

**December 3, 2009**

**To: Unilever Sales Agent AE's/Representatives - Retail Accounts**

**PRODUCT RECALL NOTICE – ACTION REQUIRED**

**Slim-Fast® Ready-to-Drink Products in Cans**

**Due to Possible Health Risk**

**Dear Valued Customer:**

Unilever United States, Inc., of Englewood Cliffs, NJ, in cooperation with the U.S. Food and Drug Administration (FDA), is conducting a nationwide voluntary recall of all Slim-Fast® ready-to-drink (RTD) products in cans, due to the possibility of contamination with *Bacillus cereus*, a micro-organism, which may cause diarrhea and possibly nausea and/or vomiting. The probability of serious adverse health consequences is remote.

The products were sold in stores nationwide.

**Product Description**

The products are packaged in paperboard cartons and contain four, six or 12 steel cans that are 11 FL OZ (325 mL) each. Individual cans are also sold in certain retail outlets. The recall involves all Slim-Fast® RTD products in cans, regardless of flavor, Best-By date, lot code or UPC number. A listing of all RTD recalled products is attached.

No other Slim-Fast® products are affected by this recall. No Slim-Fast® powdered shakes, meal bars, or snack bars are affected by this recall.

The recall was initiated after the company conducted quality testing on Slim-Fast® RTD products in cans. Out of an abundance of caution, the company is recalling all RTD products in cans that are currently in distribution centers, on-shelf or in back rooms in retail outlets or in consumers' homes. The company is in the process of identifying and correcting the production issue, and will resume production and shipment of the product when the issue has been addressed and corrected.

We request that the above described products be pulled IMMEDIATELY from store shelves, backrooms, and warehouses and destroyed.

**ACTION TO TAKE:**

Our records show that the following accounts (see attachment) have received product that may be affected.

### Retail Store Retrieval:

Please examine the stock in your stores and backrooms to determine if you have any of this recalled product on hand. Please take immediate steps to isolate the product. Product must be destroyed at store level or through your typical unsaleable process. If you need assistance, please contact the Unilever Customer Operation Hotline Number at:

**1-888-798-5131**

### Warehouse Destruction

Please take the following steps and note the following:

- Please examine the stock in your distribution center to determine if you have any of this recalled product on hand.
- Please take immediate steps to isolate and tag the product, pending destruction
- You will be contacted by your Unilever Customer and Financial Services Representative and/or Field Sales Agent, who will authorize the destruction of the product at the warehouse.
- A Certificate of Product Destruction will need to be completed upon destruction at the warehouse (see attached).
- You will be reimbursed by check or credit memo for the purchase price of these goods.

If you are a retailer and need assistance, please contact the Unilever Customer Operation Hotline Number at: **1-888-798-5131**

### Consumers

Consumers who have purchased Slim-Fast® RTD products in cans are urged to discard them immediately and contact the company at **1-800-896-9479** for a full refund. The Consumer Services Center is open Monday – Friday, 8:30 AM – 6:00 PM ET. A recorded message is available 24/7.

We appreciate your prompt assistance on this matter and apologize for any inconvenience. Should you have any questions, please contact your local Unilever representative.

***Joe Cavaliere***

Senior Vice President, Sales & Customer Development