



FOR IMMEDIATE RELEASE
SINGAPORE, 9 MAY 2003

HEALTH SCIENCES AUTHORITY
PRESS RELEASE

HSA RECALLS 243 HEALTH PRODUCTS MADE BY PAN PHARMACEUTICALS

As at 9 May 03, the Health Sciences Authority [HSA] has recalled a total of 243 products that were manufactured by Pan Pharmaceuticals Limited of Australia. These were marketed under 25 brands available locally. HSA has inspected and confirmed that local dealers have removed all these affected products, manufactured since 1 May 02[#], from the shelves.

2 HSA also announces today that it has completed its investigations on the initial list of 39 companies/brands to which consumers had been earlier alerted on 28 April 03, the day when news of the Pan Pharmaceuticals affair broke. Of this initial alert list, 11 of the listed companies/brand names were linked to 7 brands available in Singapore.

3 Through the verification of information from HSA's regulatory counterpart in Australia, the Therapeutic Goods Administration [TGA] and the local trade, another 18 affected brands available locally were identified.

4 The total of 243 affected products linked to the 25 brands available locally has been taken off the shelves in local retail outlets. The following paragraphs provide the details including the investigation report.

243 PAN PHARMACEUTICALS' PRODUCTS TAKEN OFF SHELVES

5 A total of 243 products, listed in Annex A, made by Pan Pharmaceuticals and that were available in Singapore have been recalled. 227 of the 243 products had been earlier identified and announced in HSA's previous updates released by 3 May 03. The remaining 16 products have since been identified and are indicated by asterisks (*) in Annex A.

6 HSA's inspections have confirmed that dealers have removed all affected products, manufactured since 1 May 02[#], from the shelves. Dealers must provide HSA with documentary proof of the disposal of these affected products.

[[#] This is the cut-off date for which HSA's regulatory counterpart in Australia, TGA, could assure that the company complied with manufacturing standards and requirements.]

7 HSA will continue to inspect retail outlets like pharmacies, medical halls, supermarkets and other health supplement retailers to ensure that products replenished by retailers and on display are those not affected by the recall.

25 BRANDS AFFECTED IN THE RECALL OF 243 PRODUCTS

8 25 brands available locally were affected by the recall of 243 products. These brands, listed in Annex A-3, were identified through two key sources, viz:

- a) From TGA's initial alert list of products made by Pan Pharmaceuticals for export markets, there were 39 companies/brands identified on 28 April 03 as having potential exports into Singapore. 11 of these were confirmed to be linked to 7 brands marketed in Singapore. The summary report on the conclusion of HSA's investigations into the 39 companies/brands listed in TGA's initial release on Pan Pharmaceuticals is attached at Annex B.
- b) From verification of information from TGA and the local trade, another 18 brands with affected products were identified.

9 HSA has since recalled all 243 products made by Pan Pharmaceuticals and linked to the 25 brands available locally. Products of these 25 brands that are not made by Pan Pharmaceuticals are not subject to recall, and can continue to be sold.

CONSUMERS' ADVISORY

10 Products made by Pan Pharmaceuticals before 1 May 02 are not affected by the recall. Dealers, suppliers and retailers have been advised to clearly identify those unaffected batches of products with the appropriate information for customers' easy identification.

11 Consumers should exercise discretion in their purchases of health products and to obtain them from established retail outlets. In addition, consumers are also advised to check with their retailers should they have any doubts.

12 There is no cause for undue alarm on this recall. To date, HSA has not received any local reports of serious adverse reaction associated with Pan Pharmaceuticals' products. The Australian TGA has also informed HSA that there was no evidence of intentional substitution of Pan Pharmaceuticals' products with potent western drugs that could cause serious side effects.

13 To further address the concerns of consumers, a list of Frequently-Asked Questions is attached at Annex C. For any clarifications, concerned consumers may also call the following HSA hotlines or fax/email us for any further queries:

Tel: 6325.5424 / 6325.5498

Tel: 6325.2432 / 6325.5604

[during office hours: Mon–Fri: 8:30am to 5:30pm ; Sat: 8:30am – 1pm]

Fax: 6325.5448

Email: hsa_info@hsa.gov.sg

14 HSA continues to keep in close communication with TGA and inspect the local market. Any new information will be updated on the HSA website at www.hsa.gov.sg.

