

HOW CAN WE HELP YOU?



Pharmers
In Depth Personalised Pharmaceutical Care

LICENSING EXPERTS

SAPC | HPCSA | NDOH | SAHPRA

PROFESSIONAL INDUSTRY LEADERS

HERE TO ASSIST YOU

Our SAPC / HPCSA / NDoH Services:

- All Pharmacy / Premise Licenses
- All Foreign Professional Applications
- Section 22 / Permits Applications
- Appeals / Renewals / Amendments
- And more...



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- And more...

Our SAHPRA Services :

- Import / Export Medicines Licenses
- Wholesale Medicine Licenses
- Manufacturing Medicine Licenses
- Medical devices Licenses (various)
- Complementary Medicine 3D Listing

OTHER APPLICATION SERVICES:

- CSD & PERMITS APPLICATIONS
- PRACTICE NUMBERS, NAPPI CODES & MEDICAL AIDS

Pharmers Pty is a registered consulting company (2018/282705/07) with headoffice in Centurion Gauteng, Operations are guided by the laws of South Africa. Visit our website at www.pharmers.co.za for more information. Ts & Cs apply.

contact us now

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WWW.PHARMERS.CO.ZA



MEDICO – PHARMACEUTICAL PERMITS AND LICENSES GURUS

PHARMERS CONSULTING SERVICES

PROFESSIONAL CONSULTING INFORMATION SHEET

Hey there, welcome to Pharmers' professional consulting (business/ permits/ licenses) information sheet!

In this sheet you will find:

1. Service information for pharmacy licenses (PL) Page 2
2. Service information for Medical device licenses (MD) Page 6
3. Service information for medication licenses (SAHPRA) (SM) Page 8
4. Service information for Business Development Services (BDS) Page 9
5. National Health Insurance - Pharmacy Readiness Packages (PRP) Page 10
6. Regulatory Consulting Services (PV/QA/RA/RP) Page 11
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8. Health Care Professional Permits / Applications Page 15

Client Instruction:

Once you have completed perusing through this brochure, please proceed to the last page for services selection. Use the corresponding service code(s) and return signed form. This brochure does not contain an exhaustive list of services; should you not have found what you need, request it in the "other" box on the Service Request Form.

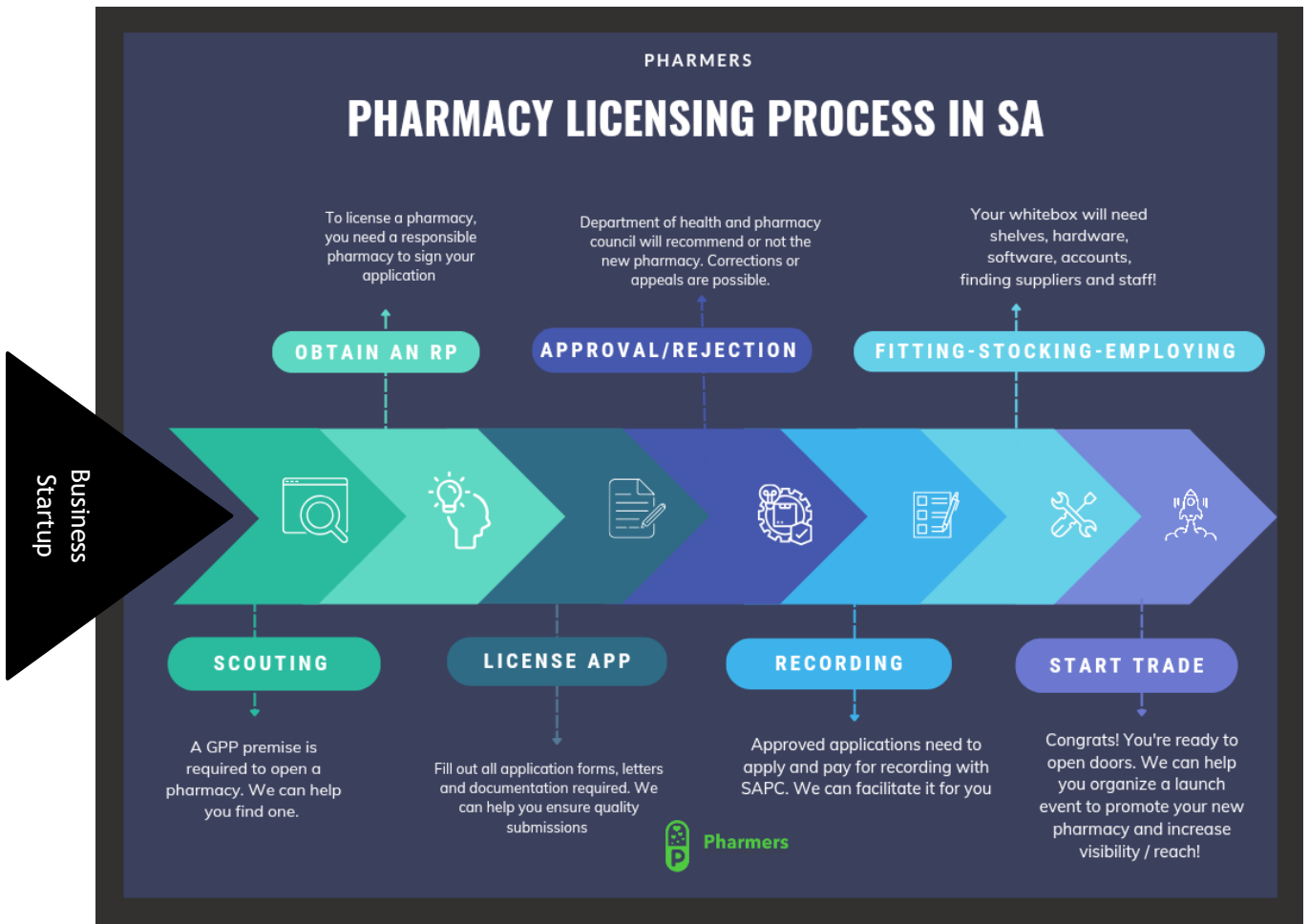
Please note that for licensing packages a compulsory PLAC consultation will apply. This should be scheduled immediately after your booking is confirmed.

