

FROM APTAMIL FOR INFORMATION PURPOSES ONLY

Dear Parents,

You may have seen that we have recently reformulated some of our powdered products. We wanted to get in touch with you as we are aware that some people have questions about these formulations and we would like to share an update.

Prior to launch, our new powder formulations went through extensive quality and safety checks including clinical trials and product testing which confirmed them to be safe and well-tolerated by babies. Our findings were also subject to external scientific validation.

Whilst the majority of parents have transitioned smoothly, some have told us that our new powder formulations do not mix as well as the previous recipe. This formulation requires slightly different preparation. It is important to follow the instructions on the pack, in particular shaking the bottle vigorously for 10 seconds, ideally in a vertical position. For more information on our new preparation guidelines please [click here](#).

Our experience also tells us that some babies may need time to adapt to any changes to how they may be fed. We have taken proactive measures to look into any concerns and have reviewed our factory records and can confirm that all safety and quality standards were met, including the 31 tests we run on every batch that leaves the factory.

We want to thank parents for their feedback and patience. We want to assure you we are here to support you.

Parents can call our 24/7 Careline at 0800 996 1000, pressing option 0 followed by option 1.

IMPORTANT NOTICE: Breastfeeding is the best form of nutrition for babies and provides many benefits to babies and mothers. It is important that, in preparation for and during breastfeeding, you eat a healthy, balanced diet. Combined breast and bottle feeding in the first weeks of life may reduce the supply of your own breastmilk, and reversing the decision not to breastfeed is difficult. The social and financial implications of using infant formula should be considered. Improper use of an infant formula or inappropriate foods or feeding methods may present a health hazard. If you use infant formula, you should follow manufacturer's instructions for use carefully – failure to follow the instructions may make your baby ill. Always consult your healthcare professional for advice about feeding your baby.