**HEALTH SCIENCES AUTHORITY
9 MAY 03**

Note to Editors

All media are encouraged to publicize that concerned consumers can access the HSA website for the press releases that provide details of all the products recalled to date at: www.hsa.gov.sg

About the Health Sciences Authority

At the Health Sciences Authority [HSA], we apply medical, pharmaceutical and specialised scientific expertise to safeguard public health and safety in Singapore. As one multidisciplinary agency, we serve as the national regulator of all therapeutic products by providing a seamless yet rigorous regulatory process to the healthcare and biomedical sciences industries. We also run the national blood bank, Bloodbank@HSA, protecting the integrity of the nation's blood supply. As the national reference agency, we exploit specialised scientific, forensic, investigative and analytical capabilities in order to serve the administration of justice and enhance safety in our community. For more details, visit www.hsa.gov.sg.

HEALTH SCIENCES AUTHORITY (HSA)
LIST OF PRODUCTS MADE BY PAN PHARMACEUTICALS RECALLED IN SINGAPORE
As at 9 May 03

- Only batches manufactured from 1 May 02 are recalled.

- | | |
|---|---|
| 1. 21 st Century Acid Free C 1000 | 61. Herbvalley Echinacea 1000mg Tabs |
| 2. 21 st Century Anti-Acne | 62. Herbvalley Echinacea Super 1000mg Ace/Z |
| 3. 21 st Century Appetite Increaser | 63. Herbvalley EPO 1000mg Caps |
| 4. 21 st Century Bee Pollen T/R | 64. Herbvalley EPO Caps 1000mg |
| 5. 21 st Century Chelavite | 65. Herbvalley Evening P/rose Caps 1000mg |
| 6. 21 st Century Children's Vitamin C 100mg | 66. Herbvalley Ginkgo Biloba 500mg Tabs |
| 7. 21 st Century Children's Vitamins | 67. Herbvalley Ginkgo Biloba 2000 Tabs |
| 8. 21 st Century Evening Primrose Oil 500mg | 68. Herbvalley Hair & Nail Formula Tabs |
| 9. 21 st Century Evening Primrose Oil 1000mg | 69. Herbvalley Horserad. 1000.G.Comp+Hist |
| 10. 21 st Century Fat Burners | 70. Herbvalley Horserad. Garlic Herb&C |
| 11. 21 st Century Hair Skin & Nails | 71. Herbvalley Horserad. Garlic HerbC Tab |
| 12. 21 st Century IQ Plus Memory | 72. Herbvalley Iron Organic Complex Tabs |
| 13. 21 st Century Junior Memorex | 73. Herbvalley Omega-3 Fish Oil 1000mg Caps |
| 14. 21 st Century Lecithin Omega | 74. Herbvalley Pregnavite Tabs |
| 15. 21 st Century Muscle Builders | 75. Herbvalley Slippery Elm 500mg Tabs |
| 16. 21 st Century Omega 3 | 76. Herbvalley Super Multi Vit Min Tabs |
| 17. 21 st Century One-A-Day | 77. Herbvalley Super Multi Vit Tabs |
| 18. 21 st Century Potent Garlic 20,000mg | 78. Herbvalley Valerian 1000mg Caps |
| 19. 21 st Century Selenium N ACE | 79. Herbvalley Zinc Chelated 220mg Tabs |
| 20. 21 st Century Senior Men | 80. Kordel's Acid Free C1000mg |
| 21. 21 st Century Senior Women | 81. Kordel's B Complex + C |
| 22. 21 st Century Sinus & Catarrh | 82. Kordel's Calcium Plus |
| 23. 21 st Century Super Fat Burners | 83. Kordel's Celery 3000 |
| 24. 21 st Century Tummy Trimmer | 84. Kordel's Child Immune |
| 25. 21 st Century Vitamin C 250mg Orange Chewable | 85. Kordel's Children's C 100mg |
| 26. 21 st Century Vitamin C 500mg Orange Chewable | 86. Kordel's Children's Multi |
| 27. 21 st Century Vitamin C 1000mg Orange Chewable | 87. Kordel's Evening Primrose Oil 500mg |
