



January 26, 2012

Dear Valued Customer,

I would like to provide an important update regarding Clomicalm® (clomipramine hydrochloride) tablets as well as information on where you can learn more about the supply of other Novartis Animal Health (NAH) products.

**Clomicalm® Update**

We are working to make sure that our veterinary customers who prescribe Clomicalm® are aware of a rare possibility that due to potential packaging issues, a wrong tablet may be found in Clomicalm® bottles currently in clinics or dispensed to clients. Novartis has not received any reports where a client experienced a product mix-up, nor has Novartis received any adverse events attributable to a product mix-up.

**As a precautionary measure, we urge those prescribing and administering Clomicalm® to visually inspect the tablets in each bottle to ensure they are all the same.** For complete recommendations as well as visual images of Clomicalm® tablets, please visit our website, [www.petwellness.com/clomicalm](http://www.petwellness.com/clomicalm).

Novartis Animal Health is sending these recommendations via certified mail to all veterinary customers in the US who have ordered Clomicalm® over the past three years. If you have purchased Clomicalm® and do not receive a package by Friday, Feb. 3, please contact Novartis Animal Health Technical Product Services and Pharmacovigilance at 1-800-637-0281 for assistance.

**Please note these recommendations do not apply to Interceptor® (milbemycine oxime) Flavor Tabs®, Sentinel® (milbemycine oxime+lufenuron) Flavor Tabs®, Deramaxx® (deracoxib) Tablets, and Program® (lufenuron) Suspension and Tablets** as they are packaged in a different manner and on a different line from Clomicalm®. In addition, they do not apply to Clomicalm® sold in Canada or other countries, as these products are produced and packaged in a different manufacturing facility.

**Product Supply Updates**

We truly regret the implications our current supply situation has created for you, your practice, and your patients. We remain committed to doing all we can to resume consistent supply and keep you informed of any changes.

We will communicate significant updates via e-mail and/or fax, and the latest shipping status of these products will be available on [www.powervet.com](http://www.powervet.com).

Thank you for your patience and support of our Novartis brands. We value our business relationship with you and will do all we can to continue to add value to your veterinary practice in the future.

Kind regards,

A handwritten signature in blue ink, appearing to read "Jim Blacka".

Jim Blacka, DVM  
Vice President, Sales