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[TEL]

[EMAIL]

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

COMPANY-INITIATED FIELD SAFETY NOTICE
All in One Light® Multipurpose Contact Lens Care Solution
60ml Bottle Configuration
Lot 162046

Dear [NAME],

CooperVision is voluntarily recalling a single lot of All in One Light® multipurpose contact lens solution (60ml) from the market, effective immediately.

Routine quality testing is performed on retained samples. For the affected lot, sterility test results conducted on some of the retained samples failed to meet criteria at the 12-month time interval. Although no complaints have been received for the affected lot and there have been no adverse events, we are acting out of an abundance of caution. No other lots of All in One Light® are impacted by this action.

Our records indicate you have received product from the affected lot. We would appreciate your assistance in taking the following actions:

- Please immediately examine your inventory / product shelf for the affected lot;
- Stop any further distribution of product from the designated lot;
- Record the quantity of bottles specific to this lot from your inventory using the 'Recall Inventory Record' form. If you have no bottles of this specified lot, please put '0' in 'Quantity';
- Scan this completed form and email to: [LOCAL CS EMAIL] – please complete and return even if you have no bottles remaining in your inventory;
- 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.

Please note that if a credit is due to you, this will automatically be applied to your account once we have received and validated your 'Recall Inventory Record' form.

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);
- Recall Inventory Record Form – for your customers to record any affected inventory;
- Product Recall Notification Template – for your customers to make consumers aware as referenced in the Field Safety Notice (Distributor to Customer).

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:

- Field Safety Notice (Distributor to Customer);
- Recall Inventory Record Form
- Product Recall Notification Template (Customer to Consumer)