

URGENT: MEDICAL DEVICE VOLUNTARY RECALL

Limited Number of TRUE METRIX® Self-Monitoring Blood Glucose Meters

October 6, 2025

Dear Valued Customer:

The purpose of this letter is to inform you that Trividia Health, Inc. ("Trividia" or "we"), the manufacturer of the TRUE METRIX® Self-Monitoring Blood Glucose System, has announced a voluntary product recall of a limited number of TRUE METRIX® Self-Monitoring Blood Glucose Meters co-branded under the Good Neighbor Pharmacy® brand ("Product") and distributed in the United States.

Product / Brand Names	Manufacturer's Product /Catalog Number	Lot Number shipped to Customer	GTIN / Device Identifier
GNP TRUE METRIX Self Monitoring Blood Glucose Meter	RE4011-01 / ABC# 10145035	KD0746	00087701426254

Please refer to Appendix B (list at the bottom of this notice) for the affected Serial Numbers.

We have determined that 601 TRUE METRIX® Meters, lot number KD0746, manufactured September 4, 2025 and distributed September 8, 2025, through September 16, 2025, may have the potential for defective LCD displays that can affect product performance.

It is possible that the LCD display for the affected products may show partial or missing numerical segments or characters or show ghosting (fading) of numerical segments or characters. As a result, it is possible that users could misinterpret a test result or experience a delay in obtaining test results. For users with low glucose (hypoglycemia), this could result in a delay in treatment or therapy decisions.

We have not received any reports of patient injuries related to this voluntary recall.

If you have affected Meters:

- Distributors:** Determine whether you have any affected TRUE METRIX® meters in inventory by examining the lot number printed on the outer case/shipper label or on the side of the Product's box. If you have any meters with lot number KD0746, return the Product per your normal return procedures. In addition, please notify your customers of this voluntary recall. Request that they return the Products only with lot number KD0746 that is identified in this voluntary recall, and then use your normal return procedures (including the form in Appendix A). Once you have received all affected Product to be returned, please call Trividia Health Customer Service at **1-800-588-1685** Monday-Friday 8AM-5PM EST (excluding holidays) or e-mail trividia0925CS@trividiahealth.com to obtain prepaid return labels and return instructions.
- Pharmacists/DME Providers:** Determine whether you have any affected TRUE METRIX® meters in inventory by examining the lot number printed on the outer case/shipper label or on the side of the Product's box. The affected lot number is KD0746. If you have any Product with these lot numbers in inventory or receive any Product with these lot numbers from patients, please process the affected Products per your normal return procedures (including the form in Appendix A) or call our Trividia Health Customer Service

Department toll-free at **1-800-588-1685** Monday-Friday 8AM-5PM EST (excluding holidays) or e-mail trividia0925CS@trividiahealth.com. Please advise any patients with affected Product to return them directly to your pharmacy, and then follow your normal return procedures or contact Trividia Health Customer Care, as noted below. Patients may continue to use the TRUE METRIX® Self-Monitoring Blood Glucose Meters under the Good Neighbor Pharmacy® brand for lots not included in this voluntary recall.

- **Health Care Professionals:** Determine whether you or your patients have any affected TRUE METRIX® meters by obtaining the lot number printed on the side of the Product's box or locating the meter's serial number on the back of the TRUE METRIX® meter. Then call Trividia Health Customer Care Department toll-free at **1-888-835-2723** Monday-Friday 8AM-8PM EST (excluding holidays) or e-mail trividia0925CC@trividiahealth.com or visit www.trividiahealth.com/productnotice to determine if you or your patients have affected Product. If you or your facility has affected Product, please process the affected TRUE METRIX® meters per your normal return procedures through your distributor (including the form in Appendix A). Please advise any patients with affected Product to contact Trividia Health Customer Care Department toll-free at **1-888-835-2723** Monday-Friday 8AM-8PM EST (excluding holidays) or e-mail trividia0925CC@trividiahealth.com. If your patients have any affected Products, the Trividia Health Customer Care Department will help with return and replacement information. Patients are asked to return the affected Product directly to their pharmacy or place of purchase for replacement or contact Trividia Health Customer Care as noted below. Patients may continue to use the TRUE METRIX® Self-Monitoring Blood Glucose Meters under the Good Neighbor Pharmacy® brand for lots not included in this voluntary recall.
- **People with Diabetes:** Determine whether you have any affected TRUE METRIX® meters by obtaining the lot number printed on the side of the Product's box or locating the meter's serial number on the back of the TRUE METRIX® meter. Then call Trividia Health Customer Care Department toll-free at **1-888-835-2723** Monday-Friday 8AM-8PM EST (excluding holidays) or e-mail trividia0925CC@trividiahealth.com or visit www.trividiahealth.com/productnotice to determine if you have affected Product. If you have an affected Product, the Trividia Health Customer Care Department will help with return and replacement information. Return the affected Product directly to your pharmacy or place of purchase for replacement. You may continue to use the TRUE METRIX® Self-Monitoring Blood Glucose System under the Good Neighbor Pharmacy® brand for lots not included in this voluntary recall.

