



Abbott Laboratories Limited

Abbott House
Vanwall Business Park
Vanwall Road, Maidenhead
Berkshire SL6 4XE

T: 0800 1701177

8th March 2021

Dear Valued Customer,

Thank you for choosing the FreeStyle Libre family of products for your diabetes management. We would like to provide an update regarding the alcohol wipes in our sensor kits.

The alcohol wipes are purchased from another company off the shelf. This means compliance of the wipe is the responsibility of that company—because they manufacture and apply the CE Mark* to the alcohol wipe. Any change to the wipe or its labelling creates changes to our sensor kits.

Our top priority is to ensure that we supply you with the sensors you need. In order to ensure ongoing compliance with medical device regulations for CE Marked countries, and to reduce the potential impact to our supply due to changes in alcohol wipes or their labelling, we have unfortunately had to remove them from the sensor kits starting from March 2021. Alcohol wipes are readily available at minimal cost from pharmacies and other retailers.

Please note that the instructions for sensor application remain the same—wash the area with a plain soap (non-moisturising and fragrance free) and dry, clean with an alcohol wipe to remove any oily residue that may prevent the sensor from sticking properly, and allow the skin to fully dry before applying the sensor. Please refer to the sensor insert for step-by-step instructions.

We apologise for any inconvenience this may cause. If you have any questions, please visit our website at www.freestylelibre.co.uk or call Customer Services on 0800 170 1177, Monday to Friday between 8:00 AM and 8:00 PM, Saturday 9:00 AM to 5:00 PM (excluding bank holidays).

Yours sincerely,

Abbott's diabetes care team

**Conformité Européenne (CE) marking is a marking that indicates conformity with applicable directives and regulations for products sold within the European Economic Area (EEA).*