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ARTG: 363331

URGENT PRODUCT DEFECT CORRECTION

To our valued Freestyle Libre community,

We have recently discovered that when using smartphones with the Android 13 Operating System (OS), users may experience extended periods of signal loss in the Freestyle LibreLink Android app. In these situations, users of glucose alarms may not receive low glucose and high glucose alarms. This does not impact your ability to get glucose readings by scanning your sensor.

The Android 13 operating system update was recently released and made available to Android phones.

This does not impact you if you use:

- FreeStyle LibreLink on Android 12 OS or below
- a reader to start your sensor
- FreeStyle LibreLink on an Apple iPhone
- FreeStyle LibreLink and you are not using alarms on your app

If you want to check which operating system version is running on your phone, follow the instructions below:

- Open your phone's Settings app
- Near the bottom, tap **About phone**, then **Android version**

If you have not installed Android 13, we recommend you wait to do so until the FreeStyle LibreLink Android app update is available. We will update users when the app update becomes available in the coming weeks.

If you have already updated to Android 13, please ensure your Signal Loss Alarm is turned ON with "Override Do Not Disturb" enabled. For more information on how to turn on the Signal Loss alarm and how to "Override Do Not Disturb" please go to www.freestylelibre.com.au/app-update

If you are having trouble or would like assistance, please reach out to our customer service team on 1800 801 478 between 8AM and 6PM AEDT, Monday - Friday.

Sincerely,

FreeStyle Libre Team



1800 801 478

| FreeStyle Libre Customer Care

This product is indicated for measuring interstitial fluid glucose levels in people (age 4 and older) with insulin-requiring diabetes.

ADC-70976 V2.0

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Please refer to the Terms & Conditions of sale at www.freestylelibre.com.au/terms_of_sale. For more information on the FreeStyle Libre Flash Glucose Monitoring System, please go to www.freestylelibre.com.au

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