

## Product Complaint Response Letter

15-Nov-2022

Dear,

This letter is in response to the customer product complaint of **Dysport 500UI** corresponding to Batch number **C73281** with expiry date **NA** received by IPSEN on **15-Nov-2022**.

➤ The **Complaint is summarized** as Follows:

Complaint\_Dysport 500UI\_C73281\_Potential Counterfeit\_Daryan Salamat\_Iran

➤ **Final Complaint Investigation and CAPA:**

Upon review of Images provided it is clear that this is a Counterfeit case report.  
See image review attachment  
C73281 is not a Ipsen batch number.  
The carton is based on an old turkish carton that has not been in use since June 2018.

➤ **Conclusion and Corrective action and Preventive Action (CAPA), If applicable:**

The Complaint was assessed and was determine as Substantiated.

The root cause was identified as Complaint Handling : Confirmed counterfeit / Falsified product

This Investigation and all supporting documentation are maintained under **COMP-001311** in our validated Product Complaints Management system. All necessary corrective and preventive actions will be addressed, if applicable.

The manufacturing investigation of this complaint is considered **Closed**. We regret any inconvenience this matter may have caused. If you have any further Questions, please contact us at your earliest convenience.

Sincerely,

Signature

*Cyria Fourali*

Cyria Fourali (Nov 15, 2022 16:57 GMT+1)