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Contact: Gina Bowers (202) 288-0257

CVS's Expired Goods Problems Go Well Beyond NY According to Report by CtW

Washington, D.C. – A new study by Change to Win reveals CVS's expired goods problems and poor health inspections extend far beyond New York, where Attorney General Cuomo filed suit against CVS on Thursday, December 4 after finding that there were still expired products on the drugstore chain's shelves close to six months after Cuomo threatened to take legal action against the chain for selling expired medicines, infant formula, milk and eggs. The Attorney General's findings of CVS's persistent pattern of selling expired goods in New York dovetail with the findings of Change to Win's study of CVS stores in 10 markets across the country released yesterday and available at www.CureCVSNow.org.

CVS's offering expired products for sale poses "serious, even life-threatening consequences" to CVS customers, according to the Attorney General. It also violates CVS's 2003 agreement with the Attorney General not to sell expired nonprescription medicines.

Citing the company's "unwillingness to properly address the problems found at its New York stores," the Attorney General's suit seeks to compel the company to institute measures to prevent the ongoing sale of expired products. In June, the Attorney General announced that his staff had found expired products on shelves at 142 CVS stores across the state. Rite Aid, where the Attorney General had found expired products at fewer stores, settled with the Attorney General yesterday, agreeing to a \$1 million penalty and to check all its New York stores weekly for expired goods.

In a separate study, surveyors visited nearly a quarter of the CVS stores – over 1,500 stores in 10 states and the District of Columbia – and found expired products for sale at 666 stores. That is more than 42 percent of those surveyed. The findings included:

- Seventy-one percent of CVS stores surveyed in Greater Houston had some expired products on their shelves – 101 of 142 stores visited.
- Nearly three in 10 CVS stores in New York City carried expired goods – 27 of 92 stores surveyed.
- Forty-three percent of Greater Los Angeles CVS stores surveyed had expired products on their shelves – 126 of 294 stores.
- Nearly two-thirds of Greater Detroit CVS stores visited stocked expired products (132 of 206 stores, or 64%) and over half of the CVS stores surveyed in Washington, D.C., or 21 of 41 stores.
- There were also significant problems with expired products in the Phoenix, South Florida, Philadelphia, Las Vegas, Boston and Detroit areas.

The new study, endorsed by Southern Christian Leadership Conference of Greater Los Angeles and NAACP chapters in New York State, Boston and Philadelphia along with a diverse coalition of public interest groups, also documents CVS's pattern of allocating stores and services unequally, providing higher levels of service to predominantly white and more affluent communities in key markets. The report

also highlights problems with health violations at CVS stores, quality control lapses involving CVS brand medicines and CVS's failures to protect customers' private information.

Change to Win is a six million member partnership of seven unions founded in 2005 to represent workers in the industries and occupations of the 21st century economy. Change to Win is committed to restoring the American Dream for a new generation of workers – wages that can support a family, affordable health care, a secure retirement, and opportunity for the future.

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