

Press release

Important notice for users of NovoFine needles

In the last months counterfeit insulin needles have been distributed on the Dutch market. It concerns counterfeit NovoFine needles. The original needles are produced by Novo Nordisk A.S. The Dutch Health Authority has begun an investigation regarding the source of these needles. After complaints regarding the ease of use of the needles, the distributor, Mediq Direct Diabetes, approached customers by telephone and in writing to inform them to dispose of the needles or to return them and order new ones. To date no healthcare problems have risen. We know that the majority of the products which are delivered through Mediq Direct Diabetes are no longer on the market.

The needles involved concern the following batch: Novofine® needles 31G 0.25 mm x 6 mm (Novo Nordisk Ltd) batch number 08J02S, expiration date 08/2013. The needles have a packaging with a description in the English language only.

The responsibility of the quality of the insulin needles lies with the importer Westerpark. Mediq Direct Diabetes has bought the needles from importer Westerpark and has followed all the customary procedures.

Marco Verhofstadt, managing director of Mediq Direct Diabetes: *"We sincerely regret what has happened; this has never happened. We will continue to maintain the quality of the products offered and to inform our customers in the best possible manner"*.

Customers in doubt should check the packaging of the insulin needles and should contact Mediq Direct Diabetes at telephone number 0800 – 022 18 58. The call center is open on Saturday 20 June till 10 pm and on Sunday 21 June between 10 am and 5 pm. During working days the call center is open from 8.30 am till 5 pm.

The press can contact Catrien van Buttingha Wichers, 06-53393665.

Mediq Direct Diabetes is a company fully focused on patients with diabetes. Mediq Direct Diabetes offers a complete assortment of diabetes medical supplies and is brand neutral.