

November 7, 2016

Update to call center hours of operation as of :May 1, 2017

Voluntary recalls of Calorie Mate Jelly and Jog Mate Protein Jelly products

Dear customers and interested parties,

Otsuka Pharmaceutical Co., Ltd. announces a precautionary safety recall of the products listed below, following several customer inquiries that product packages were identified as swollen in their unopened state.

Products subject to recall:

Calorie Mate Jelly Apple

JAN code (bar code): 4987035140610

Expiry date: products with expiration (YY.MM.DD) dated 16.12.11 to 17.07.08

Calorie Mate Jelly Lime & Grapefruit

JAN code (bar code): 4987035140719

Expiry date: products with expiration (YY.MM.DD) dated 16.12.29 to 17.07.10

Calorie Mate Jelly Fruity Milk

JAN code (bar code): 4987035140818

Expiry date: products with expiration (YY.MM.DD) dated 17.01.08 to 17.06.28

Jog Mate Protein Jelly

JAN code (bar code): 4987035170211

Expiry date: products with expiration (YY.MM.DD) dated 16.10.15 to 17.04.10



Above products are sold and distributed nationwide in Japan only.

Please note that Calorie Mate Block type and Calorie Mate Liquid type products are not subject to recall. As a result of product analyses, we have identified instances of mold contamination in the specified products. While there have been no reports of impact on consumers' health, Otsuka Pharmaceutical have decided to recall the specified products, and will later provide refunds by gift voucher.

If you are in possession of the products subject to recall, please make arrangements to have the products picked up via the link below. In addition, the link can be used to submit any related inquiries (in Japanese).

https://uketsuke-form.jp/modules/uketsuke_fo/index.php

Alternatively, inquiries (in Japanese only) can be made by telephoning the toll-free number 0120-562-353, on weekdays from 9:00 to 17:00*. (*Ending time was changed as of May 1, 2017)

We sincerely apologize for any inconvenience caused to our customers and we will take all necessary measures to continue improving our product quality assurance.

*All personal details provided in inquiries will be used solely for the purposes of this recall.