



NutraCeutical Ingredients Pte. Ltd.

Block 3021, Ubi Avenue 2, #01-169, Singapore 408897

Tel: 6744 5566

Email: sales@nci-health.com

Website: www.nci-health.com

Date: 25th November 2025

Subject: *Official Statement on Counterfeit Recogen Gold in Malaysia*

Dear Customers,

It has come to our serious attention that **counterfeit Recogen Gold** products are currently circulating in the Malaysian market.

Your health and safety are our highest priority. These counterfeit products contain unknown ingredients and differ noticeably in appearance from our genuine Recogen gold. We strongly urge you to exercise extreme caution when purchasing from any non-authorized source. In particular, please be wary of prices that appear unusually low, as they are a common indicator of fake goods.

For customers in **Singapore**, please purchase only from our official stores and authorized resellers listed on our website: <https://nci-health.com/pages/authorised-resellers-singapore>

For customers in **Malaysia**, ensure that your Recogen Gold box carries the **NPRA-approved hologram sticker**, which verifies its authenticity.





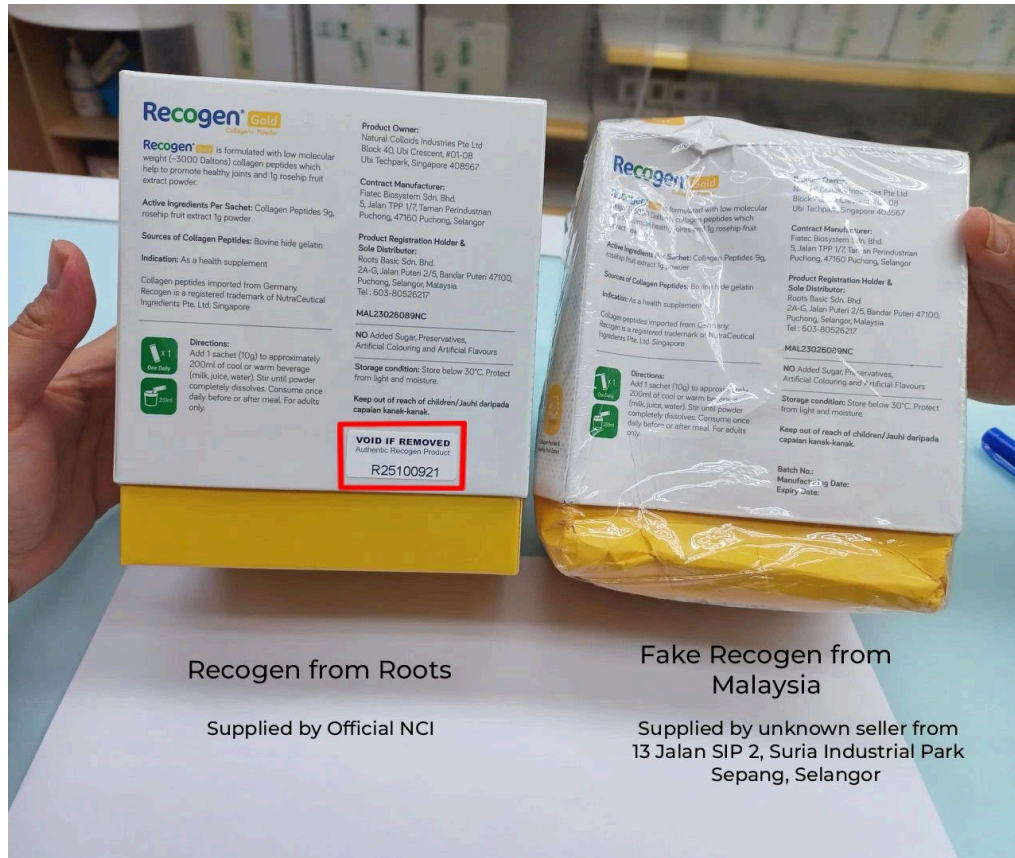
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We have formally reported this matter to the relevant Malaysian authorities and will continue to provide updates as investigations progress. At the same time, we are actively working to prevent any further incidents and strengthen the protection of our customers.

Malaysia:

Our sole official distributor is Roots Basic Sdn Bhd. For a complete list of authorized stores, please visit: www.recogen.com.my

Philippines:

Our sole official distributor is Nurtured Pharma. (<https://mypharma.ph/products/collagen-hydrolysate-with-calcium-lactate-recogen-30s>.)



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Your vigilance and continued trust in Recogen are greatly appreciated. Please contact us immediately if you encounter any suspicious products or sellers. If you have consumed the fake product, please stop consuming immediately and report to the selling platform and/or the local authorities.

Thank you for your attention and cooperation.

Yours sincerely,

Chris Lim

This document is issued electronically and is legally valid. No physical signature is required for its authority.