



2023年5月1日

親愛的好市多會員，您好：

有關近期科克蘭冷凍三種綜合莓檢出A型肝炎汙染事件，所造成的困擾與不安，好市多對此事件之發生深感抱歉，也非常感謝會員從事件發生以來給予好市多的支持與關注。

為避免不必要的疑慮，好市多認為有義務公告事件的始末。今年3月美國FDA所檢出之#904984科克蘭冷凍有機草莓(產地：墨西哥)與此事件商品#1010598 科克蘭冷凍三種綜合莓(產地：智利)有效日期為2023.9.19之商品，是不同的產品，而台灣好市多並沒有進口今年3月美國FDA所檢出之商品。

好市多收到邊境檢驗通知時，便已經將此事件商品從各賣場及線上通路全數下架，並持續積極配合主管單位的指示來辦理，向會員發出召回通知、開設專屬退貨櫃台、提供會員相應之醫療支援服務、增開客服專線服務會員、主動且不斷聯繫溝通和關心購買此商品會員的健康狀況。

截至5月1日中午12點，好市多已撥出超過2萬3千通電話；截至4月30日下午9點，已經收到6,970包退回商品。

好市多所販售的產品皆遵循台灣政府法令規定。採購於挑選品項時皆有一定流程控管其品質。台灣好市多執行冷凍即食蔬果，產品進賣場後每品項一年檢驗兩次，項目包括腸桿菌科、沙門氏菌、農藥殘留等431項。在邊境報驗前，每批冷凍莓果都會做農藥殘檢驗-431項，沒問題才報驗。

原對工廠要求每批出貨前要檢驗病原菌(沙門氏菌、產志賀毒素大腸桿菌STEC，環境衛生檢查李斯特菌)未來會每批出貨要求增加檢驗A型肝炎病毒，沒有問題才可出貨。此外，依照好市多品保政策要求，製造廠商每年還必須委託第三公證單位，如SGS, Intertek, Primus等，進行食品安全稽核，並需達到好市多標準。

好市多會持續全力配合主管單位積極處理並協助會員服務溝通，未來好市多也將加強品管與提升檢驗能力，以維護會員之權益。

會員有任何問題，請洽台灣好市多客服中心 449-9909 (市話請直撥不加區碼，手機撥打請加02，服務時間：週一至週日 9:30 am ~ 9:30 pm)。

好市多股份有限公司



2023/5/1

Dear Costco member,

We deeply apologize for the inconvenience and concern caused by the recent incident with Hepatitis A contamination in the Kirkland Signature Frozen Three Berry Blend. We appreciate the support and attention given by members since its occurrence.

To avoid unnecessary doubts, we believe it is important to clarify the incident since its beginning. The #904984 Kirkland Signature Frozen Organic Strawberries detected by the US FDA in March this year (origin: Mexico) and the #1010598 Kirkland Signature Frozen Three Berry Blend detected in this incident (origin: Chile) with an expiration date of September 19, 2023, are different products. Costco Taiwan did not import the products detected by the US FDA in March this year.

As soon as Costco received the failed border inspection notice, we immediately removed the product from all warehouses and e-commerce. We continued to actively cooperate with the competent authority's instructions to issue recall notices to members, set up dedicated return counters, provide members with corresponding medical support services, and increase customer service hotline services to care for the health status of members who purchased the product.

As of noon on May 1, we made more than 23,000 calls, and as of 9pm on April 30, we received 6,970 packages of returned products.

All products sold by Costco Taiwan comply with local government laws and regulations. Buyers also have a strict selection process to maintain our product quality and standards. All frozen ready-to-eat fruits and vegetables are tested twice a year after entering the warehouse, for coliforms, salmonella, and 431 different pesticide residues. Before border inspection, each batch of imported frozen berries also undergoes pesticide residue testing; any batch that fails inspection does not clear customs.

At the factory, we require inspections for pathogens (Salmonella, Shiga toxin-producing E. coli STEC, Listeria monocytogenes) before each shipment, and in the future, we will also require the inspection of Hepatitis A virus. Furthermore, according to Costco's quality assurance policy, the manufacturer must also commission a third-party certification unit, such as SGS, Intertek, Primus, etc., to conduct food safety audits each year and must meet Costco's global standards.

We will continue to cooperate with the competent authority to actively handle and assist member service communication. We will also strengthen quality control and improve inspection capabilities in the future to protect the rights and interests of our members.

If you have any questions, please contact the Costco Taiwan Customer Service Center at 449-9909 (direct dial for landlines, add 02 for mobile phones, service hours: Monday to Sunday 9:30 am to 9:30 pm).

Sincerely,

Costco Wholesale Corporation