

## Urgent Fraud Alert: OneTouch® Brand Diabetes Testing Supplies

Nov. 12, 2015

Dear Valued Customer:

In recent days we have learned of several attempts to fraudulently obtain OneTouch® test strips directly from LifeScan as well as from our Direct Customers. This message is to make you aware of these fraudulent activities so that you can protect your customers and your company. While there may be multiple variations of the types of scams that are being perpetrated, the following examples are representative of the activities that have been reported.

### Scam #1- FAKE Recall Notice For OneTouch® Brand Test Strips

The perpetrators distribute a fake recall notice in order to deceive customers into returning large quantities of OneTouch® brand test strips to a “falsified” LifeScan return goods facility address; or arranging for the product to be picked up from the customer’s location by persons falsely claiming to be acting on behalf of LifeScan.

**Be advised that there are no active recalls for any LifeScan or OneTouch® brand products in the United States at this time. In addition, any legitimate OneTouch® brand product recall notifications would be posted on our website: [www.OneTouch.com](http://www.OneTouch.com)**

### Scam #2 – FAKE Orders Placed On Behalf Of Your Company

Using some knowledge of your company’s purchasing policies and procedures, the perpetrators will pose as representatives of your company and place a large order for OneTouch® brand test strips either directly with LifeScan or a LifeScan Authorized Distributor. As part of the order they provide a “falsified” delivery location or contact the carrier after the product has shipped to change the delivery location, enabling the perpetrators to steal the product. You, the customer, are unaware that the order was placed and filled until you receive an invoice requesting payment.

In another variation of this theme, the perpetrators will hack into a store’s ordering system and order large quantities of OneTouch® brand test strips and other products. Once the product is delivered, the perpetrators then contact the store posing as the wholesaler who shipped the products stating that the delivery was in error. The perpetrators then make arrangements to come to the store and pick up the product.

### How to Protect Yourself and Your Customers

- Please ensure that all relevant personnel in your organization are aware of these scams including those involved with: recalls/reclamations/returns handling, placing orders, inventory

control, shipping, receiving, call center/customer service, managers, supervisors and pharmacists.

- Do not return or relinquish any OneTouch® brand test strips to any party claiming to be a representative of LifeScan or a LifeScan Authorized Distributor without verification per your normal processes.
- Do not share any information about your company, processes or personnel with any individuals claiming to be a representative of LifeScan or a LifeScan Authorized Distributor without verification per your normal processes.
- Be suspicious of any requests for information or action that do not conform to your normal procedures; such as different LifeScan or Distributor contacts and unfamiliar telephone numbers, and different return goods shipping locations. If you are suspicious of any communication or request that you receive, do not act on the request without verification per your normal processes.

**Please Report All Suspicious Activity To LifeScan**

Please report any suspected fraudulent activity related to OneTouch® brand products to your LifeScan Account Manager and Lisa Smiley, Sr. Mgr. Global Brand Protection, Johnson & Johnson ([lsmiley@its.jnj.com](mailto:lsmiley@its.jnj.com) / 510-358-6873). Please save and forward upon request all related details, emails, or other information which may be useful to our investigation.

Thank you for doing your part to keep our patients and supply chain safe and secure.

Sincerely,

**Roy Albiani**

Director, Global Brand Protection Medical Devices  
Johnson & Johnson Supply Chain