



EU YAN SANG INTERNATIONAL LTD

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Official Statement

November 26, 2016

With reference to a Channel 8 News article titled “余仁生婴儿食品疑似发现金属片 网民呼吁停止食用同批次产品” published online on 25 Nov 2016, Friday, we would like to state the following:

Health and food safety is of utmost importance to Eu Yan Sang. For generations, we have practiced best standards for our products from herb sourcing, manufacturing, packaging, to labelling.

On 19 Nov, Saturday, our customer service centre received an email from Ms Yan Shi Ying, alleging she found a metal plate in a tin of Eu Yan Sang Infant Brown Rice Si Shen Powder product (Batch Number: 2251).

Our customer service officer had contacted Ms Yan on 21 Nov, Monday morning to seek for more information and offered a refund or an exchange. We had also expressed the intention to retrieve the affected tin for further investigation. However, Ms Yan went ahead to share a post on social media on 22 Nov, Tuesday evening before allowing us to conduct further investigation.

We regret that this had happened. We are taking this case seriously, with concerns over the health and safety of our customers. On 23 Nov, Wednesday, we took proactive measures by voluntarily removing the affected product from our stores in Singapore for a full investigation. Existing samples from the same batch (Batch Number: 2251) were sent for lab test. On the same day, we attempted to contact Ms Yan again and understood that she will leave the matter to the authority.

We would like to assure our customers that this is an isolated incident which we take very seriously and are investigating as part of our due diligence. We seek our customers' understanding that the lab test results will only be available in a week. We are in touch with Agri-Food & Veterinary Authority and will cooperate fully in its inquiries.

The affected product was only distributed in Singapore. Should there be a refund or exchange of this particular batch of product, please approach any of our retail outlets or contact our customer service hotline at 1800 8881879 or email us at info@euyansang.com.