A project sheet will be sent to you upon securing your booking with further specific project information such as deliverables, timelines, and requested documents to be returned.

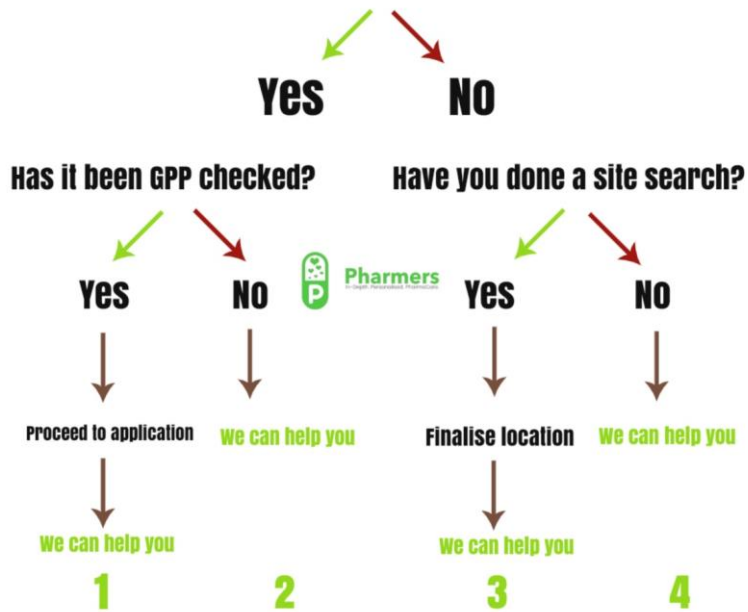
1. PHARMACY LICENSES

We have several curated options of licencing services available depending on your needs. Whether you require a pharmacy licence (**community, institutional, consultant, wholesale, or manufacturing**) a medicines import/export license, or a medical device one (including IVDs) for manufacturing, distribution or wholesale, you've come to the right place.

The National Department of Health as well as the South African Pharmacy Council are the two authorities who process pharmacy license applications. This takes approximately 4 months from date of submission. The steps are as outlined below:



Do you have a pharmacy premise?



Before your consultation, prepare the following:

- Any questions on your project / opportunity

- Your project or ideal geographical location
- Rough idea of outcomes / end goal
- By when you'd like to start /accomplish it etc.

Pharmacy Licence Service Descriptions:

| Code | Name | Description | Duration | Costs (excl VAT) |
|---------------------|--|--|------------------|------------------|
| PLAC | Project consultation | Discuss your specific project timelines, risks, gaps and mitigation options, requirements, budgets, deliverables and alternatives and report | 2 x 40 minutes | R1 000 |
| DFUL | Lite | PLAC, Submission of pharmacy license application with your own RP and own floorplans | 7 days | R15 000 |
| DFURX | Pharmacists Only | Full pharmacy license application for pharmacists who will be their own RPs. | 7 days | R10 000 |
| DFUPL | Done-for-you license app - comprehensive | Full pre-license service from start to license, including: CIPC company registration, IRP + cover letters, CSD application (MAAA), SOP pack, 6-part online application, etc | 14 days | R40 000 |
| DFUB | Done-for-you business | This is the premium package for business people who are looking to license one or multiple premises. Includes scouting, recruitment, training, and more post-licensing assistance. | 6 months | R150 000 |
| DFUVIP | VIP | <i>Full package pre-and post- licensing including scouting, recruitment, training, supplier searches and registrations, licensing, pre-launch marketing and launch campaign and accompaniment for the first operational year including social media, clinic and dispensary management.</i> | 12 months | R250 000 |
| A-la-carte services | | Choose individual services from below. | | |

