

September 12, 2008

Dear Members,

About a month ago, ASHP underwent a major system-wide upgrade of numerous technology solutions to allow us to serve you better. As with any major upgrade, there were unexpected problems and errors in applications to resolve following the conversion. However, it has taken us much longer than we anticipated to resolve these issues and return to a level of service that you have come to expect of us. We know that many of you have experienced disruptions in service while visiting the ASHP web site in recent weeks.

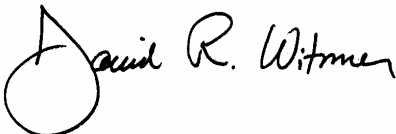
We sincerely apologize for this disruption of service. Our staff is working around the clock to bring systems back on-line and restore full functionality. We expect that this work will continue for a couple more weeks. Please be assured that we are committed to resolving the current issues as quickly as possible and anticipate that we will have a much improved system in the long run.

While this upgrade has not gone as smoothly as planned, one new feature you will find is reflected in the new web site login process. Members will now be able to login using their e-mail address on file and their current password. If you are having problems signing in, are not sure of the e-mail address you have on file, or do not know your current password, please contact ASHP Customer Service by phone at 1-866-279-0681 or at via e-mail at webcustserv@ashp.org.

We thank you for your feedback over the past several weeks and hope that we are addressing all issues we've heard about from you. If you continue to experience problems or need immediate assistance, please contact ASHP Customer Service at the number listed above.

Thank you for your patience. We remain committed to providing our members with a high quality membership experience and plan to be fully functional soon. If you have questions or comments regarding issues that have not been addressed, please feel free to contact me directly at responses@ashp.org.

Sincerely,



David R. Witmer, Pharm.D.
Vice President, Member Relations