## 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 of 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 <a href="mailto:StopIllegalCLS@aoa.org">StopIllegalCLS@aoa.org</a>.

- o Federal Trade Commission (FTC)
- o FDA's MedWatch
- o 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 <u>FCLCA</u>, sales of contact lenses without prescriptions, non-FDA approved CLs sales, and other violations to the FTC.

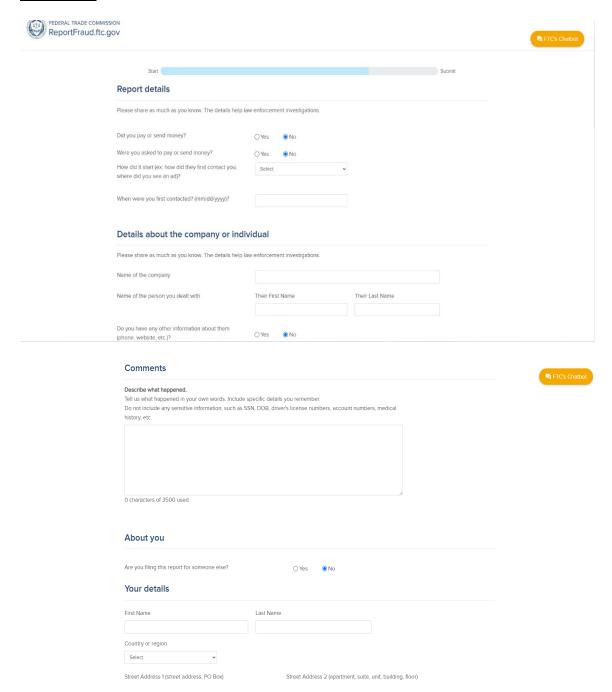
- 1. Go to: ReportFraud.ftc.gov
- 2. Click "Health"
- 3. Click "Eye care"
- 4. On the next page, enter the report details, details about the company and comments.

**FTC: Steps**: 1-3

FEDERAL TRADE COMMISSION	
ReportFraud.ftc.gov	■ FTCs Chatbot
Start	Submit
Is your report about any of these common problems?  Choose the best fit. If you don't see your problem, choose "Something else."	
O An impersonator (ex. fake government, business, love interest, grandchild)	O Online shopping
O Job, investment, money-making opportunity, franchise	O Sweepstakes, prize, lottery
O Phone, Internet, TV service	O Auto sale, repair
Health (ex. weight loss, eye care, treatment)	O Credit, debt, loan (ex. debt collection, credit report, student loan debt relief)
O Just an annoying call	O Something else (we'll get it to the right place)
What type of health issue was it?	
O Weight loss product or plan	O Fake or misleading medical treatment or cure
Eye care	O Someone pretending to be working with a government agency (ex. Medicare, Medicaid)
O Any other health care problem (ex. billing)	

Reporting CLS Page 1 of 4

# FTC Step 4:



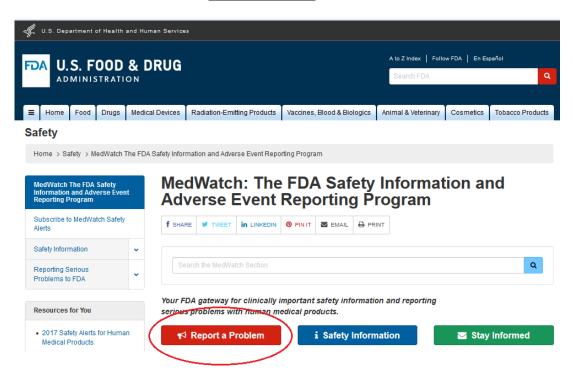
Reporting CLS Page 2 of 4

#### **FDA COMPLAINT:**

Defects, malfunctions, and contact lens related injuries/infections should be reported to FDA's <u>MedWatch</u>. The FDA's <u>MedWatch Safety Information and Adverse Event Reporting Program</u> 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



Reporting CLS Page 3 of 4

# FDA MedWatch Step 3



# 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

Reporting CLS Page 4 of 4