





2023年5月11日

親愛的好市多會員，您好：

針對科克蘭冷凍三種綜合莓和科克蘭冷凍藍莓檢出A型肝炎汙染事件，造成您的疑慮與不安，好市多深感歉意。

事件發生後，我們全力配合主管機關指示，採取預防性停售和回收冷凍莓果類產品等措施。同時，也請國外廠商檢視生產流程調查發生原因，以降低會員和大眾的不安。為強化食安把關程序，我們未來會增加A型肝炎病毒檢驗的項目，以保障會員權益。

為表達對會員的關懷，我們設立以下慰問措施：

1. 凡於公告回收區間購買到受影響商品之會員，除憑購買記錄全額退費外，另提供所購買商品同等價額慰問金。

受影響商品之編號與名稱	回收區間	商品單價	慰問金
#1010598 科克蘭冷凍三種綜合莓	2023/3/2 - 4/11	NT\$469	NT\$469
#722573科克蘭冷凍藍莓	2023/2/17 - 4/30	NT\$549	NT\$549

2. 凡於公告回收區間購買並曾食用受影響商品之會員，若於最後食用日起 60 日內(綜合莓：2023/7/1 以前；藍莓：2023/7/9 以前)出現有疑似 A 型肝炎症狀，請至經衛生福利部疾管署認可之 [A 型肝炎檢驗機構](#)(機構名單請掃描以下 QR Code)，經諮詢醫生後進行 A 型肝炎抗體 IgM 檢測者，本公司補助每人新台幣 500 元的檢測費用。



3. 好市多會員確診 A 型肝炎，<sup>查看檢驗機構清單</sup>經主管機關回溯性疫調確認係因食用  
受影響商品所致者，請與我們聯繫，本公司將負責相關醫療費用。  
為節省您在現場等候的時間，好市多將於2023/5/15起發送簡訊通知  
會員共同處理後續事宜。請會員收到簡訊後，依簡訊內容通知日期  
並備妥會員卡及檢測收據，即可至各鄰近賣場辦理現金補償。會員  
有任何問題，請洽台灣好市多客服中心 449-9909（市話請直撥不加  
區碼，手機撥打請加 02，服務時間：週一至週日 9:30 am ~ 9:30 pm），  
我們將竭誠說明處理。

好市多股份有限公司



May 11, 2023

Dear Costco member,

We apologize for any concern or anxiety caused by the recent Hepatitis A contamination found in Kirkland Signature Three Berry Blend and Kirkland Signature Frozen Blueberries.

Since the incident occurred, we have been working closely with regulatory authorities to take preventative actions, such as suspending sales and recalling frozen berries products. Additionally, we have worked with foreign manufacturers to clarify product quality to reduce members' and the public's concerns. Furthermore, to strengthen food safety control procedures, we intend to increase Hepatitis A virus testing in the future to further safeguard our members' rights.

To express our concern for our members, we have established the following compensation:

1. For members who purchased affected products during the recall period, in addition to a full refund, we will provide you a further payment equal to the same amount as the purchase price of the product to alleviate any inconvenience this may have caused.

Affected product number and name	Recall period	Product price	Consolation payment
#1010598 Kirkland Signature Three Berry Blend	3/2/2023-4/11/2023	NT\$469	NT\$469
#722573 Kirkland Signature Frozen Blueberries	2/17/2023-4/30/2023	NT\$549	NT\$549

2. For members who have consumed affected products and develop symptoms of Hepatitis A within 60 days from last consumption (before 7/1/2023 for the Three Berry Blend and before 7/9/2023 for the Frozen Blueberries), please go to an approved testing body according to the Taiwan Center for Disease Control for a doctor consult before taking a Hepatitis A IgM antibody test. We will reimburse each person for the testing fee in the amount of NT\$500.



Access [the list of inspection agencies](#) authorized by the Center for Disease Control by scanning the QR code.

3. If a Costco member is diagnosed with Hepatitis A due to consuming affected products and confirmed by the regulatory authority's retrospective epidemiological investigation, please contact us, and we will cover relevant reasonable medical expenses.

To save you time, Costco will send a text message notification to members starting from May 15, 2023. Members may go to nearby Costco locations with their membership cards and antibody testing receipts to claim cash reimbursements according to the date indicated in the text message. If you have any questions, please contact the Costco customer service center at 449-9909 (dial directly without an area code for landlines or add 02 for mobile phones, service hours: Monday to Sunday, 9:30 am to 9:30 pm).

Sincerely,

Costco Wholesale Taiwan, Inc.