



<<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 Xolair® 150 mg/1 mL Prefilled Syringe that may be valuable to you.

On June 9, 2021, Genentech issued a recall of Xolair® 150 mg/1 mL Prefilled Syringe. **This recall was issued because the affected lots have an expiration date period that is shorter than expected, earlier than what is labeled on the box.**

Our records show you may have received a prescription for this medicine recently from your retail pharmacy.

**This recall affects lot numbers 3352758 expiration date 08/2021, and 3352759 expiration date 08/2021. No other lots are affected by this recall.**

To see if you have affected product, please check the lot number. The lot number is located on the syringe next to the QR code on the label and on the product box. If your product is not from lot number 3352758 or 3352759, it is not affected by this recall. If your product is from lot number 3352758 or 3352759, please contact the pharmacy that filled your prescription for further instructions.

**Genentech advises that:**

**1. Consumer should not use Xolair® prefilled syringes from lot number 3352758 or 3352759.**

**2. Get a replacement:** Contact the pharmacy or doctor's office who gave the Xolair® prefilled syringe to you for further instructions on how to receive a replacement free of charge.

**Please call your doctor right away for advice if you may be using affected product or if you do not know if you used affected product or not.** Your doctor is familiar with your medical history and can suggest the best treatment for you. If you need a prescription for a different medicine, please contact your doctor.

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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.

Genentech has advised that for questions about your Xolair treatment, you should contact your doctor, and that you should continue taking your medicine as directed by your doctor; Genentech advises that you should not make any changes to your treatment without talking to your doctor.

You may report side effects to the FDA at 1-800-FDA-1088 or [www.fda.gov/medwatch](http://www.fda.gov/medwatch). You may also report side effects to Genentech at 1-888-835-2555.

For medical information about Xolair, please call Genentech Medical Communications at 1-800-821-8590 (8 am to 8 pm Monday to Friday EST). You may also call the United States Food and Drug Administration toll-free at 1-888-INFO-FDA (1-888-463-6332) or visit [www.fda.gov/cder](http://www.fda.gov/cder).

- 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