

[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