| 28. 21 st Century Vitamin C 500mg T/R | 88. Kordel's Evening Primrose Oil 1000mg |
| 29. 21 st Century Vitamin C 1000mg T/R | 89. Kordel's Evening Primrose Oil 1000mg + Vit E 200IU |
| 30. 21 st Century Vitamin E 400iu | 90. Kordel's Eyebright |
| 31. 21 st Century Vitamin E 500iu | 91. Kordel's Ginkgo 7500mg Plus |
| 32. 21 st Century Women's Multivite with EPO | 92. Kordel's Hair (& Skin Nutrition) |
| 33. Bionax EnQten Capsule* | 93. Kordel's Herbal Anti-acne |
| 34. Bioscience Buffered C 500 [also known as Bioscience Buffered C 500 Non Acidic (Sustained Release)] | 94. Kordel's Men's Multi |
| 35. Bioscience Buffered C 1000 [also known as Bioscience Buffered C1000 Non Acidic (Sustained Release)] | 95. Kordel's Mobileaze |
| 36. Bioscience Hair Protector | 96. Kordel's Natural Vitamin E 200IU |
| 37. Bioscience Iron + C | 97. Kordel's Natural Vitamin E 400IU |
| 38. Bioscience Salmon Oil | 98. Kordel's Phyto-Femme |
| 39. Foodsource B50 Complex [also known as Foodsource B50 Complex (Sustained Release)] | 99. Kordel's Prostaguard |
| 40. Foodsource B100 Complex [also known as Foodsource B100 Complex (Sustained Release)] | 100. Kordel's Senior Time |
| 41. Foodsource Buffered C500 [also known as Foodsource Buffered C500 Non-Acidic (Sustained Release)] | 101. Kordel's Slim 'N Trim |
| 42. Foodsource Buffered C1000 [also known as Foodsource Buffered C1000 Non-Acidic (Sustained Release)] | 102. Kordel's Straight A's |
| 43. Foodsource Flaxseed Oil 1000mg | 103. Kordel's Super Antioxidant Sus. Rel. |
| 44. Foodsource Multi for Children | 104. Kordel's Super Garlic 20,000mg |
| 45. Happy Kidz Multi Vits & Mineral | 105. Kordel's Tuna Oil 1000mg |
| 46. Herbvalley Arthri-Relief 1500mg | 106. Kordel's Women's Multi |
| 47. Herbvalley Arthri-Relief Tabs | 107. Kordel's Zest for Men |
| 48. Herbvalley B Comp Supercharged Tabs | 108. MediCo3 DHA with Vit E* |
| 49. Herbvalley Bilberry 3000 Tabs | 109. MediFoods Biogreen Powder |
| 50. Herbvalley C 500mg Orange Chew Tabs | 110. Microgenics Coenzyme Q 10 Plus* |
| 51. Herbvalley C Complex Tablets | 111. Microgenics Evening Primrose Oil* |
| 52. Herbvalley C Orange 500mg Tabs | 112. Microgenics Glucosamine 1200 Complex* |
| 53. Herbvalley C 500 Lem/Lim Flav U/S | 113. Microgenics Natural Fish Oil Omega 3* |
| 54. Herbvalley C 500mg Lem.Lim. U/S Tab | 114. Microgenics Multi-Womens One Day* |
| 55. Herbvalley C 1000mg Lem.Lim. U/S Tab | 115. Natural Nutrition Evening Primrose 500 [Cosway (M) Sdn Bhd] |
| 56. Herbvalley Chromium Picolinate 400mcg | 116. Natural Nutrition Evening Primrose 1000 [Cosway (M) Sdn Bhd] |
| 57. Herbvalley Cod Liver Oil Caps 275mg | 117. Natural Nutrition Garli-T [Cosway (M) Sdn Bhd] |
| 58. Herbvalley Colon Calm Caps | 118. Natural Nutrition Omegar+ [Cosway (M) Sdn Bhd] |
| 59. Herbvalley Cranberry 10,000mg Caps | 119. Natural Nutrition Remem [Cosway (M) Sdn Bhd] |
| 60. Herbvalley E Nat 500IU W/Free Caps | 120. Natural Nutrition Starflower Oil [Cosway (M) Sdn Bhd] |
| | 121. Natural Nutrition Top Ade [Cosway (M) Sdn Bhd] |
| | 122. Naturopathica Arthro-total |
| | 123. Naturopathica Fat Blaster |
| | 124. Naturopathica Horny Goat Weed Plus |
| | 125. Naturopathica Joint-e-licious |
| | 126. Naturopathica Meno-eze |
| | 127. Naturopathica Natural Deep Sleep |

