



BDD Australia Pty Ltd

A Bega Company
ABN 68 083 019 390

PO Box 23084
Docklands, VIC 3008
Australia

Ph: 1800 000 570

General email enquiries:
customerservice@bega.com.au

Internet:
www.begacheese.com.au

Wednesday, 1 February 2023

Dear Valued Customer,

URGENT SUPPLY UPDATE – THICKENED CREAM PRODUCT WITHDRAWAL

We're writing to notify you of an issue impacting some of our Pura and Dairy Farmers thickened cream products.

A limited number of these products have not met our quality expectations, so we have taken the precautionary step of enacting a withdrawal of the relevant batches, effective immediately.

We ask that the following products be withdrawn from use or sale:

SKU	Brand	Product Type	Best Before Dates
1240	Pura	Thickened Cream 300ml	07FEB23 to 27FEB23
1242	Pura	Thickened Cream 600ml	07FEB23 to 03MAR23
1239	Pura	Thickened Cream 10L	07FEB23 to 06MAR23
5446	Dairy Farmers	Thickened Cream 300ml	07FEB23 to 03MAR23
4503	Dairy Farmers	Thickened Cream 2L	08FEB23 to 28FEB23
5452	Dairy Farmers	Thickened Cream 5L	08FEB23 to 06MAR23
4239	Dairy Farmers	Thickened Cream 10L	07FEB23 to 06MAR23

Please note that this withdrawal is due to a quality issue in a specific formulation of thickened cream in a limited number of products only. It is **not** a food safety issue, and there is no health risk associated with consuming these products.

If you currently hold any of the above stock, please remove it from your shelves and dispose of it. If you have on-sold the affected product(s), where possible we ask that you please forward this letter to your customers and advise them to take the same steps.

To obtain a full refund on these items, please submit a claim via your usual process and this will be processed within 30 days.

All impacted products will be unavailable for delivery until further notice.

BEGA CHEESE LIMITED ACN 008 358 503
Head Office, Cheese Packaging & Processing: 23—45 Ridge Street, North Bega NSW 2550
Bega Dairy & Drinks: 737 Bourke Street, Docklands VIC 3008
Butter, Cheese & Powder Manufacture: 13 Lagoon Street, North Bega NSW 2550

Please accept our apologies for any inconvenience this may cause. We are in the process of restoring production and will be in touch again as soon as possible with an update on our estimated back-in-stock date.

Thank you for your patience and understanding and please feel free to contact your account manager or our Customer Sales and Service Centre on 1800 000 570 with any questions.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'Darryn Wallace', written in a cursive style.

Darryn Wallace
Executive General Manager Beverages
Bega Dairy and Drinks

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