



7 February 2017

Dear MWI Patient,

As you may know, the Medical Weightloss Institute (MWI) has been placed into liquidation.

We understand this letter may be the first you have heard of the liquidation of MWI. The administrators, Hall-Chadwick, were appointed in mid-December 2016, and since that time, we have busily working to make sure that you, our patients, can continue to receive a standard of medical care that - despite some administrative issues within the MWI business - has shown a great deal of success.

The combination of the medicine provided and the medical care by Dr Jackie Forrester as the principal medical doctor showed many patients how to achieve real, lasting weight-loss. Both I and Dr Forrester both feel bound by our duty-of-care to at least offer a continuation of this program to patients.

Since MWI was abruptly liquidated, there are many patients that have been left out in the cold. Some patients are owed medicines and care from monies already paid in advance to MWI, some patients are wishing to continue their treatment programs but do not know where to turn. Some patients would like to reinstate their previously successful program.

Although we are not MWI, ACPHARM and Dr Jackie Forrester are intimately aware of the program and would like to help. Of course, our first action here will be to unravel which patients belong in which category.

Our observations conclude that you may fall into one of these three categories:

- 1. Patients currently undergoing the program and paid in advance, in full.**
For those patients paid in full in advance, ACPHARM will undertake to provide you with the medicines for no additional charge for the term of your existing MWI contract.*
- 2. Patients currently undergoing the program and paying month-to-month.**
For patients paying month to month and wish to continue, arrangements will be made with you to continue treatment via consultations directly with Dr Forrester and medicine provided from ACPHARM.
- 3. Patients wanting to reinstate the program as provided by Dr Jackie Forrester.**
For patient's wanting to take advantage of savings afforded by dealing with the doctor and pharmacy directly,



If you would like to get more info about these changes, how they affect you and the future plans for this weight-loss protocol, please visit our site www.acpharm.com.au/mwi, email us via info@acpharm.com.au or call us on 1300 853 620 to leave us your details or ask any questions.

We are working diligently to ensure that every patient is accounted and provided for, and ask that you bear with us at this time.

We look forward to working with you in the future to help you attain your weight-loss goals.

Sincerely,

A handwritten signature in black ink, appearing to read "D Knowles". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Daryll Knowles
Owner/Pharmacist
Australian Custom Pharmaceuticals

*Copy of contract must be provided to ACPHARM for verification.