



## Q&A

### **Q1. What is causing the off taste and smell?**

- Certain lots of Lemon Chalet Crème cookies contain oils that may be breaking down, which can result in an off taste and smell.
- We are working with our supplier and bakery team to better understand the processing influences that caused the oils in these cookies to break down.

### **Q2. Is consuming the affected Lemon Chalet Crème cookies harmful to consumers?**

- No. This is not a food safety issue. The cookies are still edible, but are not recommended for consumption as they are not up to our quality standards.

### **Q3. Is this a recall or a product withdrawal? What's the difference?**

- This issue does not present a food safety or health concern and therefore is not a recall. We are handling this matter as a quality withdrawal.

### **Q4. What is the problem and how did it occur? Have you resolved this problem?**

- These lots of Lemon Chalet Crème cookies contain oils that may be breaking down, which can result in an off taste and smell.
- We are working with our supplier and bakery team to better understand what caused the oils in these cookies to break down.
- We have undertaken a thorough investigation to better understand why this happened and to put programs in place to prevent any recurrence of this type.

### **Q5. How many complaints have you had?**

- We have received approximately 10 complaints to date regarding the affected lots of Lemon Chalet Crème Cookies.

### **Q6. Have any consumers taken ill?**

- No. Our tests have shown this to be a quality issue, not food safety. To date we have received a few consumer complaints, but we have not been advised of any illnesses.

### **Q7. Are all Lemon Chalet Crème cookies affected? Were any other Girl Scout cookie varieties affected?**

- Fifteen lot codes of Lemon Chalet Crèmes are affected:  
7455881 7455882 7455883  
7456741 7456742 7456743  
7457661 7457662 7457663  
7458521 7458522 7458523  
7459401 7459402 7459403

### **Q8. How can you be certain that this is only an isolated incidence if you aren't 100% sure about the root cause of the problem?**

- Little Brownie Bakers is committed to delivering quality products. The information we have at this time indicates that this quality issue is isolated to fifteen specific Lemon Chalet Crème cookie lot codes:  
7455881 7455882 7455883  
7456741 7456742 7456743  
7457661 7457662 7457663  
7458521 7458522 7458523  
7459401 7459402 7459403
- We have evaluated samples from other lots of Lemon Chalet Crème cookies and our analysis shows they are not experiencing this off flavor.

**Q9. What are you doing to inform consumers?**

- Our sales force will work closely with the impacted Girl Scout councils to communicate to consumers who may have purchased the impacted product. Additionally, we are posting a notice on our web site at [www.littlebrowniebakers.com](http://www.littlebrowniebakers.com).

**Q10. What should consumers do?**

- The product is safe for consumers to eat, however the cookies are not up to our quality standards.
- Consumers with questions about product with the affected lot codes (see above list) should call 1-800-962-1718 or contact us at [www.littlebrowniebakers.com](http://www.littlebrowniebakers.com)

**Q11. Where should additional media questions be directed?**

- Please direct all media inquiries to [LittleBrownieBakers@gmail.com](mailto:LittleBrownieBakers@gmail.com)