| Service Code | Service | Service Description | Approx. Days | Cost |
|------------------------------|------------------------------------|--|--------------|---------|
| PRE-LICENSE SERVICES | | | | |
| BSS | Business Startup | CIPC & CSD registration, written business Plan, 24 months forecasts & graphs, startup & annual budgets, branding (logo, positioning, strategy). | 10 days | R20 000 |
| LPWRP | Triple Pharm license | Pharmacy license with SAPC, NDOH, SAHPRA without the interim RP from Pharmers. | 10 days | R22 000 |
| SCO | Scouting | Search for GPP premises suitable for the desired pharmacy type in 3 chosen geographical locations within SA x2 cycles as needed. | 15 days | R6 500 |
| IRP | Interim RP | 4 months x responsible pharmacist who endorses the application with the possibility of extension of time (longer application process durations). | 4 months | R25 000 |
| PLSRP | Full License Submission without RP | All requirements for a quality submission, such as application forms (paper & online), letters, floorplans, 3D images, documents, & payments. | 10 days | R25 000 |
| SITE (Gauteng Only) | Site Visit | Pre-licensing, assess location, distance to neighbouring pharmacies, premise size for intended use, access & Safety | 2 days | R1 200 |
| CIPC | CIPC registration | Full business registration (pharmacy or medical device business) with the registrar of companies | 2 days | R1 200 |
| CSD | Full online CSD registration | Create an online CSD profile and complete all 13 fields to generate an MAAA number (needed for partnerships and tenders with the government (CCMDD, contraceptives etc.) | 1 day | R1 200 |
| PLOA | Online application | We create online login, complete online 6-segment requirements. | 3 days | R2 000 |
| PLFP | Professionally drawn floor plans | Obtain a GPP-compliant maquette of your premise based on your initial floor plans. | 10 days | R7 500 |
| PLSD | Support documents | X4 [Application cover letter (x2), appointment + acceptance compliant letters]. Confirmation of services | 1 day | R4 000 |
| EMS | Emergency submission | Jump the queue, get there first by obtaining a case number before anyone else when we submit your pharmacy application in 24h. | 24 hours | R10 000 |
| POST-LICENSE SERVICES | | | | |
| REC | Recording of Pharmacy | Paper and online application with applicable fees after the pharmacy is recommended and approved. | 7 days | R2 000 |
| SSS | Suppliers & Staffing | Application to Suppliers, providers (accounts) to fit, furnish and stock your white box as well as staff it (recruit cashiers, cleaners, Pas, Rx, RPs). | 10 days | R4 000 |
| LT | Launch & Trade | Launch planning event (online and in person) to widely advertise new pharmacy services in your community (a full month ahead of the open day). | 10 days | R5 000 |

| | | | | |
|------------------------|---------------------------|--|----------|--|
| LC | Pre-Launch Campaign | Launching your pharmacy making it resound in the entire community and surrounding neighbourhoods with visible promotional methods 10 days before and on the launch day! | 12 days | R6 000 |
| INSP (Gauteng Only) | SAPC inspection prep | Post-licensing project, premise size for intended use, internal GPP items (counters, restricted areas, private room access, scheduled med access, etc.), documentation (SOPs, policies), walkabout (patient flow) | 2 days | R1 500 |
| PLSOP | SOPs | Compile your necessary standard operating procedures (community +/- 31) | 5 days | From R2 300 |
| POL | Policies | Personalised policy documents (30) to correctly manage staff and enforce company mandates and values | 5 days | R3 000 |
| CONT | Contracts | Cleaners, Cashiers, Locums, Responsible Pharmacist Pharmacists, Assistants (all) | 5 days | R500 each |
| RECR | Recruitment of staff | We design the advert and advertise on our 4 platforms: YouTube, Instagram, Facebook & LinkedIn for 5 days. | 5 days | R2 000 once off plus 20% of first months' salary if successful |
| VLC | License Changes (various) | Any changes to existing application (ownership, relocation, tradename). All letters, online application, hard copy & floorplans. | 14 days | R10 000 |
| BHF | Practice Number | Online application, review of documents (CIPC, lease agreement, ID of directors, ID and & Reg of RP, proof of current registration of the pharmacy), support documents, online submission, application for the web access. | 7 days | R3000 |
| RMA | Reg Medical Aids | Registration of your pharmacy as a designated service provider to 10 medical aids (| 7 days | R3000 |
| BRR | Business Rescue & Revamp | Is your pharmacy in ICU on the verge of death? Before you sell, let us come in and revive it | 2 months | R25 000 |
| Renew | Various renewals | Professional Licenses or permit renewals for healthcare professionals | 10 days | R3000 |
| BUDG | Post license Budgets | Receive a detailed budget breakdown of what you would require as a basic guide to open a small pharmacy + clinic | 1 day | R1000 |

You're welcome to start with visiting the online portal at:

<https://interns.pharma.mm3.co.za/PasswordRequests/GroupOwnerPasswordRequestEmail> to create a profile.

These steps are explicit enough for you to do it on your own, but if you still require assistance during our consultation, we will help you complete the online forms.

