



IMPORTANT NOTIFICATION-PRODUCT RECALL

24/06/2022

Dear Herbalife Nutrition Independent Distributor:

PROTEIN BAR DELUXE– Vanilla Almond (SKU# 3968; Lot Number G221666A, expiry date 23/09/2022) printed on carton and individual foil packaging shipped to you between November 2021 and March 2022

Herbalife Nutrition is initiating a voluntary product recall after we discovered that a small quantity of Citrus Lemon bars were incorrectly wrapped as Vanilla Almond.

This affects a small quantity of bars from a batch of 28K cartons that were sold across 15 Europe & Africa markets in the period from November 2021 till March 2022; no products from this lot have been shipped after March of this year. The expiry date of this lot is 23/09/2022.

Citrus Lemon protein bars contain egg as an ingredient; as Vanilla Almond bars do not contain this ingredient, the cartons and foil packaging do not disclose the egg ingredient and egg allergen warnings applicable to Citrus Lemon Protein Bars.

We are therefore taking this action to recall all bars with the above lot number because some individuals who are allergic to eggs may run the health risk of an allergic reaction to the consumption of this product.

If you have already consumed this product and have no egg allergies, do not be alarmed; this is only a potential hazard for those with egg allergies.

As of this date, we have not received any reports of illness associated with allergens in the affected product. However, your cooperation and support is needed with this recall. Please immediately examine any products you may still have and set aside those that match the lot number shown in bold above. Do not consume or distribute any products from the specific Lot. The lot number can be found as per the sample photo below:



We recommend that you “mark” this product, to be sure that you do not use or distribute it.

NOTE: This product should be retained and not shipped back to Herbalife Nutrition until instructed.

Please complete the questionnaire [here](#) and we will be in contact with details as to next steps to receive your choice of a refund or credit for this product.

Herbalife Nutrition also asks you to do these important things:

Notify Your Customers Immediately:

If you distributed this product to anyone, please immediately notify that person about this product recall.

- 1.) Provide the customer with a copy of this email, which describes the issue and restates our commitment to high-quality standards.
- 2.) Inform your customer that the product should not be consumed and should be retained.
- 3.) Let the customer know that the product with the affected lot number should be exchanged or a refund obtained.
- 4.) Ask the customer to complete the online questionnaire [here](#) where they should also note if they have consumed the product already. This is important to ensure that Herbalife Nutrition can account for every unit of the affected lot.

It is important that you and your customers complete the Response Form within 96 hours from receiving this email.



If you have experienced an illness related to the consumption of this product, please contact the Global Consumer Safety department at GCS@Herbalife.com and a member of the team will contact you for further details.

We want to assure you that Herbalife Nutrition maintains high quality standards for its products and remains at all times dedicated to the health, safety, and satisfaction of its customers.

For queries or more information, please contact Member Services directly at 014897171.

Best Regards,

Huub Wilms

Director, Quality – EMEA