



## Customer

Pharmacies provide an invaluable service, so it's no surprise that those who pursue careers in this field have a deep passion for patient care. For Kirk Heinz, a man whose pharmacy has provided much-needed service for over 33 years, it all began with a simple idea: to build a pharmacy that supports a small community. After paying his dues in pharmacy school and serving as an employee in a small-town pharmacy, he decided to start reaching for his dream – he purchased the pharmacy where he had his first job. It just so happens that in that same year, Kirk was also elected mayor of his town, becoming the second-youngest resident to ever achieve that title. That kind of commitment drove Kirk to make his pharmacy a pillar of his community, expand into two other locations, and establish a history of outstanding care and long-standing relationships along the way.

## Challenge

In pharmacy school, Kirk learned about the impacts a healthy banking relationship has on a business's growth. He sought to work with a bank whose reputation for lifelong relationships and dedication matched his own. Through a local investment club, Kirk heard about the things KeyBank was doing for his peers, and he decided to set up a meeting. Since 2000, Kirk and KeyBank have successfully completed four SBA loans, and most importantly, have built a long-standing friendship. Most recently, Kirk needed KeyBank's help to build a central location dedicated to pharmaceutical compounding.

## Success summary

**Company:**

Kirk's Pharmacy

**Industry:**

Healthcare

**Business challenge:**

Establishing a central location

**Loan purpose:**

Building acquisition and renovation

**Loan solution:**

SBA 7(a) term loan

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We were figuring out how to buy the existing building we were in, but then found a building that worked better. We needed help to work it out with the bank to buy that real estate and remodel. Our KeyBank banker worked with us to get everything done.

– Kirk Heinz, owner and founder, Kirk’s Pharmacy

## Solution

Even though the appraisal didn’t meet the initial value assessment for the building, KeyBank was able to work with Kirk’s Pharmacy, and against overwhelming odds, Kirk and KeyBank kept the deal moving. The dream finally came to fruition when Kirk’s Pharmacy took out a \$1,985,000 SBA 7(a) loan, renovated the building, bought new equipment, and opened its laboratory doors.

## Results

Kirk’s Pharmacy is unlike any other. They’ll open up shop after hours just to fill a prescription after a late-night disaster. If a customer shows up five minutes after the close of business, Kirk will personally let them in to get what they need. Through its work with KeyBank, the pharmacy now has 4,000 square feet of space dedicated to a state-of-the-art pharmaceutical compounding lab, as well as three locations, six new employees, and a rich history of lifelong relationships, growth, and going above and beyond.



To learn more, contact a local KeyBank Relationship Manager or visit [key.com/smallbusiness](https://key.com/smallbusiness).



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