

Date: August 19, 2011  
To: FirstSight Doctors next to Walmart Optical  
From: Robert K. Patton, President & CEO  
Subject: Avaira Toric Contact Lenses Recall & New Fit Cessation

As you know, FirstSight put a temporary hold on the dispensing of Avaira Toric Contact Lenses last Saturday because of reports of temporary hazy or blurry vision and discomfort.

Today, CooperVision announced a voluntary recall of specific manufacturing lots of the Avaira Toric Contact lens.

The CooperVision press release describes the problem as follows:

“The recall was initiated because of the unintended presence of a residue on certain lenses. The residue was identified after investigating a small number of complaints of temporary hazy vision. The manufacturing issue has been identified and a resolution is in process. It is anticipated Avaira Toric shipments will resume shortly.”

You will find more information on their website [www.coopervision.com/recall](http://www.coopervision.com/recall).

This is an industry wide problem, so we are expecting some level of inventory/fulfillment constraints.

If a patient comes in with an immediate need for lenses, we want you to have trial lens options available to fit them. We suggest you meet with the Walmart Vision Center Manager to discuss the existing inventory of trial lenses that you have in stock and the ordering of trial lenses you need.

Please accommodate these patients into your schedule for a refit as quickly as possible.

Our goal is to satisfy our patients during this transitional period. This is an unfortunate set of circumstances that we did not control, but we can impact how this experience plays out for each patient. I know that you will ensure the best possible experience and outcome for each patient.

We will keep you updated as we learn more about product availability and fulfillment schedules. Please contact your District Manger should you have any questions or concerns.