[CUSTOMER DETAILS]

[DATE]

**PRODUCT RECALL**

CooperVision® Hy-Care® [OR INSERT PL / HOUSE BRAND NAME] multipurpose contact lens solution

Dear Customer,

We have been advised of a voluntary recall by contact lens solutions manufacturer, CooperVision, of Hy-Care® [OR INSERT PL / HOUSE BRAND NAME] multipurpose contact lens solution (60ml, 100ml, 250ml and 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 / 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 28th 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.

[STANDARD RETAILER SIGN OFF]

Yours sincerely,

[SIGNATURE]

[NAME]

[TITLE]

[TITLE