

Dear Valued Customers,

### **Notice of Product Recall and Apology**

We sincerely thank you for your continued support of our products. We regret to inform you that certain figures in some units of our product, "BABY LAB ANPANMAN NAKAYOSHI CONCERT", which has been available since its launch in Taiwan from September 2022, may become detached from our product when subjected to impact.

To ensure the safety of our customers, we have decided to voluntarily recall the affected products in consideration due to the potential risk to small children who may accidentally swallow the detached figures. Although there have been no reports of safety or health issues from customers at this moment, we are taking this precautionary measure to ensure maximum safety.

If you have the affected product, we would like to arrange for its return and provide a gift voucher. Please contact our dedicated customer service center below for assistance with the recall of "BABY LAB ANPANMAN NAKAYOSHI CONCERT".

We sincerely apologize for any inconvenience this may cause and kindly ask for your understanding and cooperation in this matter.

Moving forward, we will strengthen our management systems and take all necessary measures to prevent future incidents. We greatly appreciate your understanding and support.

\*Please note that the copyright holders of the characters used in the product bear no responsibility regarding this issue.

#### **■ Recalled Product**

- BABY LAB ANPANMAN NAKAYOSHI CONCERT
- Suggested Retail Price: NT\$1,800
- Recommended Age: 1 year and up
- Release Date: September 3, 2022

**ANPANMAN**  
麵包超人  
© Takashi Yanase/Froebelkan/TMS/NTV



**BAN  
DAI**

### ■ Compensation Measures

A postal gift certificate valued at NT\$1,800 will be sent via registered mail.

### ■ Application Procedure

To receive compensation, you must assist in returning the "BABY LAB ANPANMAN NAKAYOSHI CONCERT" to the designated logistics center and complete the required steps. If you wish to apply for the recall or have any inquiries, please contact us using one of the methods below:

- Inquiry Hotline: 02-82530900

(Service hours: Monday to Friday, 9:00 AM to 6:00 PM, excluding holidays and national holidays)

- Email : [bntw\\_ap\\_pr@bandainamcoasia.com](mailto:bntw_ap_pr@bandainamcoasia.com)

(Please specify "BABY LAB ANPANMAN NAKAYOSHI CONCERT Product Recall" in the email subject.)

As postal gift certificates require income reporting, please provide the following information when contacting us via phone or email to expedite processing:

- Name
- Date of birth
- Registered address
- ID number
- Contact phone number
- Address for receiving postal gift certificate

### ■ Product Recall Period

From October 5, 2024, to December 31, 2024.

Please ensure to submit your recall application and provide all necessary information within this period for us to process the recall.

Date: October 4, 2024

Bandai Co., Ltd.