*These 16 products were not included in HSA's previous press releases.

HEALTH SCIENCES AUTHORITY (HSA)
LIST OF PRODUCTS MADE BY PAN PHARMACEUTICALS RECALLED IN SINGAPORE
As at 9 May 03

- Only batches manufactured from 1 May 02 are recalled.

128. Naturopathica PMS Less	183. Rebound Koala Friendz*
129. Naturopathica Stress Less	184. Royal Essence Bee Propolis 650mg
130. Nature's Farm B50 Complex [also known as Nature's Farm B50 Complex (Sustained Release)]	185. Vitahealth Apivita Appetite Tonic
131. Nature's Farm B100 Complex [also known as Nature's Farm B100 Complex (Sustained Release)]	186. Vitahealth Arthrozan Glucosamine 1,000mg
132. Nature's Farm Buffered C500 [also known as Nature's Farm Buffered C500 Non-Acidic (Sustained Release)]	187. Vitahealth Arthrozan 1500 Glucosamine 1500mg One-A-Day Tablet*
133. Nature's Farm Buffered C1000 [also known as Nature's Farm Buffered C1000 Non-Acidic (Sustained Release)]	188. Vitahealth Blackcurrant C 250mg
134. Nature's Farm Flaxseed Oil	189. Vitahealth Blood & Skin Cleanser
135. Nature's Farm Healthy Children	190. Vitahealth C Vita Non Acidic 1000mg
136. Nature's Farm Salmon Oil	191. Vitahealth CalMag
137. Nature's Own B Complex Forte	192. Vitahealth Calmag + Zinc
138. Nature's Own C Complex 500mg	193. Vitahealth Celery Plus
139. Nature's Own Digestive Enzyme	194. Vitahealth Cod Liver Oil Capsule (Softgel)
140. Nature's Own EPO 1000mg	195. Vitahealth Co-Enzyme Q10 50mg*
141. Nature's Own Papaya Enzymes	196. Vitahealth C-Vita 250mg
142. New Image Circulytes Tablets	197. Vitahealth C-Vita 500mg (also known as Vitahealth C-Vita 500 500mg Vitamin C, Natural Rosehips and Bioflavonoids)
143. New Image King C	198. Vitahealth C-Vita 1,000mg
144. New Image RDA Multivitamin and Mineral Tablet	199. Vitahealth Echinacea 500mg
145. Nn Calcium Plus [Cosway (M) Sdn Bhd]	200. Vitahealth Evening Primrose Oil 600mg
146. Nn Chewable C-500 [Cosway (M) Sdn Bhd]	201. Vitahealth Evening Primrose Oil 1000mg
147. Nn Fruit & Vegetable Chewables [Cosway (M) Sdn Bhd]	202. Vitahealth Eyebright Plus
148. Nn Fruit Juice Complex [Cosway (M) Sdn Bhd]	203. Vitahealth Femiderm
149. Nn Iron Plus [Cosway (M) Sdn Bhd]	204. Vitahealth Feverfew Plus
150. Nn Non-Acidic C Plus [Cosway (M) Sdn Bhd]	205. Vitahealth Fibreplus**
151. Nn Vegetable Juice Complex [Cosway (M) Sdn Bhd]	206. Vitahealth Fruitimins
152. Nn Wate-On [Cosway (M) Sdn Bhd]	207. Vitahealth Ginkgo 2000mg
153. Nutralife Carnitine + Chromium	208. Vitahealth Ginkgo Forte
154. Nutralife Gingko 7500 Plus	209. Vitahealth Ginkgoton
155. Nutralife Glucosamine 1000 Plus	210. Vitahealth Grapefruit Diet Plus**
