



One CVS Drive
P.O. Box 1106
Woonsocket, Rhode Island 02895-0811

<Date>

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

<<Address Line 1>>

<<Address Line 2>>

<<City>> << State>> << ZIP Code>>

IMPORTANT RECALL INFORMATION

Dear [Patient Name]:

On September 19, 2019, Torrent issued a voluntary recall of losartan-containing products including:

- Losartan Potassium tablets
- Losartan Potassium and Hydrochlorothiazide tablets

This recall was issued due to the detection of an unexpected impurity found in an active pharmaceutical ingredient (API) manufactured by Hetero Labs Limited.

The recall issued on September 19, 2019 and included additional affected products and lot numbers that were not part of the previous recalls of these products.

Our records show you may have received a prescription for the following affected product recently through your CVS/pharmacy:

[Drug Name]

A list of products and lot numbers affected by the expanded recall are provided at the end of this letter.

If your product was dispensed in the manufacturer's bottle, please check the lot number. The lot number is on the manufacturer's label. If your product is not from one of these affected lots, it is not affected by this recall. If your product is from one of these affected lots or if your product was dispensed in a pharmacy's bottle, our team is available to help you. Please call your CVS/pharmacy at [store Rx phone nbr]. We will provide you with more information and help with arrangements for the return and replacement of any affected product.

(over)

This document contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS/pharmacy. 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/pharmacy assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information.

Please note: The FDA recommends that patients who are on losartan should continue taking their medicine until they receive replacement product or a different medicine to treat their condition, as the risk of harm to the patient's health may be higher if the treatment is stopped immediately without any alternative treatment. **Please call your doctor right away for advice if you may be using affected product.** Your doctor is familiar with your medical history and can suggest the best treatment option for you. If you need a prescription for a different medicine, please contact your doctor.

For more information, please call Torrent Pharma Inc. toll-free at 1-800-912-9561, 8:00 am to 5:00 pm (ET). You may also call the U.S. Food and Drug Administration toll-free at 1-888-INFO-FDA (1-888-463-6332) or visit www.fda.gov.

Sincerely,

CVS/pharmacy Medical Affairs



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Affected Products:

Affected Product	NDC #	Lot #
Losartan Potassium 50 mg Tablets, 1000 count	13668-0409-10	4DU2E009 exp. 12/31/2020
Losartan Potassium 100 mg Tablets, 90 count	13668-0115-90	4DU3E009 exp. 12/31/2020
Losartan Potassium 100 mg Tablets, 1000 count	13668-0115-10	4DU3E018 exp. 02/28/2021
Losartan Potassium/Hydrochlorothiazide 50 mg/12.5 mg Tablets, 90 count	13668-0116-90	BEF7D051 exp. 11/30/2020
Losartan Potassium/Hydrochlorothiazide 100 mg/25 mg Tablets, 90 count	13668-0118-90	4P04D007 exp. 07/31/2020

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Nondiscrimination and Accessibility Notice (ACA § 1557)

CVS Pharmacy, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CVS Pharmacy, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

CVS Pharmacy, Inc. provides certain aids and services, free of charge, when necessary so that people with disabilities have an equal opportunity to communicate effectively with us, such as:

- Auxiliary aids and services
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

CVS Pharmacy, Inc. provides language services, free of charge, when necessary to provide meaningful access to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Customer Care toll-free at 1-800-746-7287, Monday through Friday 8:00 a.m. to 9 p.m. (EST) and Saturday through Sunday 10:00 a.m. to 6:30 p.m. (EST). TTY users should call 711

If you believe that CVS Pharmacy, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

CVS Pharmacy, Inc. Grievance Department
Attn: Civil Rights Coordinator
P.O. Box MC 1234
Woonsocket, Rhode Island, 02895
Fax: 1-401-652-9935

You can file a grievance by mail, or by fax. If you need help filing a grievance, the CVS Pharmacy, Inc. Grievance Department's Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue S.W., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, TDD: 800-537-7697

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>

Get Help in Other Languages

If you need help or speak a non-English language, call 1-800-746-7287 (TTY: 711) and you will be connected to an interpreter who will assist you at no cost.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-746-7287 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-746-7287 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-746-7287 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-746-7287 (TTY: 711)번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-746-7287 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-746-7287 (телетайп: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-746-7287 (رقم هاتف الصم والبكم: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-746-7287 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-746-7287 (ATS : 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-746-7287 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-746-7287 (TTY: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-746-7287 (TTY: 711) まで、お電話にてご連絡ください。

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-746-7287 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-746-7287 (TTY: 711).

صحبت انگلیسی زبان از غیر بانوی به یا یددار کمک به زنیا گرا: توجه بگیرد ستما 1-800-746-7287 (TTY: 711) رهشما با، کنبد می. د کر داهو کمک شما به نیگارا رتصو به که شوید متصل ی هسفا مترجم یک به تا.