



22349 Kimberly Rd. Ste. E
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Standlee.com

OFFICIAL STATEMENT

June 9th, 2022

KIMBERLY, Idaho – Standlee Premium Products, LLC has been notified of some serious allegations regarding Standlee products.

All claims reported to Standlee Customer Experience are taken seriously and with the utmost concern. We ensure that our products are premium quality and are committed to providing premium forage for your animals' health.

CLAIMS PROCESS

When a claim, whether by email, phone, or social post, is made the following information is collected:

- *Customer name and contact information*
- *Type of product purchased and production date code*
- *Location and date of purchase*
- *Affected product images*
- *Attending veterinarian contact information*
 - *If needed, veterinary call reports and laboratory results*

In addition, the Standlee Customer Experience team will reach out to retail stores for any additional information needed depending on the claim. We work with quality assurance to track the product back to the production date and any documented production issues and review our retained samples. If required, a product sample is requested from the consumer and sent to an independent laboratory for testing. In cases of extreme illness, it is important for consumers to seek the assistance of a veterinarian and/or conduct a necropsy.

Dr. Steven Duren says, "As the lead nutritionist at Standlee Premium Western Forage, it is my responsibility to ensure that all forage products are nutritious and safe for animal consumption. When we have a product claim it is vital that I am able to communicate directly with the attending veterinarian and review call reports and necropsy results. Without this data, it becomes impossible to accurately determine the cause of illness. Communication with the attending veterinarian helps determine appropriate laboratory tests to conduct and serves as a valuable starting point to determine the cause of illness or potential feed contamination. As all livestock owners realize, there are a multitude of potential reasons that cause animals to die suddenly, it is important to investigate all the potential scenarios that could have played into the outcome."

It has been brought to our attention that a social post claiming a serious allegation is circulating. When Standlee became notified of the claim, we immediately investigated, following



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the above procedures. We received an email on June 7th at 2:30 MDT, claiming that they fed Standlee products to their animals resulting in fatality on May 28th.

Standlee, to this date, has not been able to reach the consumer to conduct a full investigation and determine the cause of the loss. We must have this information to conduct a thorough investigation. We understand that the loss of any animal is difficult, and we certainly want to do our part to assist in determining a potential cause.

The health of the animals that consume our forage is at the forefront of our minds each day as we provide them with premium products. Claims made by email, social media, and over the phone are taken seriously and are handled immediately when brought to the attention of our Customer Experience, Quality-Care team, and Standlee nutritionists.

As soon as you have any concerns regarding Standlee and/or Standlee products, it is important that you reach out to Standlee Customer Experience by email customerservice@standleeforage.com or by phone at 1-800-398-0819.