



## **Reporting Illegal and Unsafe Contact Lens Sales**

To ensure that law enforcement agencies and policymakers are aware of illegal and unsafe contact lens sales, it is important for doctors of optometry, paraoptometrists, and the public to report these sales directly to the FTC and/or the FDA. Please use the following links and instructions to report violations to the appropriate agencies. If you have any questions, please feel free to email [StopIllegalCLS@aoa.org](mailto:StopIllegalCLS@aoa.org).


- [Federal Trade Commission](#) (FTC)
- [FDA's MedWatch](#)
- [FDA's online sales violations](#)

### **FTC COMPLAINTS:**

To report a violation to the FTC, please follow the directions below. You can report violations of the [FCLCA](#), sales of contact lenses without prescriptions, non-FDA approved CLs sales, and other violations to the FTC.

1. Go to: [ReportFraud.ftc.gov](https://ReportFraud.ftc.gov)
2. Click "Health"
3. Click "Eye care"
4. On the next page, enter the report details, details about the company and comments.

### **FTC: Steps: 1-3**

 FEDERAL TRADE COMMISSION  
ReportFraud.ftc.gov

Start  Submit

FTC's Chatbot


Is your report about any of these common problems?  
Choose the best fit. If you don't see your problem, choose "Something else."

<input type="radio"/> An impersonator <small>(ex. fake government, business, love interest, grandchild)</small>	<input type="radio"/> Online shopping
<input type="radio"/> Job, investment, money-making opportunity, franchise	<input type="radio"/> Sweepstakes, prize, lottery
<input type="radio"/> Phone, internet, TV service	<input type="radio"/> Auto sale, repair
<input checked="" type="radio"/> Health <small>(ex. weight loss, eye care, treatment)</small>	<input type="radio"/> Credit, debt, loan <small>(ex. debt collection, credit report, student loan debt relief)</small>
<input type="radio"/> Just an annoying call	<input type="radio"/> Something else <small>(we'll get it to the right place)</small>

What type of health issue was it?

<input type="radio"/> Weight loss product or plan	<input type="radio"/> Fake or misleading medical treatment or cure
<input checked="" type="radio"/> Eye care	<input type="radio"/> Someone pretending to be working with a government agency <small>(ex. Medicare, Medicaid)</small>
<input type="radio"/> Any other health care problem <small>(ex. billing)</small>	

## FTC Step 4:



FEDERAL TRADE COMMISSION  
ReportFraud.ftc.gov

FTC's Chatbot

Start  Submit

### Report details

Please share as much as you know. The details help law enforcement investigations.

Did you pay or send money? ☐ Yes ☒ No

Were you asked to pay or send money? ☐ Yes ☒ No

How did it start (ex. how did they first contact you, where did you see an ad)? 

Select

When were you first contacted? (mm/dd/yyyy)?

### Details about the company or individual

Please share as much as you know. The details help law enforcement investigations.

Name of the company

Name of the person you dealt with

Their First Name	Their Last Name
<div></div>	<div></div>

Do you have any other information about them (phone, website, etc)? ☐ Yes ☒ No

### Comments

FTC's Chatbot

**Describe what happened.**  
Tell us what happened in your own words. Include specific details you remember.  
Do not include any sensitive information, such as SSN, DOB, driver's license numbers, account numbers, medical history, etc.

0 characters of 3500 used

### About you

Are you filing this report for someone else? ☐ Yes ☒ No

### Your details

First Name	Last Name
<div></div>	<div></div>

Country or region 

Select

Street Address 1 (street address, PO Box)  Street Address 2 (apartment, suite, unit, building, floor)

## **FDA COMPLAINT:**

Defects, malfunctions, and contact lens related injuries/infections should be reported to FDA's [MedWatch](#). The FDA's [MedWatch Safety Information and Adverse Event Reporting Program](#) is the initial step to take when reporting adverse events. Information may be reported to MedWatch by phone at 800.FDA.1088; by fax at 800.FDA.0178; by mail to 5600 Fishers Lane, Rockville, Maryland, 20852-9787; or online with these steps:

1. Visit the [MedWatch webpage](#).
2. Click "Report a Problem."
3. Begin Report as "Health Practitioner" or "Consumer/Patient" by clicking the respective button
4. Respond to questions.
5. Review and submit data.

### **FDA MedWatch** Step 1-2

The screenshot shows the FDA MedWatch website. At the top is the U.S. Department of Health and Human Services header, followed by the FDA U.S. Food & Drug Administration logo and navigation links. Below the header is a 'Safety' section with a breadcrumb trail: Home > Safety > MedWatch The FDA Safety Information and Adverse Event Reporting Program. The main content area features the title 'MedWatch: The FDA Safety Information and Adverse Event Reporting Program' and a search bar. Below the title is a row of social media sharing buttons (Share, Tweet, LinkedIn, Pin It, Email, Print). A search bar is present with the placeholder text 'Search the MedWatch Section'. Below the search bar is a quote: 'Your FDA gateway for clinically important safety information and reporting serious problems with human medical products.' At the bottom of this section are three buttons: 'Report a Problem' (red, circled in red), 'Safety Information' (blue), and 'Stay Informed' (green). On the left side of the page, there is a sidebar with links to 'Subscribe to MedWatch Safety Alerts', 'Safety Information', 'Reporting Serious Problems to FDA', and 'Resources for You' (including '2017 Safety Alerts for Human Medical Products').

## **FDA MedWatch Step 3**

U.S. Department of Health & Human Services

**FDA U.S. FOOD & DRUG ADMINISTRATION**

Home Food Drugs Medical Devices Radiation-Emitting Products Vaccines, Blood & Biologics Animal & Veterinary Cosmetics Tobacco Products

[MedWatch Home](#) | [Help](#) | [OMB Paperwork Reduction Act](#) | [Your Privacy Statement](#)

### MedWatch Online Voluntary Reporting Form

Welcome

[Frequently Asked Questions](#)

Begin report as a:

 **Health Professional**  
(FDA Form 3500)

 **Consumer/Patient**  
(FDA Form 3500B)

### **FDA Online Sales**

If your report is related to an online retailer that is selling contact lenses that you are concerned with, you can report the internet retailer to the FDA's "[Report a Problem](#)."

1. Go to <https://www.fda.gov/Safety/ReportaProblem/ucm059315.htm>
2. Click "Report Unlawful Sales"
3. Complete the Survey
4. Submit the form