



CooperVision®

[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.

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