156. Nutralife Herbal X	211. Vitahealth Horseradish Plus
157. Nutralife Maxi Muscle Builder	212. Vitahealth Lingzi Forte
158. Nutralife Nutravision	213. Vitahealth Lipogard (Philippine)**
159. Nutralife Oliviral	214. Vitahealth Livogard Max
160. Nutralife Super Fat Burner	215. Vitahealth Mango C
161. Nutralife Thermo-Trim	216. Vitahealth Orange C 100mg
162. Nutralife Tribulus Complex	217. Vitahealth Orange C 250mg
163. Nutralife Weight Gain	218. Vitahealth Orange C 500mg
164. Nutrikids DHA with Vit E (Bearing the logo: "I Not Stupid" or "小孩不笨")*	219. Vitahealth Phyto-Organics-Vegetable Blend**
165. Nutrition Care Bepep	220. Vitahealth Promaxin
166. Nutrition Care C-plus Tablets	221. Vitahealth Robovites Appetite Booster
167. Nutrition Care Echinatol	222. Vitahealth Robovites Chewable Multivitamins (Asst Flavours / Orange / Blackcurrant / Strawberry)
168. Nutrition Care Inflammastat	223. Vitahealth Robovites Kids' C
169. Nutrition Care Magnesium Plus	224. Vitahealth Royal Jelly 1000mg
170. Nutrition Care Natural Fertility Management Formula O	225. Vitahealth Selenium Vitaplus
171. Nutrition Care Omega 3:6:9	226. Vitahealth Shark Cartilage
172. Nutrition Care Osteopatite with Boron	227. Vitahealth Somnaton 5mg
173. Nutrition Care Zinc Plus	228. Vitahealth Squalene 500mg
174. Nutrition Care Zynapsin	229. Vitahealth Super Brahmi
175. Nuvanta Pycnogenol 50mg	230. Vitahealth Super Brahmi 6000*
176. Ocean Health EPO 1000mg Softgel (also known as Ocean Health Pure Evening Primrose Oil Cold Pressed 1000mg)	231. Vitahealth Super Skin Amino Collagen
177. Ocean Health Memore for Children	232. Vitahealth Tribido Complex Extra Strength for Men*
178. Ocean Health Nutrition for Eyes	233. Vitahealth TRN Mega B Complex with C
179. Ocean Health Vitamin C 500mg Chewable	234. Vitahealth TRN Mega C-Vita 1500mg
180. Purivite Premium Rocket Formula Multivitamin Complex*	235. Vitahealth Vita Natal
181. Rebound Bone-Cal*	236. Vitahealth Vita Oat Bran 500 Tablet**
182. Rebound Glucosamine & Chondroitin*	237. Vitahealth Vita Primolin Total Woman Tablet**
	238. Vitahealth Vita Total Man**
	239. Vitahealth Vita Zinc Plus
	240. Vitahealth Vitacal 250mg
	241. Vitahealth Vitacal 250mg + D
	242. Vitahealth Vitacal 600mg
	243. Vitahealth Vitaron

*These 16 products were not included in HSA's previous press releases.

**These products are intended for export only.

**HEALTH SCIENCES AUTHORITY (HSA)
SUMMARY LIST OF AFFECTED BRANDS IN SINGAPORE
As at 9 May 03**

Note: These brands have other products that are not manufactured by Pan Pharmaceuticals and are not affected by the recall.