The time frame for applications varies. The minimum time is 3 months, according to the SAPC publishing. To minimise time wasted, ensure your submission is correct the first time you apply. GPP compliance is crucial. Your premises are the most likely area to be non-compliant, so pay extra attention to their requirement.

Remember, we are here to help should you want us to take over your application process, refer to the add-on services that follow and select all that apply. To be discussed during your consultation.

2. MEDICAL DEVICES:

Welcome to Pharmers' professional medical devices (including IVDs) licensing information sheet! We have several curated options of licencing services available depending on your need. Whether you require a **manufacturing** (manufacture, pack, label, service, import, export), **distribution** import, export, distribute) or **wholesale** (storage, transportation, delivery) license, you've come to the right place. 3 types exist: manufacturing, distribution and wholesaling (quality manual or SMF required). The **SAHPRA fees are R25 200 for manufacturing, R15 200 for distribution and R15 200 for wholesale**. The first step to understand the process and requirements.

The fourth one is an export only but requires an existing wholesale license. You've come to the right place. We provide license application services with SAHPRA.



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Medical Devices

The Medical Devices Unit of SAHPRA regulates the licencing of medical device establishments and the registration of medical devices (in vitro diagnostics (IVDs) and non-IVD medical devices) in South Africa to ensure the availability of medical devices that comply with an acceptable level of safety, quality and performance.



Medical Devices Licence Service Descriptions:

| Code | Name | Description | Duration | Costs (excl VAT) |
|-------|----------------------|--|-----------------|----------------------------------|
| MDAC | Project Consultation | Discuss your specific project timelines, risks, gaps and mitigation options, requirements, budgets, deliverables and alternatives and report | 2 x 40 minutes | R1000 |
| DFUMD | Done-for-you | Mandatory project discussion: 10 devices - Comprises of full 6.22 pdf & excel application, company registration + brand, AR | 10 working days | R40 000 Excluding SAHPRA fees |

| | | | | |
|---------------------------------|---------------------------|---|-----------------|----------------|
| | | + LH letters, SMF for wholesale, CSD registration, Special LOA, quality manual | | |
| SLWMD | Done-for-you | Wholesale SAHPRA license application without devices (including SMF, SOPs, etc.) | 10 working days | R25 000 |
| MDED | Extra devices | up to 10 additional devices | 5 days | R5 000 |
| A-la-carte options | | | | |
| EMDA | Emergency MD application | Submit your application within 48h | 48h | R4 000 |
| MD application PDF | MDPDF | Complete MD application 6.22 | 1 day | R3 000 |
| MD application Excel | MDEXC | Complete MD application 6.22 | 1 day | R4 000 |
| Support documents SAHPRA | SUPL | X4 [Application cover letter, appointment (x2), acceptance AR] | 1 day | R4 000 |
| Quality Manual | QUM | Required for MD applications (manufacturing and distribution) | 10 days | R25 000 |
| ADDD | Additional devices | Submit a certificate amendment to add 5 new devices | 5 days | R10 000 |
| MDSP | Business management | Receive personalised SOPs and policies which will help you run your new business | 5 days | R5 000 |
| TMAN | Tender management | Let Pharmers manage your license and obtain tenders on your behalf. | Monthly | R15 000 |
| GSV | Site visit (Gauteng Only) | If needed, we will come to your site and assess feasibility of license premise (manufacturing / wholesale only) | 1 day | R1 500 |
| NCA | Nappi code applications | New NAPPI® code Applications to medical aids | 21 days | Variable |

3. MEDICINES (SAHPRA) LICENSES

To hold medicines in South Africa, you need a pharmacy license, and to move them around you require a SAHPRA license in addition to that. To import, export, manufacture or wholesale or distribute medicines in SA, the following services are available. For medicinal cannabis as well, you will require cultivation license and SOPs for all the intended daily processes.



Medicines Licence Service Descriptions:

| Code | Name | Description | Duration | Costs (excl VAT) |
|------|-----------------------|--|----------|------------------|
| WSL | Wholesale license | SAPC wholesale application with full SAHPRA application (including SMF, interim RP) | 14 days | R40 000 |
| DSL | Distribution license | SAPC distribution application with full SAHPRA application (including SMF, interim RP) | 14 days | R40 000 |
| ISL | Import license | SAPC consultant application with full SAHPRA application (including SMF, interim RP) | 14 days | R40 000 |
| ESL | Export license | SAPC-relevant application with full SAHPRA application (including SMF, interim RP) | 14 days | R40 000 |
| MSL | Manufacturing license | SAPC application with full SAHPRA application (GMP, including SMF and interim RP) | 14 days | R40 000 |

| | | | | |
|-------------|--------------------------|---|---------|--------------------|
| MQM | Medicines Quality Manual | As part of your QMS you will need a quality manual to establish the quality goals, objectives and standards of the organisation | 10 days | R15 000 |
| MSOP | Medicine SOPs | Get a comprehensive pack for manufacturing, cultivating, warehousing or distribution activities | 10 days | R10 000 |
| POL | Company Policies | Personalised policy documents (+/-30) to correctly manage staff and enforce company mandates and values | 5 days | R3 000 |
| CONT | Contracts | Locums, Responsible Pharmacist, assistants etc. | 5 days | R1000 for 2 |

MSOP also includes medicinal cannabis plants. If you have any specific SOP requirements don't hesitate to request a personalised pack.

