



Dear Concerned Pet Owner:

As Iams and Eukanuba employees, we feel deeply for everyone affected by the Menu Foods wet food recall involving 95 brands, including our own. We are heartsick that any of our Iams and Eukanuba products were involved. We have added more customer service support people to respond to our call lines and have added a dedicated veterinarian hotline to address further questions. Our commitment is to respond personally to everyone who contacts us.

In our efforts to keep you informed, we want you to know that the U.S. Food & Drug Administration (FDA) has recently announced that they have found a substance called melamine in the wheat gluten of recalled products, and not aminopterin, as earlier suspected by the New York State Foods Laboratory.

We can reassure you:

There is no melamine or aminopterin in any of our Iams and Eukanuba dry pet foods.

In fact, Iams and Eukanuba dry dog and cat foods DO NOT contain wheat gluten. They are made exclusively in our own manufacturing plants in Ohio, Nebraska and North Carolina, and **not by Menu Foods.**

You can feel safe and confident in feeding all Iams and Eukanuba dry foods, as well as any wet foods that are not on the Menu Foods recall list. You can go to Iams.com or Eukanuba.com to see the specific list of recalled wet pouch and canned products.

In addition, we want to keep you updated on the key actions we've taken.

Our **immediate** response priorities included:

- Working with retailers to remove all affected wet can and pouch products from store shelves.
- Suspending production of all our foods manufactured at the affected Menu Foods plant. Our production remains suspended.
- Sharing all our data and cooperating fully with the U. S. Food & Drug Administration, which is leading this important investigation.

As part of our ongoing, additional efforts:

- We convened a task force of prominent North American veterinary healthcare experts to review the recall. They recently agreed: "Veterinarians and pet owners should feel safe recommending and feeding Iams and Eukanuba dry foods."
- We have established a council of leading veterinarians and healthcare professionals to provide the most up-to-date learning on how we can continue to enhance all pets' quality of life and disease prevention.

We again want to assure you that Iams and Eukanuba dry foods were **not affected** by this recall and continue to be endorsed by veterinarians as the highest-quality nutrition for cats and dogs. We make our own dry dog and cat foods using high-quality animal-based protein and they **do not contain wheat gluten.**

We want to reassure you that you can feed Iams and Eukanuba dry foods, as well as any wet foods that are not on the Menu Foods recall list with complete confidence.

Pets are an important part of all our families. We share your concerns and are firmly committed to you and the health of your pet. If we can answer further questions, please call us at 1-800-882-1591.

Sincerely,

The Employees of Iams and Eukanuba Pet Foods