Affected Brands	Company's Customer Information Hotline
1. 21 st Century	Tel: 6271 8122
2. Bionax*	Tel: 1800 323 1605
3. Bioscience	Tel: 6748 9818
4. Foodsource	Tel: 6748 9818
5. Happy Kidz	Tel: 6748 9818
6. Herbvalley	Tel: 6244 2884
7. Kordel's	Tel: 6775 0600
8. MediCo3*	Tel: 6382 2433
9. MediFoods	Tel: 6295 6991
10. Microgenics*	Tel: 6227 0277
11. Natural Nutrition	Tel: 6372 1598
12. Naturopathica	Tel: 6563 7821
13. Nature's Farm	Tel: 6748 9818
14. Nature's Own	Tel: 6272 3288
15. New Image	Tel: 6838 6766
16. Nn	Tel: 6372 1598
17. Nutralife	Tel: 6775 0600
18. Nutrikids*	Tel: 6382 2433
19. Nutrition Care	Tel: 6295 6991
20. Nuvanta	Tel: 6775 0600
21. Ocean Health	Tel: 6288 6810
22. Purivite Premium*	Tel: 6285 4566
23. Rebound*	Tel: 6270 1423
24. Royal Essence	Tel: 6748 9818
25. Vitahealth	Tel: 6278 2778

* These 6 brands were not included in HSA's previous press releases.

HEALTH SCIENCES AUTHORITY [HSA]

**REPORT ON CONCLUSION OF HSA'S INVESTIGATIONS
INTO THE 39 COMPANIES/BRANDS LISTED IN TGA'S INITIAL RELEASE
ON PAN PHARMACEUTICALS**

As at 9 May 03

<p align="center">Companies/Brands that are <u>not</u> affected locally</p> <p><i>[Products of these companies / brands available in Singapore are not from Pan Pharmaceuticals]</i></p>	<p align="center">Companies/Brands with some affected products locally</p> <p><i>[Affected products are marketed in Singapore under 7 brands]</i></p>	<p align="center">Companies/Brands not locally available</p> <p><i>[Consumers and retailers are advised to contact HSA if they come across any of the products in the local market]</i></p>
<ol style="list-style-type: none"> 1. Accord Marketing Services 2. American Nutritional 3. Direct Circle Corporation Sdn Bhd 4. Duopharma (M) Sdn Bhd 5. Enervite Export Pty Ltd 6. Enervite USA 7. Mode Circle Pte Ltd 8. Nature's Way 9. Roche Pharmaceuticals & Chemicals Ltd 10. United Laboratories Inc 11. Watsons 12. Watson's The Chemist Ltd 13. Wellmex Sdn Bhd 	<ol style="list-style-type: none"> 1. 21st Century Product Sdn Bhd 2. 21st Century Products 3. Cosway (M) Sdn Bhd 4. General Nutrition Agencies Pte Ltd 5. Kordel 6. Kordel Healthcare 7. Kordel Nutritional Products 8. New Image International 9. Nutralife 10. Vita Health Laboratories (Australia) Pty Ltd 11. Vita Health Labs Pte Ltd 	<ol style="list-style-type: none"> 1. Gateway Promotions 2. Grand Pan-Well 3. Marketlink International Corporation 4. Nature's Herbals 5. Nutrivital 6. Pan Laboratories (Australia) Pty Ltd 7. Pan Pharmaceuticals 8. Pan Pharmaceuticals Pty Ltd 9. Prime 10. Red Seal Natural Health Ltd 11. Seito Ocean Products Pty Limited 12. Sun Nature Products Pty Ltd 13. Thompson Nutrition Limited 14. Wan Medical Supplies (Malaysia) Sdn Bhd 15. Young & Success Enterprise Co Ltd

HEALTH SCIENCES AUTHORITY

PRESS RELEASE, 9 May 03

HSA RECALLS 243 HEALTH PRODUCTS MADE BY PAN PHARMACEUTICALS

ANNEX C

INFORMATION FOR CONSUMERS

FREQUENTLY ASKED QUESTIONS [as at 9 May 03]

Q1 Why is the Health Sciences Authority [HSA] recalling the health products in Singapore that are manufactured by Pan Pharmaceuticals?

The recall is being undertaken because of concerns about serious deficiencies in Pan Pharmaceuticals' manufacturing and quality control procedures since 1 May 2002.

HSA's regulatory counterpart in Australia, the Therapeutic Goods Administration [TGA], has ordered a recall of all pharmaceutical products made by Pan Pharmaceuticals after it found serious manufacturing breaches at this company. The breaches included manipulation of test results and substandard manufacturing processes.