4. BUSINESS DEVELOPMENT SERVICES

We have services available depending on your needs. Whether you require a pharmacy license, a medical device license, health shop plan, startup financial risk advice, a startup budget, or CIPC company registration, you have come to the right place. Start your business with expert advice. The first step to effectively resolving your query is for us to define and understand it adequately. Kindly complete the attached Pre-Consultation questionnaire fully. This is not a compulsory step, but it ensures that you do not waste your resources (time and money) unnecessarily by embarking on a project that is not feasible or has some disqualifying element. We review your project and discuss your project deliverables and timelines. We are here to be partnering with you on this exciting new journey and wish you the very best outcome.

Entrepreneurs who wish to begin in various projects can opt for helpful services such as:



Business Service Descriptions:

| Code | Name | Description | Duration | Costs (excl VAT) |
|--------|----------------------------|---|----------|------------------|
| BUSPRO | Business projections | 24 months cashflow, start up budget, financial risk advice, 2 x 40minutes project discussion | 10 days | R10 000 |
| BUSPLA | Proposal presentation | CIPC registration, organogram, branding, strategy, risk evaluation, core service description (differentiation), 10-slide presentation, 2 x 40 minutes project discussion | 10 days | R15 000 |
| BUSCAS | Cashflow forecast & budget | 36 months cashflow, start up budget (opening), ongoing budget, 2 x 40 minutes project discussion | 10 days | R15 000 |
| MFR | Mini Feasibility Report | Let's do an online desktop assessment of your prospective project location and surroundings | 3 days | R2 500 |
| HSB | Health shop Business | You may be interested in opening a non-pharmacy business such as a health shop with unscheduled medicines and devices. Let us help you scout, stock or fully plan for one | 10 days | R10 000 |

5. NATIONAL HEALTH INSURANCE - PHARMACY READINESS PACKAGES (PRP)

The NHI bill is signed into law. It is piloted and being rolled out for years already. If you didn't know it, the CCMD patient parcels which many pharmacies registered at "pick up points" issue out are already an implementation of the NHI. Whether you are for or against the fund, is irrelevant. You should be seizing the opportunities that present to the primary health care space adequately, earlier than later. To assist you we have three packages available for pharmacy readiness. Does your pharmacy provide multidisciplinary access to healthcare? Mental health, allied health practitioners etc.? Do you have essential equipment for out patients and even in-patients? What are your support services in place? Let us help you get ready at your preferred convenience level.



| CODE | NAME | DESCRIPTION | DURATION | COST (EXCL VAT) |
|--------|---------------------------------|--|----------|--------------------|
| NHIL | Lite readiness service | Mandatory project discussion; receive the mind map and tools to redesign your pharmacy and its services for the NHI partnership - requirements for accreditation/ certification and the 10 Ideal pharmacy component checklist. | 1 month | R12 500 |
| NHIC | Comprehensive readiness service | Mandatory project discussion; Receive the lite deliverables as well as stepwise guidance, assessment and recommendations to redesign your pharmacy for NHI suitability and partnership. Includes community engagement. | 3 months | R45 000 |
| NHIVIP | VIP readiness service | Mandatory project discussion; All the comprehensive deliverables as well as personal accompaniment in implementation of all 10 components and coaching/ staff training at your premise during your preferred times. Includes systems testing and launch. | 6 months | R130 000 |

6. CONSULTING SERVICES

At pharmers we have expert consultants available to assist you in your projects. Setting up various companies, licenses, departments etc.

- **QA consulting** - Quality Management System packages including ISO13485, quality manuals, SOPs, GMP etc.
- **PV consulting** - Pharmacovigilance packages for consulting as QPPV, or to set up PVQM, SOPs, reports etc.
- **RA consulting** - Various medicine registrations/amendments, CAM listing, medical device registrations, etc.
- **RP Consulting** - interim RPs for short term license applications and various pharmacy project assistance

| Consulting | Duration | Cost (excluding VAT) |
|----------------------|-------------------------|----------------------|
| RP/RA/QA/PV projects | 3 - 6 months on average | R100 000 - 180 000 |



7. RECRUITMENT, RETAINER SERVICES & REPS

You can now opt into one of our recruiting services as an employer or an employee!

