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CVS Fails to Correct Pricing Violations in Most Local Stores Surveyed, According to a New Report by Cure CVS

BOSTON – Eight out of ten Boston-area CVS stores surveyed have failed to correct overcharges even after being notified of the errors according to a [new study](#) released today at a City Hall press conference. The study was conducted by Cure CVS, the same group that surveyed local CVS stores for instances of overcharging in April. Surveyors went back to some of the same CVS stores where they were overcharged two months ago and found in many cases that CVS had still not corrected the problem—surveyors were overcharged again on the same items.

"It is important to me that consumers in Boston are protected from unfair business practices, especially during these difficult economic times. People need to have the tools to protect themselves from being overcharged, and I have always supported item pricing and other reasonable consumer protections. I will continue to urge state lawmakers and the administration to ensure that every business in the Commonwealth plays by the rules," said Mayor Thomas Menino.

City Councilmember Sam Yoon called on CVS to stop overcharging its customers and introduced a City Council resolution to oppose all proposed state legislation that would weaken item pricing laws.

"People are struggling to make ends meet in this economy, and we need to ensure that consumers are being protected and that the laws of the commonwealth are respected and enforced," Councilmember Yoon said. "Still, there are attempts to water down the existing laws in this area. This week, I am filing a resolution that opposes the pending legislation in the State House to weaken consumer protection laws, and I call on my colleagues in the City Council to join me in this act."

CVS Caremark Corp., the nation's largest pharmacy chain, is by far the most penalized food retailer in the state for overcharging and other pricing violations, according to the Massachusetts Office of Consumer Affairs and Business Regulation. There are multiple bills under consideration by the state legislature that would weaken item pricing laws currently on the books, thus giving the state less power to protect consumers from retailers that overcharge customers.

The new overcharge report is posted at www.CureCVSNow.org

Cure CVS is an initiative by Change to Win and partner organizations to reform the drugstore industry, starting with CVS, the country's leading provider of prescription drugs and largest drugstore chain. By joining concerned citizen groups with the six million members of Change to Win unions, Cure CVS aims to ensure that CVS provides equal access across all communities and income levels to its stores and services, offers fair and accurate prices, provides quality products and services, protects customers' privacy and puts quality pharmacy care first.

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