Q2 Who is Pan Pharmaceuticals Limited, Australia and how are the products in Singapore affected?

Pan Pharmaceuticals Limited is Australia's largest contract manufacturer of complementary medicines such as herbal, vitamin, mineral and nutritional supplements. It exports many products to countries including Singapore, Malaysia and Hong Kong. Pan Pharmaceuticals also manufactures a wide range of health supplements which are supplied to other companies that market the products under their own brands.

Q3 What are the products that are affected and how can I check if my health product is affected by the recall?

**Please check the detailed list of affected products at our website at:
www.hsa.gov.sg**

Q4 I am taking one or some of the affected products listed in HSA's list of recalled products. What should I do?

You are advised to stop taking these products. However, there is no reason to be unduly alarmed, even if you have been consuming these products for some time. The deviations in quality of the products were found only to occur since 1 May 02 and HSA's regulatory counterpart, the Australian TGA, has said that

there was no evidence of intentional substitution of Pan Pharmaceuticals' products with potent western drugs that could cause serious side effects.

There have been no reports of any serious adverse reactions from these products in Singapore. As these are health supplements, they do not contain very potent ingredients that can cause serious harm to your health.

Q5 The brand of the product that I have been taking has been recalled. How would this affect my health?

Q6 What are the dangers to pregnant ladies and children if they have been taking the affected brands of health products?

The products of Pan Pharmaceuticals have been recalled due to breaches in the quality of manufacturing by the company.

HSA's regulatory counterpart in Australia, TGA, has informed us that there are no major safety concerns such as intentional substitution of the products with potent western medicines. There is no reason for undue alarm if you have consumed these products.

There have been no reports of any serious adverse reactions from these products in Singapore. As these are health supplements, they do not contain very potent ingredients that can cause serious harm to your health.

However, if you feel unwell and think that it may be associated with the consumption of the affected products, you are advised to consult your family doctor.

Q7 I am pregnant and have been prescribed a health supplement affected by the recall by my doctor. What do I do now?

Please discontinue taking the affected product.

There are many alternatives to the brand that you are taking which are not affected by the recall. Please check with your doctor or pharmacist for an appropriate substitution.

Q8 I have been prescribed health supplements affected by the recall by my doctor. Should I continue taking them?

As a precautionary measure, you should refrain from taking the health products of the affected brands. Please check with your doctor for an alternative range of products.

Q9 What are some of the possible symptoms of adverse drug reactions which I should look out for as I regularly take health supplements?

It can be difficult to establish if you are experiencing an adverse effect to a particular health supplement because reactions can be non-specific and could sometimes be due to an underlying medical condition.

If you have a strong suspicion that an undesirable or an unusual reaction is associated with the intake of a particular product, please report the reaction to your doctor or pharmacist.

Q10 I am taking a product under the affected brand and the country of manufacture is not in Australia [eg: USA]. Does it mean that it is safe for me to continue using this product?

Suppliers of certain brands of health supplements and vitamins may source their products from different manufacturers in different countries.

The label on the product should reflect the country of manufacture. However, there are instances where the labels are not clear, e.g. statements such as “a product of USA”, “made for USA”, “product formulated in USA” may not actually mean that the product is made in USA.

When in doubt, consumers are advised to check with the retailers or the suppliers directly.

Q11 Can I get a refund for unused products since the authority advises us against taking them?

The issue of refunds is a business decision of the retailers and suppliers. Please check with the retail outlet from which you have purchased the product or the supplier / distributor of the medicine as indicated on the product label to find out about the refund policy.

Q12 If I have concerns on the affected products, whom can I speak to?

HSA has set up the following hotlines:

Tel: 6325.5424 / 6325.2432

Tel: 6325.5604 / 6325.5498

[during office hours: Mon–Fri: 8:30am to 5:30pm ; Sat: 8:30am – 1pm]

You may also fax / e-mail your enquires to:

Fax: 6325.5448

Email: hsa_info@hsa.gov.sg

You may also approach the pharmacists at your retail outlets for assistance or call the affected companies' customer information hotlines.