RECRUITMENT - Employer tiers

| | Description | Unique Benefits | | | | | | Costs (excl VAT) | Duration |
|--------|--|---------------------------------|----------------------|----------------------------------|------------------------------|-----------------------|-------------------------|---------------------|----------|
| | | Candidate review & shortlisting | Contract negotiating | Induction / Scope / CPD training | Background / criminal checks | Listing & Advertising | Interviewing candidates | | |
| Tier 1 | Entry level tier satisfies the recruitment need of organizations wishing to be listed | | | | | x | | FREE | Once off |
| Tier 2 | Moderate tier satisfies the recruitment needs of organizations wishing to be assisted (1 vacancy) | x | | | x | x | x | R5000 | 1 month |
| Tier 3 | Premium tier satisfies the recruitment needs of organizations wishing to be accompanied (1 vacancy) | x | x | | x | x | x | R11000 | 3 months |
| Tier 4 | Platinum tier satisfies the recruitment needs of organizations wishing to be pampered & customized (1 or more vacancies) | x | x | X | x | x | x | R30 000 | 6 months |

Our wide extensive network of pharmacy professionals ensures we have the biggest pool of qualified candidates to pair with your skill requests.

no other fee or salary percentage commission will be required from the organization.



RECRUITMENT - Employee tiers

Here is the employee section. We have 3 tiers for you.

| | Description | Unique Benefits | | | | | Costs (excl VAT) | Duration |
|--------|--|--------------------------|----------------------------------|----------------------------------|---------------------|-----------------------|---------------------|----------|
| | | Submit to advert listing | Contract negotiating & Induction | Induction / Scope / CPD training | CV / resume upgrade | Interview preparation | | |
| Tier 1 | Entry level tier is mean to satisfy the recruitment need of candidates wishing to simply list their cv/ resume | X | | | | | FREE | Once off |
| Tier 2 | Moderate tier is meant to satisfy the recruitment needs of candidates wishing to be assisted with their CV/resume as well as | X | | | x | x | R1000 | 1 month |
| Tier 3 | Premium tier is meant to satisfy the recruitment needs of candidates wishing to be accompanied | X | x | x | x | x | R2500 | 3 months |

Submit your CV/ resume to be considered for any short- and long-term placements and vacancies.

REPS

Become a sales rep for Pharmers. Earn commission up to 30% selling our products and services in a fantastic way. Be flexible, work remotely and on your own time! Using your social media or other channels, provide promotional information directly to customers. Training & ongoing support provided with the one-time initial joining fee of R500. A toolkit containing personalized rep codes, product and service images, descriptions and packages on offer is available to the reps.

Contact info@pharmers.co.za to receive an application form.



Retainers

You can now opt into one of our retainer packages that suits your company or individual need.

| | Description | Unique Benefits | Costs | Duration |
|--------------------------------|---|--|---|---|
| Package 1 (PPARet6) | <p>Medico-pharmaceutical companies often require expert consulting and training for their organization. At various stages of their growth, they will need to receive accurate industry information, liaise with the authorities for various applications or queries as well as train new and existing employees towards high quality performance and compliance.</p> <p>Select from our GxP training (GMP, GPP, GCP, GWP, GRP), our Quality training (RP, QA) or even our regulatory affairs training (RA, PV). There are a lot more to pick from. Additionally enjoy services such as medicine registration, license application, amendments, various medical writing compilations / brochures, compliance / QMS documentations, inspection readiness, and more.</p> | <ul style="list-style-type: none"> Unlimited (onsite/offsite) consulting work with designated recurring meeting slots and monthly industry specific updates and Regulatory / Pharmacovigilance / Quality Assurance or other recommendations Internal audits & assistance QMS / documentation review | <p>10 or less employees or 3 or less departments: <i>R600 once off enrolment admin fee</i> <i>R4500 / monthly (Excluding VAT)</i> ----- -----</p> <p>11 or more employees or 4 or more departments: <i>R600 once off enrolment admin fee</i> <i>R5600 / month Excluding VAT</i></p> | <u>Six months</u> from the time of enrolment with one complementary handover week |
| Package 2 (PPARet12) | | <ul style="list-style-type: none"> Unlimited (onsite / offsite) training requests with monthly dedicated refresher / upskilling training and or material Scheduled monthly calendar meetings Ongoing expert advice and recommendations / communication with priority booking | <p>10 or less employees or 3 or less departments: R600 once off enrolment admin fee <i>R4000/ monthly excluding VAT</i> ----- -----</p> <p>11 or more employees or 4 or more departments: R600 once off enrolment admin fee R5100 / month Excluding VAT</p> | <u>Twelve months</u> accompaniment from the date of enrolment with two complementary handover weeks |
| Package 3 (PPARetX) | Customised to client specific need | | | |

8. HEALTHCARE PROFESSIONAL APPLICATIONS

| CODE | NAME | DESCRIPTION | DURATION | COSTS |
|------|--------------------------------|---|----------|--------|
| HCPR | License / permit renewals | Renew your annual council memberships and registrations | 10 days | R3000 |
| HCPC | Healthcare professional custom | Customise your request | n/A | Custom |

TERMS & CONDITIONS

Before you make a booking (or payment confirmation), please note the following:

Terms & Conditions:

Our Terms and Conditions section is like a contract between us. Pharmers make information and services available to its customers, and customers should follow rules of engagement.

