



<<Date>>

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

<< Address line 1>>

<< Address line 2>>

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

IMPORTANT RECALL INFORMATION

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

We are sending you information about Ranitidine 150 mg and 300 mg capsules, Ranitidine 150 mg tablets and Ranitidine 15 mg/mL syrup manufactured by Aurobindo Pharma USA, Inc. that may be valuable to you.

On November 6, 2019, the United States Food and Drug Administration (FDA) published a notice of a recall of Ranitidine capsules, tablets, and syrup manufactured by Aurobindo Pharma USA, Inc. **This recall was issued because an unexpected impurity was found in these products that could be a health hazard or safety risk to plan members who may be using product affected by this recall.**

Our records show you may have received a prescription for the following medicine recently from your retail pharmacy:

[Drug Name]

Please call your doctor right away if you have been using the affected recalled product or if you are unsure if you are using the affected recalled product. Your doctor is familiar with your medical history and can suggest an alternative treatment plan. Please note that Aurobindo Pharma USA, Inc. is advising patients who are prescribed or are taking Ranitidine Tablets 150mg, Ranitidine Capsules 150mg, Ranitidine Capsules 300mg and Ranitidine Syrup 15mg/mL to continue taking their medication and to contact their pharmacist or doctor, who can advise them about an alternative treatment, prior to returning their medication, and recommends patients taking Ranitidine capsules, tablets, and syrup manufactured by Aurobindo Pharma USA, Inc. also contact their pharmacist or doctor if they have experienced any problems that may be related to taking or using these drug products. **If your doctor tells you to stop taking your Ranitidine capsules, tablets, and syrup manufactured by Aurobindo Pharma USA, Inc., you should immediately stop using the affected recalled product and contact the pharmacy that filled your prescription for more information including return instructions.**

For more information, please call Aurobindo Pharma USA, Inc. toll-free at 1-866-850-2876, option 2. You may also call the United States Food and Drug Administration (FDA) toll-free at 1-888-INFO-FDA (1-888-463-6332) or visit www.fda.gov.

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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.

- This material is available in other languages. Please call our member services department at the toll-free number listed 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® Medical Affairs