



April 19<sup>th</sup> 2017

Subject: **DISCONTINUATION** of the iBGStar Diabetes Manager Application (DMA)

Dear Pharmacist,

Due to fast evolving technology in the iDevice market, sanofi-aventis Canada Inc. (Sanofi Canada) has stopped the distribution of the iBGStar blood glucose monitoring back in November 2014. Subsequently, we wish to inform you that as of March 31<sup>st</sup> 2017, the iBGStar Diabetes Manager (App) has been discontinued and is no longer available on the App Store.

Current users of the iBGStar DMA can continue using the app on their I-phone, although, it will no longer be available for download on the App store and no update of this app will be provided. IBGStar DMA v. 2.2.1 can still be used; however, compatibility with future versions of Apple's iOS versions may be limited.

Our return policy for medical devices for managing diabetes (test strips, control solution, lancets and blood glucose monitoring systems) allows you to return between 3 months prior to expiry and within 12 months after expiry date. Exceptionally, **For the iBGSTAR device ONLY**, we will accept OVERSTOCK returns from distributors and pharmacies with no time limit prior to the expiry date. To be eligible for reimbursement, you must return the IBGSTAR devices **before November 30, 2017** directly to *Inmar MedTurn International Inc.* at the following address and it will be processed in accordance with Sanofi Canada's Return Policies.

**Inmar MedTurn International Inc.**  
50 Dynamic Drive, Suite #2, Scarborough (Ontario) M1V 2W2  
1 888 784-2323  
Fax number: (416) 291-7519  
[www.returns.org](http://www.returns.org)

We apologize for any inconvenience this situation may cause you and your clients. Should you have any questions regarding this subject, please do not hesitate to contact our Customer Service at 1-800-265-7927 where our agents will be more than pleased to help you.

Regards,

A handwritten signature in blue ink that reads "Josée St-Martin". The signature is written in a cursive style and is positioned above a horizontal line.

Josée St-Martin  
Marketing Director Diabetes Sanofi Canada