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Lisa Barker  
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4<sup>th</sup> July 2017

Dear Lisa,

Thank you for getting in touch with us.

You have advised that you are concerned about assertions being made by users of a rival software system alleging you are a paid consultant who is benefiting financially from sales of PharmOutcomes.

I am happy to confirm that we have never made any payments to you, or to anyone connected to you, in any form. I can also confirm that there are no agreements or understandings in place for you, or indeed anyone else, to benefit in such a way in the future.

I am also happy for you to share and publish this letter as you see fit.

It is always disturbing when unfounded accusations such as this are made. I will if requested write directly to the people concerned requiring them to cease and desist from making these false allegations and the company will, if necessary, take full legal action against them.

On a more positive note, I was delighted to hear that our system is making the life of optometry contractors so much easier. It's good to know that it meets your needs and that you are able to take advantage of the flexibility of the system to tailor it however you want.

We very much appreciate your advocacy of the system - based purely on its merits. That for us is a reward in itself.

If I can be of any further assistance in this matter, please do not hesitate to let me know.

Yours sincerely,

David Price  
Chief Operating Officer