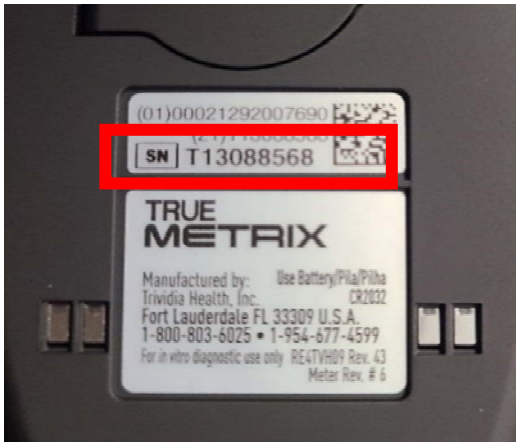
Instructions for Locating the Lot Number KD0746 on the Meter Kit

On the TRUE METRIX® Self-Monitoring Blood Glucose Meter, review the side of the box to locate the LOT#: KD0746 including the letters and digits:



Instructions for Locating the Serial Number on the back of the Meter

On the back of the TRUE METRIX® Self-Monitoring Blood Glucose Meter, locate the Serial Number (SN) including the letters and digits (numbers shown below are examples only):



This voluntary recall is being conducted in coordination with the U.S. Food and Drug Administration ("FDA").

Adverse reactions or quality problems experienced with the use of the Product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax.

- Complete and submit the report **Online**: www.fda.gov/medwatch/report.htm
- **Regular Mail or Fax**: Download form www.fda.gov/MedWatch/getforms.htm or call 1-800-332-1088 to request a reporting form, then complete and return to the address on the pre-addressed form, or submit by fax to 1-800-FDA-0178

Please complete and return the enclosed response form as soon as possible via email to trividia0925CS@trividiahealth.com. If you have any questions, please call Trividia Health Customer Service Department toll-free at **1-800-588-1685** Monday-Friday 8AM-5PM EST (excluding holidays).

Patient safety is our top priority, and we apologize for any inconvenience this voluntary recall may cause you.

Sincerely,

Trividia Health

APPENDIX A
MEDICAL DEVICE VOLUNTARY RECALL RETURN RESPONSE
Acknowledgement and Receipt Form – Response Required
LOT #: KD0746 of TRUE METRIX® Meters

I have read and understand the recall instructions provided in the October 6, 2025 letter.

Yes ____ No ____

Any adverse events associated with recalled product? Yes ____ No ____

If yes, please explain and provide details to the Trividia Health Customer Care Department via e-mail: trividia0925CC@trividiahealth.com

TRUE METRIX® Lot # KD0746: In the chart below please fill in the appropriate quantities you have of affected inventory.

Product / Brand Names	Manufacturer's Product /Catalog Number	Lot Number shipped to Customer	GTIN / Device Identifier	Quantity in inventory	Quantity returned by patients	Quantity being returned to Trividia Health
GNP TRUE METRIX Self Monitoring Blood Glucose Meter	RE4011-01 / ABC# 10145035	KD0746	00087701426254			

Return Response Box:

Please provide any additional information, if applicable.



