



CooperVision®

[CV ADDRESS]
[CV ADDRESS]
[CV ADDRESS]
[CV ADDRESS]
[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.

As part of this action, we will be asking consumers to cease use and dispose of any product from the affected lot in their possession. We would appreciate your support in making them aware of this recall by:

- Notifying consumers who may have product from the affected lot using the text in the enclosed/attached 'Product Recall Notification Template'. This information can be used in the channels you deem appropriate (such as by email or letter; posted on your website; displayed in store).

For any consumers who have product from the affected lot, the 'Product Recall Notification Template' text will link them to a recall website, where they will be given instructions on how to dispose of their solution and how to claim a reimbursement if they purchased the product.

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:

- Recall Inventory Record Form
- Product Recall Notification Template (Customer to Consumer)