

# Valued Healthcare Customer

At Sam's Club<sup>®</sup>, we respect the dignity of each individual who visits our stores and are committed to making our goods, services, and facilities accessible to everyone.

Sam's Club does not discriminate on the basis of race, color, national origin, sex, age, or disability and strictly prohibits retaliation against any person making a complaint of discrimination. Additionally, we gladly provide our healthcare customers with language assistance, auxiliary aids and services at no cost. We value you as our patient and your satisfaction is important to us.

If you need assistance or have concerns with your healthcare services, please speak with the Sam's Club Pharmacy or Optical Center manager. If you are not satisfied, please contact us using one of the methods below so that we can better serve you.

**To learn about or use our grievance process, contact the office of our Vice President, US Ethics and Employment Compliance:**



1-800-WM-Ethic



[www.walmartethics.com/home.aspx](http://www.walmartethics.com/home.aspx)



[ethics@wal-mart.com](mailto:ethics@wal-mart.com)

**To file a complaint of discrimination, contact the U.S. Department of Health and Human Services, Office of Civil Rights:**



1-800-368-1019 or 1-800-537-7697 (TDD)



[https://ocrportal.hhs.gov/ocr/cp/wizard\\_cp.jsf](https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf)



[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)