Sonova UK Limited

Sonova House

Lakeside Drive

Centre Park

Warrington

WA1 1RX

11th July 2019

Dear [NAME]

**Phonak Roger devices**

**Potential safety issues**

We are writing to you as a valued Phonak customer.

It has recently come to our attention, following receipt from certain customers of Phonak devices for service or repair, that a number of Phonak devices have been distributed into the UK market via unauthorised, and potentially unlawful, means.

In particular, cross-referencing of serial numbers on various devices has revealed that a certain number of our customers are in possession of Phonak devices which are listed as having been ‘scrapped’ by our US sister company, Phonak LLC, and which we therefore suspect have been misappropriated.

All Phonak devices are manufactured by Phonak, and we are the sole authorised distributor of Phonak products to enter in to the UK.

Whilst our investigations are presently ongoing, we are concerned that it appears to be the case that a quantity of ‘scrapped’ devices (i.e. devices which are not fit for distribution to customers) have been distributed to customers unlawfully, and that the use of those devices represents a potential health and safety risk to the end users. Devices might be scrapped for a number of reasons, including (but not limited to) because they do not meet the appropriate standard, or because they are faulty. Such devices, for instance, would not be covered by any manufacturer warranty.

We are presently working to determine precisely how, and by whom, the relevant devices have been distributed to customers in the UK and the extent of the affected devices which are in circulation. We are working with our legal representatives and are actively considering legal action against the party or parties responsible for what appears to be an unlawful distribution of potentially unsafe devices.

For the time being, please note the following:

1. In the event that you have acquired any Phonak device other than directly from us, Connevans, RG Sound Solutions or Gordon Morris we invite you to contact us at Tim Clark, Phonak, Sonova House, Lakeside Drive, Centre Park, Warrington, WA1 1RXto discuss this matter;
2. Should you have acquired Phonak devices from a third party (i.e. other than directly from us) we invite you to provide details of that third party (including names, contact details and any invoice(s) in respect of devices);
3. We will be pleased to assist in undertaking a review of any such device(s) to ascertain whether they pose any potential health and safety risk.

We should be grateful for your cooperation in this matter and would like to assure you that we will do all we can to assist where you have been affected by the supply from a third party of a potentially-unsafe devices.

We look forward to hearing from you and shall be pleased to discuss with you any concerns or queries that you may have.

Yours faithfully

Tim Clark

Commercial Director and Company Secretary

Sonova UK Limited

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