**Food Recall Information Sheet**

FSANZ 2022/33

Date: 29/06/2022

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| **Recall Information** |
| **Reason for Recall** | the presence of an undeclared allergen (milk) |
| **Recall Level** | Consumer |
| **Recall Detection** | Supplier specification review |
| **Corrective Action taken** | Remaining packaging rewind on HOLD at supplier (Kez’s Kitchen).Initiated a Quality Incident with supplier to identify the root cause of this issue.Put all stock on HOLD in 3rd Party Warehouse and also in Jenny Craig Centres across AUS & NZ. |
| **Proposed Method of Disposal/Rectification** | Consumers – Return product to place of purchase for a full refundManufacturer – Isolate the affected product and destroy on site |

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| **Product Information** |
| **Food Description** | Biscuit |
| **Product Name** | Jenny Craig Melting Moment |
| **Package Details** | **Package Description** | **Package Size** |
| Individually portioned, metallic film packs | 21g |
| **Date Marking** | Best Before 09/08/2022; Best Before 13/09/2022 and Best Before 28/02/2023 |
| **Batch Identification** | **Batch Code** | **GTIN (barcode)** |
| Batch Code is the BB date |  |
| **Manufactured In** | VIC |
| **Country of Origin** | Australia |
| **Manufacturer Name** | Kez’s Kitchen |
| **Manufacturer Details** | 474 Prices Highway, Noble Park, VIC, 3174. |
| **Distribution** |
| **Units Imported/Manufactured** | Precise Quantity BB 9/08/2022 = 484; BB 13/09/2022 = 517; BB 28/02/2023 = 547 |
| **Units Warehoused** | Approximate Quantity 487 Shipper Cartons in PDF Warehouse in Knox, VIC and 186 individual units in BeCool Warehouse, VIC |
| **Time in Market** | Since approximately August 2021 |
| **Affected states and territories** | **State/Territory** | **Retail Outlets (point of sale)**  |
| National: | Yes | From Jenny Craig centres and online |
| **Overseas Distribution** | **Country** |
| New Zealand |

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| **Company Information** |
| **Name** | Jenny Craig Weight Loss Centres Pty Ltd |
| **Address** | Level 1, 468 St Kilda Road, Melbourne, VIC, 3004 |
| **Email** | foodqualityau@jennycraig.com.au  |
| **Company Recall Contact** | Anthony Broomhead |
| **Contact Number** | 0429 042 233 |

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| **Communication Plan** |
| **Communicated to Consumers via** | customer loyalty database, including direct customer notification with text message and telephone calls. A point of sale notification will also be placed in Jenny Craig centres. |
| **Company Website** | [www.jennycraig.com.au](http://www.jennycraig.com.au)  |
| **Public Contact Number** | Australia: 1800 453 669; New Zealand: 0800 555 123 |
| Consumers seeking information on the recall may be directed to the [FSANZ website](http://www.foodstandards.gov.au/industry/foodrecalls/recalls/Pages/default.aspx).  |

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| **Other** |
| **Other Information:** | Supplier has notified that there is milk in the Flavour used in the Custard Powder for this product (Jenny Craig Melting Moment). Milk is included as a ‘may contain’ statement, but not listed in the ingredients. |