



## Urgent Field Safety Notice

OneTouch Reveal® Mobile App - Insulin Mentor™

FSCA-identifier FAE-2022-018

Update to OneTouch Reveal® Insulin Mentor™ Settings

18<sup>th</sup> July 2022

### **Affected Products**

OneTouch Reveal® Insulin Mentor™ Mobile App

All software versions on iOS and Android platforms

<https://www.onetouch.com/products/softwares-and-apps/one-touch-reveal-mobile-and-web-app>

As part of our continuous monitoring process, we have identified a technical issue with the OneTouch Reveal® app's Insulin Mentor™ feature; namely Insulin Mentor™ data that has the potential to impact the insulin dose recommendation for a small number of patients. We have had no reports of any injuries related to this issue. For patients impacted, out of an abundance of caution, we have removed their individualised Insulin Mentor™ feature settings and require these to be re-entered to avoid potential incorrect dosing recommendations. We have advised these patients to contact the LifeScan Customer Care team at their earliest convenience to help them get restarted.

All registered app users and their registered Healthcare Professional or Clinic will be contacted via email.

LifeScan's highest priorities are always the health and safety of patients as well as the quality of our diabetes management products available worldwide. Together, LifeScan and OneTouch® improve the quality of life for people with diabetes with products and digital platforms defined by simplicity, accuracy, and trust.

Yours sincerely

LifeScan Europe

You are receiving this message from LifeScan (the owner of the OneTouch® brand) because you are a user of OneTouch Reveal®.

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