



Dear Pet Owner

1st October, 2012

URGENT NOTICE

BackHomeBiotec microchips - RECALL

Virbac Animal Health supplies BackHome Biotec Microchips. Since the company's creation over 40 years ago, it has been exclusively dedicated to animal health. Our mission: prevent animal diseases and heal suffering animals. To do so, the company has to validate and ensure the safety and efficacy of its products.

Virbac are committed to ensuring our microchips are of the highest quality and meet all industry standards.

In February 2012 Virbac identified that there may be a functionality issue with certain Back Home Biotec chips distributed since June 2010. Immediately Virbac instigated a close consultation with its third party manufacturer to investigate this issue further. Since then, there has been some evidence that the scanners are not able to read some of the microchips within batches of chips with the prefix 9000880 and the prefix 9000088 up to 900008800259208. The result of this is should your pet be inserted with one of the faulty chips, the pet details would not be accessible on the database. Our records indicate that your pet was registered with a BackHome microchip from this batch that may have a functionality issue.

What to do?

Whilst we do not anticipate any issues with your pet's microchip, as a precautionary measure we are advising you to visit your Vet to have the chip checked and an additional chip implanted should it not be read (please take this letter with you). Virbac RSA will supply the additional chip free of charge and cover the costs of additional registration if required. Confirmation of a new registration would be sent to you direct from Back Home. This offer will remain until 31 of November 2012.

If you intend to immigrate or export your pets we would recommend that you make an appointment to see your Vet, to reduce the risks of any potential issue at border control.

If you have already immigrated, please visit your local veterinarian to have your pet scanned and you, or your vet, may contact Virbac RSA for an applicable procedure should the chip not be found.

We apologise for any potential inconvenience caused, especially as we expect that most microchips are unaffected. However, we feel it is important to take these steps in the best interests of your pet's welfare.

Contact details:

We have informed your veterinary surgeon of this communication, and he/she is in the best position to advise you regarding specific questions relating to your pet. However, should you have any further queries, please call 012 – 682 9243 between 8am and 5pm, Monday to Friday.

Yours sincerely,

HARRY EDWARDS
Companion Animal Range Manager



For completion by your Vet
(please return to VirbacRSA (Pty) Ltd
Fax: +27(0)12 657 6064/086 652 7538)
Toll free 0800 222 546

Name of Owner:

Name of Pet:

Registered Microchip Number:

Date Registered:

Date last scanned and read (if known):

Microchip scanned and read :

Microchip scanned and unable to be read:

Affix label from replacement microchip or write number here:

Practice Stamp

Name of Vet/Nurse: _____.

Date: _____.