



<<Date>>

<<First Name>> <<Last Name>>

<< Address line 1>>

<< Address line 2>>

<<City>> <<ST>> << Zip Code>>

RECALL NOTICE

Dear <<First Name>> <<Last Name>>,

Our records show that you may have recently filled a prescription for Neoral 25 mg Soft Gelatin Capsules manufactured by Novartis Pharmaceuticals Corporation at your retail pharmacy. We are writing to inform you of a limited recall for lot number APCD162 exp. 01/2023 of this product.

On September 26, 2022, the United States Food and Drug Administration (FDA) classified this recall as a Class II recall. According to the manufacturer, this recall was issued because of an out of specification result for ethanol content obtained during routine stability testing. **The manufacturer issued this recall on September 15, 2022 to wholesalers and pharmacies only. The manufacturer is not requiring any action on the part of consumers in this recall.**

<p>Product: Neoral 25 mg Soft Gelatin Capsules NDC: 00078-0246-15 (Carton), 00078-0246-61 (Blister) Lot Number/Expiration Date: APCD162 exp. 01/2023</p>

Talk to your doctor if you have any concerns about your product. Ask them any questions you may have about this recall.

For more information, call Novartis Pharmaceuticals Corporation at 888-NOW-NOVA (888-669-6682) or by emailing usdrugsafety.operations@novartis.com. You may also call the FDA at 1-888-INFO-FDA (1-888-463-6332). Or visit fda.gov.

- This letter is offered in other languages. Call the number on your benefit ID card. TTY users should call 1-800-863-5488.
- Esta información está disponible en otros idiomas. Por favor llame a nuestro departamento de servicios al cliente al número gratuito que aparece en su tarjeta de identificación. Los usuarios de equipo teleescritor (TTY) deben llamar al 1-800-863-5488.

Sincerely,

CVS Caremark®

This document contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS Caremark. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about this information and any health-related questions you have. CVS Caremark assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information.