

24<sup>th</sup> March 2026

### CONSUMER ADVISORY

Lupin Limited (“**Lupin**”) wishes to inform consumers and members of the public that the QR code printed on certain Lupin eye drop cartons was originally intended to direct users to the website of the Eye Bank Association of India as part of an eye-donation awareness initiative.

Lupin has recently become aware that scanning this QR code may currently redirect users to an unrelated third-party website.

Preliminary review indicates that this situation appears to have arisen due to the expiry of the external domain previously associated with the initiative and the subsequent registration and misuse of that domain by unknown third parties, which is entirely beyond the control of Lupin.

Lupin has no affiliation with, and does not endorse or control, the content, services, or activities of such third-party websites. Lupin shall not be responsible or liable for any content, material, representations, transactions, or consequences arising from access to or interaction with such websites.

As a precautionary measure, consumers are advised not to scan or access the QR code printed on such packs until further notice.

Lupin has taken immediate remedial steps, including:

- discontinuing and removing the QR code from future packaging; and
- initiating appropriate legal and regulatory action with the relevant authorities regarding the unauthorized use of the domain.

Consumers who have any queries or who encounter suspicious activity are requested to contact Lupin through its official customer care channels.

Lupin remains committed to consumer safety, responsible communication, and prompt action against misuse of its packaging or brand identity.