201-0938**, or [**investorinfo@cvshealth.com**](mailto:investorinfo@cvshealth.com) |
| **2** | Record the caller’s name, news organization and telephone number.  Do not provide any information other than the name and number provided above. Under no circumstances should an employee grant an interview or provide a comment to members of the media without prior approval from Corporate Communications. |

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| Related Documents |

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[CCCE-0001 Media and Information Sharing Policy](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CCCE-0001)

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