By booking a service with us, you agree to all of our terms and conditions as stated on this document and our website. We respect your privacy and ensure all personal information obtained through phone/email/ website is kept secure in accordance with the Data Protection Acts – United Kingdom (Data Protection Act 2018 (c 12) is a United Kingdom Act of Parliament), European Union (The General Data Protection Regulation (EU) 2016/679 ("GDPR")) and South Africa (The Protection of Personal Information Act 4 of 2013 ("POPIA")).

As the client, you will communicate any changes to orders before making said changes, failure to do so can result in withdrawal and cancellation of services upon breach. Online bookings are required to generate zoom link through the software, bookings made through email may incur delays. Online bookings must be made the week before the intended consultation date (at least 3 days before)

-When you book for a consultation, an invoice for payment will be sent to you soon after. Make payment into Pharmers account (as shown below) within 24 hours to confirm the appointment. When you book a service, an invoice is valid and payable up to 72 hours from issue. -If this payment is not received through a proof of payment email (send pdf to info@pharmers.co.za) then the booking will automatically be cancelled. -Pharmers automatically provides confidentiality in all projects and consultations. If you desire a written & signed NDA, please request one by email. -Floorplans drawn have a maximum of 3 alterations with the original architect of plans and the timelines will be subject to availability of that architects. We cannot predict how quickly this will be. -Licencing services are limited to full initial submissions of applications.

These services do not include any subsequent need/requests for recordings or providing shop fittings etc. unless booked for such additional services. -Although Pharmers has an excellent track record of approvals, we cannot guarantee any outcome deliberated by the national authorities (SAPC, NDoH, SAHPRA). We may assist in correcting or appealing for reconsideration where appropriate. -All additional payments required to SAPC or SAHPRA are to be paid by the applicant directly and the proof of payment sent to Pharmers for inclusion in application documents. -You may request that Pharmers make those payments on your behalf as an applicant, by including these payments to your invoice. -For projects above R20 000, a 50% deposit can be requested to commence the project and the 40% balance due on submission (subject to case number). -Pharmers will not be held liable for delays incurred by applicants. -defaulters who refuse or fail to pay their balances after work has been done, relinquish their right to privacy. Pharmers may release their full name, IDs, and addresses or even business profile to recover funds any way it deems fit. Whether through legal or public means. -Pharmers will not be held liable for negative outcomes due to applicant doings. -Pharmers will not process any refunds for services booked; but can offer alterations or changes to the business' discretion. -Pharmers Refund policy as described for masterclasses can be found in the Academy tab.-Other specific terms and conditions can be found on invoice or in project sheet prior to making payment.-It is the client responsibility to ensure they understand fully what they are paying for.

Online bookings are required for consultation, must be made at least 3 days before the intended consultation date. Invoice must be paid in full to confirm. Face-to-face consultations will be booked at our office either on a Friday at least 3 days before. SITE visits must also be made 3 days prior and paid fully. When you book for a consultation, an invoice for payment will be sent to you soon after. Make payment into Pharmers' account (as shown below) within 24hours to confirm the appointment. If this payment is not received through a PDF proof of payment email (send pdf to info@pharmers.co.za) then the booking will automatically be cancelled. Pharmers provides confidentiality in all projects and consultations. If you desire a written & signed NDA, please request one by email. Floorplans drawn have a maximum of 3 alterations and the timelines will be subject to availability of our architects. We cannot predict how quickly this will be. Licencing services are limited to full initial submissions of applications. These services do not include any subsequent need for recordings or providing shop fittings etc. see our post-licensing services for more information. The DFUVIP is the exception. Although Pharmers has an excellent track record of approvals, we cannot guarantee any outcome deliberated by the national authorities (SAPC, NDoH, SAHPRA), should the need arise, we will assist in correcting or appealing for reconsideration as best we can. All additional payments/ fees required to SAPC or SAHPRA are to be paid by the applicant directly and the proof of payment sent to pharmers. Use banking details on following page. Ensure the reference is correct. We can help you confirm For projects above R20 000, a 60/40 % split can be requested to commence the project and pay the 40% balance on submission; for projects above R100 000, a 33% x3 payment tranche can be paid every 2 months out of the 6. No liability for unauthorised

changes on application forms or other late replies will be accepted by Pharmers. Late replies or responses leading to project cancellations and liabilities will not be accepted by Pharmers. A project is deemed cancelled after 2 weeks of inaction from the client side. Balance payments for split payment agreements are due 10 days after project begins or on the day of submission of the project. Penalty fees for late payments will apply at 5% increase immediately after first date of delay and accrue daily until payment is made. Please note that all projects carry risk. We mitigate these with our experience and are generally successful. However, should a new requirement, rule or change occur during the application or processing of your license / project; it is outside of our scope and control. It is the client's responsibility to ensure the population statistics are recent and available Verbal discussions and communication from clients require an email follow up to ensure understanding on all parties. If you do not understand your project terms, please request clarity before signing. You will be liable for any misunderstanding leading to project failure. If a plan A project outcome rejection is issued by the authorities, your plan B project plan will automatically kick in.

