Dear Valued Libre customer,

Re: Our New Libre Online Store Is Now Live

We are pleased to announce that our enhanced FreeStyle Libre online store is now live.

Designed with our customers in mind, the upgraded platform delivers a more seamless and convenient online experience, with:

- Easier navigation and checkout
- Enhanced account management capabilities

Logging into Your Account

- No password reset required, provided your email address was previously verified. You cancontinue logging with your existing email and password.
- Simply click forgot password to access your account if your email address has not been verified,or if you are unable to log in with your current password.

Seamless access to Your Information

- Your profile information remains available.
- Your previous order history has been retained.
- Any remaining store credits are available in your account.
- Saved payment methods remain available

What Remains the Same

Please be assured that:

- Your Libre products remain unchanged.
- Product pricing remains unchanged.
- Customer support remains available.
- Existing warranty and support processes remain unchanged.

We're Here to Help.

Please do not hesitate to reach out to our Customer Care Team should you have any questions or need assistance at +852 5808 4196 from Monday to Friday, 8.30am – 5.30pm, excluding public holidays.
Thank you for being part of the FreeStyle Libre community. We appreciate your continued trust and support and look forward to delighting you with our enhanced online experience.

Warm regards,
The Libre Team

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The sensor housing, FreeStyle, Libre, and related brand marks are marks of Abbott. The product images are for illustrative purposes only. This website and the information contained herein is intended for use by residents of Hong Kong. Please read the Legal Notice for further details. The FreeStyle Libre 2 Plus sensor can be worn up to 15 days and is indicated for people with diabetes mellitus who are aged 2 and older include pregnant women. The indication for children (age 2–12) is limited to those who are supervised by a caregiver at least 18 years old who is responsible for supervising, managing, and assisting the child in using the FreeStyle Libre 2 system and interpreting its readings. Healthcare professionals and consumers should be aware about the limitations of available scientific evidence for use of this device in any other groups of patients who require diabetes management. Always read the label and use as directed. ADC-26102127-v1

親愛的 Libre 客戶：

全新 Libre 網店現已正式啟用

我們很高興宣布，全新升級的 Libre 網店 已正式推出，為您帶來更流暢、更便捷的網上購物體驗。

升級體驗，更方便您管理健康所需
全新平台經過優化設計，讓您可享有：

- 更簡單清晰的頁面導覽，輕鬆找到所需產品
- 更快捷順暢的結帳流程，節省購物時間
- 更完善的帳戶管理功能，讓您更方便管理個人資料及訂單紀錄

如何登入您的帳戶

- 如果您的電郵地址已完成驗證
  您毋須重設密碼，可繼續使用現有電郵地址及密碼登入帳戶。
- 如果您的電郵地址尚未完成驗證，或未能以現有密碼登入
  請點擊「忘記密碼 (Forgot Password)」，按照指示重新設定登入資料，即可存取您的帳戶。

您的資料將完整保留
現時享有的產品體驗及服務保障將維持不變，請安心使用 Libre：

- **一如既往的產品體驗**
  FreeStyle Libre 的產品功能及使用體驗維持不變，讓您繼續輕鬆掌握葡萄糖數據，支持日常血糖管理。
- **價格維持不變**
  產品售價將維持不變，您可繼續以相同價格購買所需產品，安心使用。
- **持續專業客戶支援**
  客戶服務團隊將繼續為您提供專業及及時的支援，協助解答產品及使用上的疑問。
- **完善保障及售後服務不變**
  現有產品保養條款及售後服務流程維持不變，讓您繼續享有可靠及完善的保障。+

我們將繼續致力為香港用戶提供優質產品、專業支援及安心可靠的服務體驗。

我們樂意為您提供協助
如您有任何疑問或需要協助，歡迎聯絡 FreeStyle Libre 客戶服務熱線：
電話：+852 58084196
服務時間：星期一至星期五 上午 8:30 至下午 5:30
（週末及公眾假期除外）
衷心感謝您一直以來對 FreeStyle Libre 的信任與支持。我們期待透過全新的網上平台，為您帶來更優質、更便捷的服務體驗。

此致
Libre 團隊 謹啟

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