



CooperVision®

[ADDRESS]
[ADDRESS]
[ADDRESS]
[ADDRESS]
[TEL]
[EMAIL]

[NAME]
[COMPANY]
[ADDRESS]
[CITY, REGION]

[DATE]

COMPANY-INITIATED FIELD SAFETY CORRECTIVE ACTION NOTICE

Lens Care Solution / Saline Bottles – 250ml, 360ml, 380ml: Hy-Care / All in One Light /
Refine One Step Peroxide / Preservative Free Saline

[DELETE AS APPROPRIATE BY MARKET]

Dear [NAME],

We have discovered that certain bottle types used in our lens care solution and saline products were found to have been manufactured from an incorrect type of high-density polyethylene (HDPE). This material was used from 16th October to 14th November 2021 in certain LOTs.

Based upon the current testing and information available, the likelihood of any current hazard to the end user is remote and the probability of harm is extremely unlikely. No complaints from users have been received. However, out of an abundance of caution for the long-term stability of the product, we have taken the decision to remove affected product from customer stock.

[FOR DIRECT CUSTOMER]

Our records indicate you have received affected bottle(s) (see LOT numbers below). We would appreciate your assistance in the following actions:

- Please immediately examine your inventory / product shelf;
- Stop any further distribution of bottle(s) from the affected LOTs;
- Quarantine bottle(s) from the affected LOTs, and;
- Return the bottles(s) from the affected LOTs to CooperVision, following your existing returns process.

[FOR DISTRIBUTOR]

Our records indicate you have received affected bottle(s) (see LOT numbers below). We would appreciate your assistance in the following actions:

- Please immediately examine your inventory;
- Stop any further distribution of bottle(s) from the affected LOTs;
- Quarantine bottle(s) from the affected LOTs, and;
- Return the bottles(s) from the affected LOTs to CooperVision, following your existing returns process;
- Should your customers also hold inventory, please request they do the same.

Please note that there is no requirement to inform consumers who have already received the product as the likelihood of adverse impact is remote and the probability of harm to the end user is extremely unlikely.

Your account will be credited once the product is returned and processed.

We appreciate your assistance and apologise for any inconvenience to you or your customers. If you have any further questions, please contact us at: **[CS CONTACT NUMBER]**.

Yours sincerely,

[COUNTRY MANAGER SIGNATURE]

[COUNTRY MANAGER NAME AND TITLE]

Affected LOTs we believe you have received

[INSERT LOT BY CUSTOMER – REFER TO MASTER LIST]