Thanks again for your interest in Pharmers. We trust that you have found excellent value in your experience with us thus far.

TO MAKE PAYMENT USE FOLLOWING DETAILS:

To pay Pharmers:

FIRST NATIONAL BANK

ACCOUNT NAME: PHARMERS (PTY)

ACCOUNT NUMBER: 62835950280

ACCOUNT TYPE: CHEQUE

SWIFT CODE: FIRZAJJ

REFERENCE: SERVICE CODE / INVOICE NUMBER

To pay SAHPRA:

ABSA BANK

ACCOUNT NAME: SOUTH AFRICAN HEALTH PRODUCT REGULATORY AUTHORITY

ACCOUNT NUMBER: 40-5939-2080

ACCOUNT TYPE: CHEQUE

BRANCH CODE: 632005

REFERENCE: SPECIFIC CODE

To pay SAPC:

STANDARD BANK

ACCOUNT NAME: SOUTH AFRICAN PHARMACY COUNCIL

ACCOUNT NUMBER: 011 885 866

ACCOUNT TYPE: CHEQUE

BRANCH CODE: 010145

REFERENCE: PHARMACY NAME

The next page is a pre-consultation / pre-project questionnaire that may help you describe your need better before we begin your project. Use it if needed and return to info@pharmers.co.za or academy@pharmers.co.za

We're here to partner with you on this exciting new journey and wish you the best outcome.

PRE-CONSULTATION QUESTIONNAIRE (FILL IF FURTHER CLARITY IS NECESSARY)

| | |
|--|--|
| WHERE ARE YOU BASED GEOGRAPHICALLY? | |
| WHAT URGENCY DO YOU HAVE? | |
| WHAT IS THE NATURE OF YOUR REQUEST? | |
| WHAT OUTCOMES/ DELIVERABLES DO YOU REQUIRE FOR SATISFACTION? | |
| WHAT IS YOUR END-GOAL OBJECTIVE AFTER ACQUIRING THIS SERVICE? | |
| WHAT IS YOUR PAIN-POINT FOR NOT DOING THIS ON YOUR OWN? | |
| IS PERSONAL AND EXPERIENTIAL GUIDANCE SOMETHING YOU NEED? | |
| LIST ALL ADD-ON SERVICES YOU REQUIRE ABOVE THE CONSULTATION. | |
| DO YOU REQUIRE ADDITIONAL STRATEGIC GUIDANCE? | |
| WHEN WOULD YOU LIKE TO BOOK? DATE AND TIME? | |
| BY WHEN WOULD YOU LIKE THE PROJECT TO START AND FINISH? / DEADLINES? | |
| ANY OTHER REMARKS TO NOTE? | |

Thanks again for your interest in Pharmers. We trust that you have found excellent value in your experience with us thus far.

Kindly familiarise yourself with our general Ts & Cs as listed on our website.

Disclaimer: Pharmers has successfully assisted hundreds of applicants on their various projects. We will not be held accountable of any failures in obtaining a license once correct application is submitted. The recommendations we give are according to GPP. Non-compliance liabilities will not be accepted. Please note that this purchased herein is non-refundable. If you are not satisfied, we may investigate the cause, adjust or replace the service at the discretion of the managing director.

SERVICE REQUEST FORM



PHARMERS CONSULTING - VARIOUS PHARMERS SERVICES

| | | | |
|----------------------------|--|---------------------------------|--|
| Applicant Title: | | First Name: | |
| Last name: | | Current Position: | |
| Company: | | Email: | |
| Company VAT Number: | | Physical Street Address: | |
| Contact Number: | | City/ Town: | |
| Current industry: | | Date: | |

SERVICE CODE SELECTION (please use all codes in above info sheet that apply)

| Service Code <small>e.g., DFUMD</small> | Done-For-You ✓ | A-La-Carte ✓ | Apply Discount Code <small>e.g., LEAP30</small> |
|--|-------------------|-----------------|--|
| | | | |
| | | | |
| | | | |

Other / no code request:

| | | |
|---|--------------|--|
| All license and permit projects require a project call. Please select your preferred date and time | Date: | |
| | Time: | |

NB:
This application form needs to be completed in full; Enter the correct service codes and select either done-for-you or A-la-carte; If you have a discount code (as seen on social media or our website) please insert it in the correct (last) column

| | | |
|---|----------|------------------------|
| Total Services (Cost): | R | Other Comments: |
| TOTAL Payment Due including 15% VAT: | R | |

PAYMENT OPTIONS SELECTION (please tick box which applies)

| | | | |
|-------------------------|--|--|--|
| One Full Payment | | 2 x 50% (full MD or PL done-for-you services only, over a maximum 10-day processing period) | |
|-------------------------|--|--|--|

Please return completed form to info@pharmers.co.za for an invoice to be generated for your selection.

| | |
|--|------------------------|
| I have read all the terms and conditions and agree | |
| Applicant Signature: | Date: ... / ... / 2024 |