

Mary Jordan

From: [REDACTED] S22
Sent: Wednesday, 7 February 2018 12:03 PM
To: [REDACTED]
Subject: Fw: Fw: Neurofolin Lot Number 28847 171 [SEC=UNCLASSIFIED]

Hi [REDACTED] 22

Sorry I'm having some difficulty with my food medicine interface email at the moment - but I noticed [REDACTED] sent to [REDACTED] and I know [REDACTED] not currently doing FMI - so i'm sending to you (apologies I can't remember off the top of my head who else from Vic are on the FMI contact officers email).

Thanks
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 6 February 2018 3:59 PM
To: [REDACTED] 22
Cc: [REDACTED]
Subject: Re: Fw: Neurofolin Lot Number 28847 171 [SEC=UNCLASSIFIED]

Dear [REDACTED]

The supplier appears to be based in Melbourne and so i'm passing on to Victoria for their information.

<http://www.grunbiotics.com/>

Grunbiotics

www.grunbiotics.com

Thanks
[REDACTED]

[REDACTED] S22
Biosecurity & Food Safety
NSW Department of Primary Industries
P [REDACTED] S22 **| M** [REDACTED] S22 **| E** [REDACTED] S22
6 Avenue of the Americas, Newington NSW 2127
PO Box 6682 Silverwater NSW 1811
W www.dpi.nsw.gov.au/biosecurity **| Helpline** 1300 552 406

On 6 February 2018 at 14:52, [REDACTED] S22 <[REDACTED]> [@foodstandards.gov.au](mailto:[REDACTED]@foodstandards.gov.au) wrote:

Hi [REDACTED]

We've received this email below from the TGA - it seems to have some through as a complaint referral.

While this is not under the FMI, I have forward to you for information and response to the complainant as it appears that the website indicates an Australian supplier located in NSW.

Thanks very much
[REDACTED]

>
>
> Subject: FW: Neurofolin Lot Number 28847 171 [SEC=UNCLASSIFIED]
>
> -----Original Message-----
> From: [REDACTED] s22 [mailto:[REDACTED] s22]
> Sent: Monday, 5 February 2018 11:43 AM
> To: Food Medicine Interface <Food.MedicineInterface@foodstandards.gov.au>
> Subject: FW: Neurofolin Lot Number 28847 171 [SEC=UNCLASSIFIED]
>
> Hi FSANZ,
>
> Please see email trail below.
>
> The website indicates this is a dietary support product in the management of depression and this product is not listed on the ARTG. This issue is more suited in your hands.
>
> Kind regards
>
> [REDACTED] s22
>
> [REDACTED]
> Adverse Event and Medicine Defect Section Pharmacovigilance and Special Access Branch
> Email: [REDACTED] s22
>
> Therapeutic Goods Administration
> Department of Health
> PO Box 100
> Woden ACT 2606 Australia
> www.tga.gov.au
>
>
>
> -----Original Message-----
> From: [REDACTED] s22
> Sent: Monday, 5 February 2018 11:40 AM
> To: [REDACTED]
> Subject: RE: Neurofolin Lot Number 28847 171 [SEC=UNCLASSIFIED]
>
> Dear [REDACTED] s22

>
> Thank you for your email.
>
> I have reviewed the Australian Register of Therapeutic Goods and this product is not listed as a medicine. I have forwarded your email to the Food Standards Australia and New Zealand agency.

>
> Kind regards

>
> s22

>
> Adverse Event and Medicine Defect Section Pharmacovigilance and Special Access Branch
> Email: s22

>
> Therapeutic Goods Administration
> Department of Health
> PO Box 100
> Woden ACT 2606 Australia
> www.tga.gov.au

>
>
>
> -----Original Message-----

> From: s22 [mailto:s22]
> Sent: Sunday, 4 February 2018 7:24 PM
> To: info@grunbiotics.com; medinfo_anz@mylan.com
> Cc: TGA Info; ADR Reports; ama@ama.com.au; media@accc.gov.au
> Subject: Neurofolin Lot Number 28847 171 [SEC=No Protective Marking]

>
> Dear Sir/Madam

>
> I recently purchased 30 sachets of Neurofolin, Lot Number 28847 171.

>
> I am concerned because the contents of many of these sachets are clumped and very hard.

>
> Please advise.

>
> Yours faithfully

>
> s22

>
> _____
> "Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."

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the system manager.

Scanned by Clearswift SECURE Email Gateway at Food Standards ANZ.



Department of
Primary Industries
Food Authority



[Read the DPI Strategic Plan and watch our video](#)

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