Distributors:

Please acknowledge the following:

I have checked my stock and have quarantined inventory consisting of _____ **(please list the TRUE METRIX® meters in quarantine: ie. boxes or cases)**

☐ I have identified and notified all of my customers who were shipped or may have been shipped this product by **(specify date _____ and method of notification _____)**;

Questions: (when applicable)

☐ Please have Customer Service contact me.

Signature of Receipt _____

Name/Title	
Company Name	
Telephone	
Email address	

PLEASE SEND THE COMPLETED RESPONSE FORM TO TRIVIDIA HEALTH CUSTOMER SERVICE DEPARTMENT VIA E-MAIL TO:

trividia0925CS@trividiahealth.com



Appendix B - Serial Number List:

SERIAL NUMBERS / UDI-PI (METER)					
T13908301	T13909501	T13909981	T13911295	T13911594	T13912097
T13908302	T13909502	T13909982	T13911296	T13911595	T13912098
T13908303	T13909503	T13909983	T13911297	T13911596	T13912099
T13908304	T13909504	T13909984	T13911298	T13911597	T13912100
T13908305	T13909505	T13909985	T13911299	T13911598	T13912201
T13908306	T13909506	T13909987	T13911300	T13911599	T13912202
T13908307	T13909507	T13909988	T13911501	T13911600	T13912203
T13908308	T13909508	T13909989	T13911502	T13912001	T13912204
T13908309	T13909509	T13909990	T13911503	T13912002	T13912205
T13908310	T13909510	T13911201	T13911504	T13912003	T13912206
T13908311	T13909511	T13911203	T13911505	T13912004	T13912207
T13908312	T13909512	T13911204	T13911506	T13912005	T13912208
T13908313	T13909513	T13911205	T13911507	T13912006	T13912209
T13908314	T13909514	T13911206	T13911508	T13912007	T13912210
T13908315	T13909515	T13911207	T13911509	T13912008	T13912211
T13908316	T13909516	T13911208	T13911510	T13912009	T13912212
T13908317	T13909517	T13911209	T13911511	T13912010	T13912213
T13908318	T13909518	T13911210	T13911512	T13912011	T13912214
T13908319	T13909519	T13911211	T13911513	T13912012	T13912215
T13908320	T13909520	T13911212	T13911514	T13912013	T13912216
T13908321	T13909521	T13911213	T13911515	T13912014	T13912217
T13908322	T13909522	T13911214	T13911516	T13912015	T13912218
T13908323	T13909523	T13911215	T13911517	T13912016	T13912219
T13908324	T13909524	T13911216	T13911518	T13912017	T13912220
T13908325	T13909525	T13911217	T13911519	T13912018	T13912221
T13908326	T13909526	T13911219	T13911520	T13912019	T13912222
T13908327	T13909527	T13911220	T13911521	T13912020	T13912223
T13908328	T13909528	T13911221	T13911522	T13912021	T13912224
T13908329	T13909529	T13911222	T13911523	T13912022	T13912225
T13908330	T13909530	T13911223	T13911524	T13912023	T13912226
T13908331	T13909531	T13911224	T13911525	T13912024	T13912227
T13908332	T13909532	T13911225	T13911526	T13912025	T13912228
T13908333	T13909533	T13911226	T13911527	T13912026	T13912229
T13908335	T13909534	T13911227	T13911528	T13912027	T13912230
T13908336	T13909535	T13911228	T13911529	T13912028	T13912231
T13908337	T13909536	T13911229	T13911530	T13912029	T13912232
T13908338	T13909537	T13911230	T13911531	T13912030	T13912233
T13908339	T13909538	T13911231	T13911532	T13912031	T13912234

