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[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.

We would appreciate your support in notifying customers to whom you have distributed affected product. Please send/email them the following:

- Field Safety Notice (Distributor to Customer);
- Product Recall Notification Template (Customer to Consumer) – for your customers to post on their websites as referenced in the Field Safety Notice (Distributor to Customer).

Your CooperVision representative will contact you to discuss reimbursement for your customers.

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]**

Enclosures/attachments:

Field Safety Notice (Distributor to Customer)  
Product Recall Notification Template (Customer to Consumer)  
Frequently Asked Questions document

[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. Their 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, the company is 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 the LOT numbers and quantity of each bottle type from your inventory;
- Dispose of the solution through waste-water systems and recycle the primary packaging.

We will contact you with next actions regarding reimbursement of affected product.

As part of this action, CooperVision will be asking consumers to cease use and dispose of any affected product they have. The process will be as follows and the company is 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 CooperVision prepare the above, they 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 sales representative or our customer services team at: [DISTRIBUTOR CS CONTACT NUMBER].

Yours sincerely,

[DISTRIBUTOR CONTACT SIGNATURE]  
[DISTRIBUTOR CONTACT NAME AND TITLE]

Enclosure/attachment:

Product Recall Notification Template (Customer to Consumer)  
Frequently Asked Questions document

## 1. NOTIFICATION – CUSTOMER TO PATIENT

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

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### **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](http://www.CVrecall.expertinquiry.com) from the 28<sup>th</sup> 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.