



[CV ADDRESS]
[CV ADDRESS]
[CV ADDRESS]
[CV ADDRESS]
[TEL]

[EMAIL]

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

COMPANY-INITIATED FIELD SAFETY NOTICE
Hy-Care® Multipurpose Contact Lens Care Solution
60ml, 100ml, 250ml, 360ml, 380ml

Dear [NAME],

CooperVision is voluntarily recalling its Hy-Care® contact lens solution from the market, effective immediately. Our quality testing has determined that the product may not offer appropriate levels of disinfection in some circumstances against high levels of a particular yeast organism. Although no complaints have been received and there have been no confirmed incidents attributed to inadequate disinfection, we are acting out of an abundance of caution.

Our records indicate you have received affected product in one or more of the above bottle configurations. We would appreciate your assistance in the following actions:

- Please immediately examine your inventory / product shelf;
- Stop any further distribution of the affected product;
- Record, where practical, the LOT numbers and quantity of each bottle type from your inventory;
- Contact CooperVision Customer Services on [CS CONTACT NUMBER] to understand how to obtain a credit against affected product;
- Dispose of the solution through waste-water systems and recycle the primary packaging; if you do not wish to dispose of the product in this way, you may return the product to CooperVision through your normal means.

As part of this action, we will be asking consumers to cease use and dispose of any affected product they have. The process will be as follows and we are currently preparing the mechanisms to undertake these actions – we will be in contact with you in due course to provide further information:

- Notification to consumers (email/letter template) – linking to a Recall website;
- Post for your website – linking to the Recall website;
- Recall website – users will be advised to dispose of the solution through their household waste-water system and recycle the primary packaging. There will be instructions on how to obtain reimbursement for the product.

While we prepare the above, we ask that you post the enclosed/attached consumer notification on your website.

We appreciate your assistance and apologise for any inconvenience to you or your customers. Should you wish to discuss this action, please contact your business development manager or our customer services team at: [CS CONTACT NUMBER].

Yours sincerely,

[COUNTRY MANAGER SIGNATURE]

[COUNTRY MANAGER NAME AND TITLE]

Enclosure/attachment:

Product Recall Notification Template (Customer to Consumer)

Frequently Asked Questions document



Delta Park, Concorde Way,
Segensworth North,
Fareham, United Kingdom,
PO15 5RL

23 February 2022

**COMPANY-INITIATED FIELD SAFETY NOTICE
UPDATE ON PATIENT REIMBURSEMENT WEBSITE**
Hy-Care® Multipurpose Contact Lens Care Solution 60ml, 100ml, 250ml
(Including private label and house brand)

Dear Eye Care Practitioner,

We wrote to you last week informing you that CooperVision is voluntarily recalling its Hy-Care® contact lens solution from the market, effective immediately. Our quality testing has determined that the product may not offer appropriate levels of disinfection in some circumstances against high levels of a particular yeast organism. Although no complaints have been received and there have been no confirmed incidents attributed to inadequate disinfection, we are acting out of an abundance of caution.

As part of this action, we advised that we will be asking you to ask your patients to cease use and dispose of any affected product once they have secured an alternative multipurpose solution. I can confirm we have prepared the mechanisms to undertake these actions and the recall website will be available from the 28th February, 13.00 GMT. Please find to follow:

1. Recall Website Notification (Customer to Patient): this is for you to place/update the web page where they have posted the original information on the recall.
2. Recall Website Notification – Letter/Email (Customer to Patient): this is for you to use if you wish to contact your Hy-Care users by email/letter.
3. FAQs - Recall Website (Customer to Patient): This is to provide you with answers to typical questions on how the reimbursement process will work.

Editable versions of the above documents are available to download at
www.coopervision.co.uk/practitioner/documents

Should you wish to discuss this action, please contact your business development manager or our customer services team on 0870 9000 055* / orders@coopervision.co.uk.

A handwritten signature in black ink, appearing to read "Doug Bairner".

Doug Bairner
Country Manager, UK & Ireland

1. NOTIFICATION – CUSTOMER TO PATIENT

[FOR CUSTOMERS TO PLACE ON THEIR WEBSITE / COMMUNICATE DIRECTLY TO INFORM PATIENTS OF THE ACTION AND WHAT TO DO]

Product Recall

CooperVision® Hy-Care® [OR INSERT PL BRAND / HOUSE BRAND NAME] multipurpose contact lens solution

We have been advised of a voluntary recall by contact lens solutions manufacturer, CooperVision, of Hy-Care® [OR INSERT PL BRAND / HOUSE BRAND NAME] multipurpose contact lens solution (60ml, 100ml and 250ml bottles).

