

# Product Complaint Reporting

**MIRCERA®**  
(methoxy  
polyethylene  
glycol-epoetin beta)  
Injection, for  
Intravenous or  
Subcutaneous Use

## When there is a problem with a MIRCERA® syringe or its packaging:

- complete Product Complaint Form (on pages 2-3) and send it to CSL Vifor via email at [mircera@viforpharma.com](mailto:mircera@viforpharma.com) or call at 1-800-576-8295
- contact your MIRCERA® distributor for guidance on return and/or replacement of product. In such case save and sequester the syringe or box for return

## Following information is required for Product Complaint Report:

- complainant's name and contact information
- description of the complaint/problem
- lot number and expiration date
- number of syringes
- strength/dosage

**CSL Vifor may contact the reporter for more specific information on the reported complaints.**

**Please see Important Safety Information and Boxed WARNING for MIRCERA® in the accompanying full Prescribing Information**

# Product Complaint Form MIRCERA®

## 1. Complaint information to be filled:

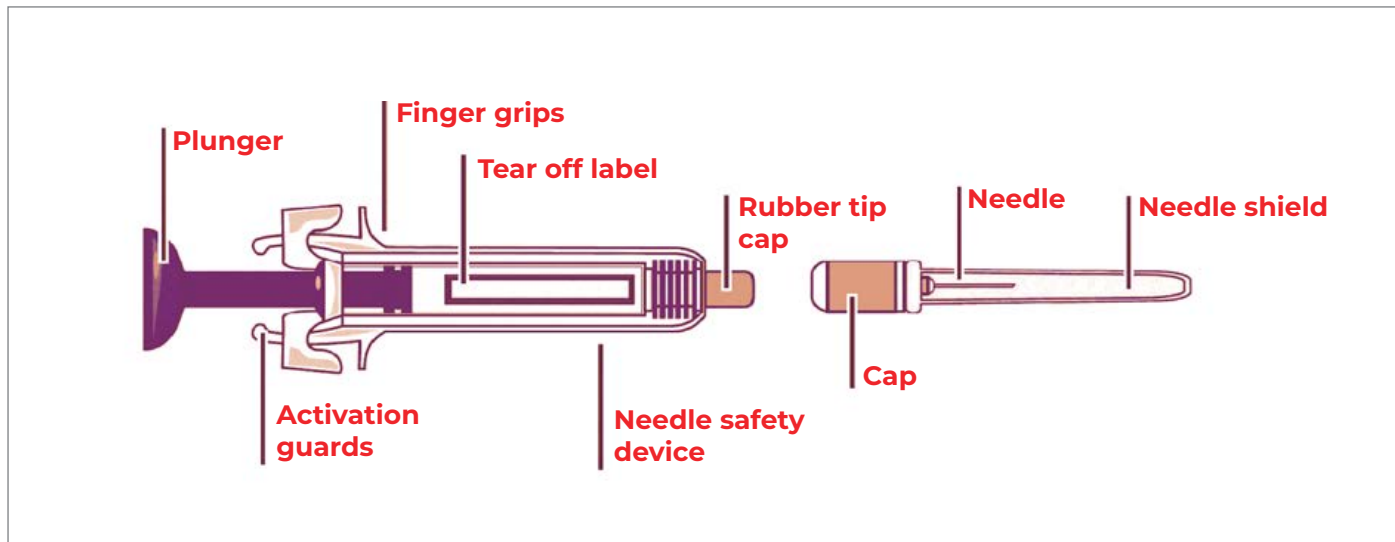
<b>Product Details</b>	Product Name	MIRCERA® (methoxy polyethylene glycol-epoetin beta)	
	Strength/Dosage		
	Lot Number		
	Expiry Date		
	Will the sample be returned?	Yes	No
Name of Complainant			
Complainant Address			
Phone Number			
Email			

<b>Complaint Description</b>	What	What exactly is wrong with the product (specific location of defect, name of defective part/function)?	
		Was there anything unusual in the preparation or handling technique?	
		If there is more than one device with the same defect being reported, please record the number of devices here.	
	When	When was the defect discovered (e.g., opening box, before administration, after administration)?	
	Why	If the device itself is not available for return, please explain why.	

## Product Complaint Form MIRCERA® (continued)

### 2. Please mark the area where the problem was identified with the device.

Check the appropriate boxes next to the text.



#### For missing needle issues

Whole needle missing in the folding box  
(i.e. needle and its needle container)

or

Was the needle container present, but the injection needle missing?  
(i.e. empty needle container)

To be filled by CSL Vifor

<b>Complaint received by</b>		<b>Date received</b>	
E-Mail	Letter	Phone	Other:
Complaint number:			