

OFFICIAL STATEMENT
Immediate Product Recall - 29 March 2023

**IMMEDIATE
PRODUCT RECALL**
of Brown Rice Si Shen Powder
(Batch Number 120 & 121)



Customers who have purchased these affected products should not consume them and can return them at any Eu Yan Sang retail store for a full refund.

We refer to the Singapore Food Agency's Media Release on 29 March 2023 (the "**Media Release**").

We are committed to the highest level of quality and safety and are taking the matter very seriously. Notwithstanding that there are only two affected batches of the Brown Rice Si Shen Powder set out in the Media Release, Eu Yan Sang Singapore ("**EYSS**") has voluntarily and proactively initiated an immediate recall of all Brown Rice Si Shen Powder.

All customers who have purchased the Brown Rice Si Shen Powder can return the product at any EYSS retail outlet for a full refund, whether the product was purchased directly from an EYSS retail outlet or from other distributors, partners, or retail channels. As a precautionary measure, customers who have purchased the products are advised not to use them.

We would like to assure our valued customers that your health, safety, and wellbeing are of utmost priority to us. In connection with this, we have initiated an immediate review and investigation of the matter.

You should immediately consult your health care provider if you have any health-related concerns. In case of any product enquiries, please contact our hotline number at 1800-8881879 or e-mail info@euyansang.com.