The manufacturer's quality testing determined that the product may not offer appropriate levels of disinfection in some circumstances against high levels of a particular yeast organism. Although no complaints have been received and there have been no confirmed incidents attributed to inadequate disinfection, this action is out of an abundance of caution.

It is important you continue to clean and disinfect your soft contact lenses. Please cease use and discard your HyCare® [OR INSERT PL BRAND / HOUSE BRAND NAME] multipurpose solution once you have secured an alternative multipurpose solution. Please retain the bottle in order to obtain your reimbursement, which you can do by visiting the recall website: www.CVrecall.expertinquiry.com from the 28th of February 2022 13.00 GMT.

This website is managed by Sedgwick, the company that are supporting CooperVision (the manufacturer) on this recall. On the website you will be given more information on what to do next and instructions on how to claim your reimbursement. You will also find contact details should you need to speak with a representative.

2. Recall Website Notification – Letter/Email (Customer to Patient):

[RETAILER BRANDING &
ADDRESS INFORMATION]

[CUSTOMER DETAILS]

[DATE]

PRODUCT RECALL

CooperVision® Hy-Care® [OR INSERT PL / HOUSE BRAND NAME]
multipurpose contact lens solution

Dear Customer,

We have been advised of a voluntary recall by contact lens solutions manufacturer, CooperVision, of Hy-Care® [OR INSERT PL / HOUSE BRAND NAME] multipurpose contact lens solution (60ml, 100ml, 250ml and bottles).

The manufacturer's quality testing determined that the product may not offer appropriate levels of disinfection in some circumstances against high levels of a particular yeast organism. Although no complaints have been received and there have been no confirmed incidents attributed to inadequate disinfection, this action is out of an abundance of caution.

It is important you continue to clean and disinfect your soft contact lenses. Please cease use and discard your HyCare® [OR INSERT PL / HOUSE BRAND NAME] multipurpose solution once you have secured an alternative multipurpose solution. Please retain the bottle in order to obtain your reimbursement, which you can do by visiting the recall website: www.CVrecall.expertinquiry.com from the 28th of February 2022 13.00 GMT.

This website is managed by Sedgwick, the company that are supporting CooperVision (the manufacturer) on this recall. On the website you will be given more information on what to do next and instructions on how to claim your reimbursement. You will also find contact details should you need to speak with a representative.

[STANDARD RETAILER SIGN OFF]

Yours sincerely,

[SIGNATURE]

[NAME]

[TITLE]

3. Hy-Care® Multipurpose Solution – Patient Recall Website

FREQUENTLY ASKED QUESTIONS AND ANSWERS

How do patients get reimbursed for the bottles they have?

Patients should visit www.CVrecall.expertinquiry.com to get more information on what to do next and for instructions on how to claim their reimbursement. This website will be live from Monday 28th February (13.00 GMT).

How do patients get reimbursed?

Once a claim has been verified and processed, patients will receive a Virtual Card email issued from CVrecall@myglobaloptions.com. Patients will then be asked to register on the B4B (the fulfilment company) website using the 9-digit code provided in the email. Once registered, they can then activate and manage their payment card by following the instructions.

What is a virtual payment card?

An electronic card that works like a traditional physical payment card. Users can pay for items online or over the phone anywhere Mastercard is accepted.

Does the website ask for personal information?

The website needs to ask for some personal information such as name, address, email and date of birth in order for the payment processor's checks to be undertaken. No financial information is requested and none of this information is shared with any third party.

How long does it take to get reimbursed?

It takes approximately two weeks to be reimbursed. The reason for the processing time is that applications have to be validated and checked. The payment process is then managed by B4B who then send the patient registration and activation instructions by email.

Why are patients taken to a different website?

This patient reimbursement process is managed by Sedgwick, the company that are supporting the manufacturer, CooperVision, on this recall. Sedgwick are Global specialists in managing product recalls and CooperVision has chosen to partner with them to ensure the smoothest possible process for patients to receive their reimbursement. Sedgwick use virtual payment card provider, B4B, to reimburse and to do this, patients need to register with the B4B website.

Users can't access the website – what can they do?

If patients are having issues connecting to the www.CVrecall.expertinquiry.com website, they can contact Sedgwick Customer Services as per below (live Monday 28th February, 13.00 GMT). Lines are open 9.00 to 18.00 GMT:

Patient Support Numbers
United Kingdom: 0800-0261954
All Other Countries: +44-207-660 8272
France: 0805-988061
Germany: 0800-1810578
Spain: 900-831760

Netherlands: 0800-0223017

They can also use these contact details if they are having issues connecting to the B4B website.

What currencies does the virtual card accommodate?

The Mastercard product is available in GBP, USD and EUR. For other countries, the local currency rate would be processed at the point of purchase. For these countries a fee of 2.75% would be applicable and this is taken into account at the reimbursement stage (by adding it to the value of the payment card).