

Subject: Abbot powder infant formula recall – exchange process and WIC shoppers

* This message is being sent to all WIC-authorized grocery stores and interested parties. *

Please post this message at Customer Service and every check stand until further notice:

Oregon WIC has just received the federal waivers needed to allow stores to exchange recalled infant formula for any other available substitutes if necessary. **Please treat WIC shoppers as you would any other shoppers who bring recalled infant formula to exchange.** Specifically:

- WIC authorized vendors must treat all customers the same regarding the recall exchange process and possible substitutes (which may include, but are not limited to, the **same product, a substitute product, store credit, or a cash refund**).
- As a part of the recall exchange process, WIC authorized vendors are not required to, nor do we recommend that you determine whether a product was purchased using WIC benefits. This includes not asking for a receipt if other shoppers are not required to produce a receipt for return of recalled formula.

Thank you for your continued hard work providing food to WIC shoppers and all Oregonians during this critical time! We value your partnership.

If you have any questions, please reply to this email or call our toll-free Vendor Services number 1-877-807-0889.

Vendor Management Services Team

Public Health Division

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