
Compensation for customers who have experienced health issues due to consuming Kobayashi Pharmaceutical's Beni-koji Choleste-Help and other products

August 8, 2024

Last updated on October 7, 2024

Change in operation hours of Beni-koji Related Products Customer Response Center

Kobayashi Pharmaceutical Co., Ltd. (“**Kobayashi Pharmaceutical**”) deeply apologizes for the inconvenience caused to our customers and all other concerned parties in relation to our Beni-koji Choleste-Help and other products.

Kobayashi Pharmaceutical has been cooperating fully with the investigation of the cause led by the Ministry of Health, Labour and Welfare and the National Institute of Health Sciences, and as a provisional measure, we have been paying medical and other incurred expenses to customers who are suspected of having a reasonable correlation between the consumption of our Beni-koji Choleste-Help and other products and their symptoms.

In light of the situation regarding the investigation of the cause, we will start to compensate customers who have experienced health issues due to consuming our Beni-koji Choleste-Help and other products. We hereby announce as follows the basic approach, compensation policy, start date for acceptance of applications, timing of payment, and contact information regarding the compensation.

1. Basic approach

We will provide sincere and appropriate compensation to customers who have experienced health issues due to consuming our Beni-koji Choleste-Help and other products.

2. Compensation policy

(1) Subject products

Kobayashi Pharmaceutical's products that were subject to a collection order by the Osaka City Public Health Center dated March 27, 2024 with manufacturing numbers that were confirmed to contain or may contain puberulic acid (each of the products with the manufacturing numbers below)
We will promptly disclose if there are any additions to the subject products.

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| Beni-koji Choleste-Help |
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|---|-------|-------|-------|-------|-------|-------|-------|
| Products sold in stores such as drugstores and on e-commerce sites (60 capsules, 20-day supply) | | | | | | | |
| Manufacturing number *1 | J3017 | X3037 | X3027 | X3017 | H3057 | H3047 | H3037 |
| | H3027 | H3017 | F3037 | F3027 | E3037 | E3027 | D3079 |
| Products sold through our mail-order business (45 capsules, 15-day supply; 90 capsules, 30-day supply) | | | | | | | |
| Manufacturing number *2 | X304 | H306 | G301 | E301 | | | |
| Naishi-Help + Cholesterol | | | | | | | |
| Manufacturing number | 23508 | | | | | | |
| Nattou-Kinaze SaraSara tablet GOLD | | | | | | | |
| Manufacturing number | J301 | | | | | | |

*1 and *2: The manufacturing numbers pertain to products shipped in or after July 2023.

(2) Customers eligible for compensation

Customers for whom a reasonable causal relationship between the consumption of a subject product and kidney-related problems or other symptoms is established, based on a comprehensive consideration of factors such as the details of a submitted medical certificate

Please note that Kobayashi Pharmaceutical will provide separate arrangements for customers who have died as a result of consuming a subject product.

(3) Compensation details

(i) Medical and transportation expenses

Medical expenses incurred for the treatment of symptoms* of eligible customers (including initial visit fees, examination fees, and medical certificate fees) and actual transportation expenses will be paid in accordance with the procedures prescribed by Kobayashi Pharmaceutical.

* This refers to symptoms that have a reasonable causal relationship with the consumption of a subject product. The same applies hereinafter.

(ii) Consolation payment

A consolation payment will be made as compensation for emotional

distress caused by symptoms of eligible customers. The amount will be calculated and paid on an individual basis in accordance with the procedures prescribed by Kobayashi Pharmaceutical, comprehensively taking into consideration the customer's symptoms and other factors, based on standards established in light of opinions of legal experts with reference to past judicial precedents etc.

- (iii) Compensation for loss of wages
Compensation will be paid for any reduction in income resulting from having to be absent from work due to the symptoms of eligible customers. The amount will be calculated and paid on an individual basis in accordance with the procedures prescribed by Kobayashi Pharmaceutical.
- (iv) Lost wages due to residual disability
Compensation for lost wages will be paid in the event that the income that eligible customers would have earned in the future is reduced due to any residual disability caused by the symptoms of such customers. The amount will be calculated and paid on an individual basis in accordance with the procedures prescribed by Kobayashi Pharmaceutical, comprehensively taking into consideration the customer's symptoms and other factors, based on standards established in light of opinions of legal experts with reference to past judicial precedents etc.

3. Start date for acceptance of applications

We plan to start accepting applications on August 19, 2024.

Please be informed that from August 16, 2024 we will no longer accept applications concerning payments for initial visit fees, examination fees, etc. and medical and other incurred expenses, as a provisional measure, which was announced on our website under "Payment of Medical Expenses, etc." on April 25, 2024. From August 19, 2024, we will consolidate the handling of acceptance of applications at our Benikoji Related Products Customer Response Center.

Additionally, for customers who have already submitted the necessary documents (such as a physician's written diagnosis) to Kobayashi Pharmaceutical as part of the process for payments of medical and other incurred expenses as a provisional measure, we will contact those customers individually as to their eligibility for compensation. Therefore, such customers do not need to go through the process again.

4. Timing of payment

(A) Medical and transportation expenses

These expenses will be paid as required.

(B) Consolation payment, compensation for loss of wages, and lost wages due to

residual disability

These will be paid promptly upon the customer's consent to the details of the compensation.

5. Contact information

For customers who wish to apply for compensation, please contact the Beni-kaji Related Products Customer Response Center from August 19, 2024:

Beni-kaji Related Products Customer Response Center

0120-663-272

9:00 a.m. - 6:00 p.m.

Everyday including weekends and public holidays

Please refer to [Kobayashi Pharmaceutical's Privacy Policy Related to Collection of Products, etc.](#) for our personal information handling policy.

Matters to be noted regarding payments

All medical and transportation expense, consolation and other payments will be made by wire transfer to the customer's bank account.

Customers will not be individually contacted with respect to this compensation (excluding those whom we have already contacted). If you receive any suspicious telephone calls or visits in connection with this matter, please do not follow any instructions given at the spot and immediately contact the Beni-kaji Related Products Customer Response Center.

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