T13908340	T13909539	T13911232	T13911533	T13912032	T13912235
T13908341	T13909540	T13911233	T13911534	T13912033	T13912236
T13908342	T13909541	T13911236	T13911535	T13912034	T13912237
T13908343	T13909542	T13911237	T13911536	T13912035	T13912238
T13908344	T13909543	T13911238	T13911537	T13912036	T13912239
T13908345	T13909544	T13911239	T13911538	T13912037	T13912240
T13908346	T13909545	T13911240	T13911539	T13912038	T13912241
T13908347	T13909546	T13911241	T13911540	T13912039	T13912242
T13908348	T13909547	T13911242	T13911541	T13912040	T13912244
T13908349	T13909548	T13911243	T13911542	T13912041	T13912245
T13908350	T13909549	T13911244	T13911543	T13912042	T13912246
T13908351	T13909550	T13911245	T13911544	T13912043	T13912247
T13908352	T13909551	T13911246	T13911545	T13912044	T13912248
T13908353	T13909552	T13911247	T13911546	T13912045	T13912249
T13908354	T13909553	T13911248	T13911547	T13912046	T13912250
T13908355	T13909554	T13911249	T13911548	T13912047	T13912251
T13908356	T13909555	T13911250	T13911549	T13912048	T13912252
T13908357	T13909556	T13911251	T13911550	T13912049	T13912253
T13908358	T13909557	T13911252	T13911551	T13912050	T13912254
T13908359	T13909558	T13911253	T13911552	T13912051	T13912255
T13908360	T13909559	T13911254	T13911553	T13912052	T13912256
T13908361	T13909560	T13911255	T13911554	T13912053	T13912257
T13908362	T13909561	T13911256	T13911555	T13912054	T13912258
T13908363	T13909562	T13911257	T13911556	T13912056	T13912259
T13908364	T13909563	T13911258	T13911557	T13912057	T13912260
T13908365	T13909564	T13911259	T13911558	T13912058	T13912261
T13908366	T13909565	T13911260	T13911559	T13912059	T13912262
T13908367	T13909566	T13911261	T13911560	T13912060	T13912263
T13908368	T13909567	T13911262	T13911561	T13912061	T13912264
T13908369	T13909568	T13911263	T13911562	T13912062	T13912265
T13908370	T13909569	T13911264	T13911563	T13912063	T13912266
T13908371	T13909570	T13911265	T13911564	T13912064	T13912267
T13908372	T13909571	T13911266	T13911565	T13912065	T13912268
T13908373	T13909572	T13911267	T13911566	T13912066	T13912269
T13908374	T13909573	T13911268	T13911567	T13912067	T13912270
T13908375	T13909574	T13911269	T13911568	T13912068	T13912271
T13908376	T13909575	T13911270	T13911569	T13912069	T13912272
T13908377	T13909576	T13911271	T13911570	T13912070	T13912273
T13908378	T13909577	T13911272	T13911571	T13912071	T13912274
T13908379	T13909578	T13911273	T13911572	T13912072	T13912275

T13908380	T13909579	T13911274	T13911573	T13912073	T13912276
T13908381	T13909580	T13911275	T13911574	T13912074	T13912277
T13908382	T13909581	T13911276	T13911575	T13912075	T13912278
T13908383	T13909582	T13911277	T13911576	T13912076	T13912279
T13908384	T13909583	T13911278	T13911577	T13912077	T13912280
T13908385	T13909584	T13911279	T13911578	T13912078	T13912281
T13908386	T13909586	T13911280	T13911579	T13912079	T13912282
T13908387	T13909587	T13911281	T13911580	T13912080	T13912283
T13908388	T13909588	T13911282	T13911581	T13912081	T13912284
T13908389	T13909589	T13911283	T13911582	T13912082	T13912285
T13908390	T13909590	T13911284	T13911583	T13912083	T13912286
T13908391	T13909591	T13911285	T13911584	T13912084	T13912287
T13908392	T13909592	T13911286	T13911585	T13912085	T13912288
T13908393	T13909593	T13911287	T13911586	T13912086	T13912289
T13908394	T13909594	T13911288	T13911587	T13912087	T13912290
T13908395	T13909595	T13911289	T13911588	T13912088	T13912291
T13908396	T13909596	T13911290	T13911589	T13912089	T13912292
T13908397	T13909597	T13911291	T13911590	T13912090	T13912293
T13908398	T13909598	T13911292	T13911591	T13912091	T13912294
T13908399	T13909599	T13911293	T13911592	T13912092	T13912295
T13908400	T13909600	T13911294	T13911593	T13912093	T13912296
				T13912094	T13912297
				T13912095	T13912298
				T13912096	T13912299
					T13912300

