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October 10, 2024

Dear Valued Customer,

We want to keep you informed about a recent situation at our partner's manufacturing facility. A potential concern was identified with one of their production lines. Out of an abundance of caution, and learning from industry-wide incidents, collectively we have taken proactive steps to ensure our products meet the highest standards of safety and quality. As part of this, production has been paused temporarily to conduct an extensive cleaning and recalibration of our equipment. We expect these measures to be completed by the end of the month.

Our commitment to your safety remains our top priority. We will continue to keep you updated on our progress and anticipate resuming normal operations soon, with no risks to quality or safety.

Thank you for your understanding and continued trust in our products.

Sincerely,

*Heather Adam*

Heather Adam  
Vice-President, Operations  
National Food Group