



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 can continue 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 1800-272-2881 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