Additional Q&A from the
CVS Health Annual Meeting of Stockholders
May 18, 2023

The question below was submitted by a stockholder of CVS Health Corporation (CVS Health) during our 2023 Annual Meeting of Stockholders as we were concluding the meeting. In accordance with the meeting's Rules of Conduct we are providing an answer to the question, since it was not covered during the Q&A portion of the meeting. Please note that this response was provided on May 22, 2023, and CVS Health assumes no obligation and does not intend to update its response.

Q: What are you doing to improve customer service at CVS? The lines at the pharmacy are always very long, the employees are rushed, they don't seem to care about customers and can't explain how your coupons work, or why they don't scan.

A: Providing prompt, courteous service in all of our stores is a top priority and we strive to continually enhance the customer experience in a number of ways, including ongoing training of our colleagues on our programs, products and services, as well as scheduling our store teams' work hours to help ensure there is appropriate level of staffing during peak customer demand.

In addition, we are working hard to create a digital-first experience. This includes enhancing our digital tools to create a more seamless experience for customers and create capacity to enable more meaningful customer interactions.

We value feedback from our customers and provide different ways for them to let us know if we fall short of their expectations. This includes customer service surveys through our ExtraCare program and our 1-800-SHOP-CVS number.