

## Neurio Brand Counterfeit Statement

Dear Customers,

Thank you for your trust and support for Neurio.

Recently, we have discovered an increasing number of counterfeit Neurio products on the market. With transparency and the utmost respect for our customer's consumer rights, we issue this statement to inform you of the latest developments.

Neurio products originate from Australia, and the sole legal owner of its Australian and New Zealand trademarks is Sunnya Pty Ltd ('Sunnya'), a subsidiary of the ASX-listed company Jatcorp Limited ('JAT'). Unauthorized production of Neurio products in Australia or New Zealand without Sunnya's approval is strictly prohibited. However, some businesses, out to make a quick profit, have employed fraudulent tactics, deceived our customers, and caused harm to our brand reputation with no regard for the law.

There have been many claims of Neurio products being produced in New Zealand, but these lack essential markings that prove authenticity. To assist consumers in accurately identifying genuine Neurio products, we officially state the following:

- Authentic Neurio products have been produced exclusively in Australia by Sunnya since December 2022.
- Changes in packaging are supplier-related and do not affect quality or legitimacy.
- Look for "Supplier: Sunnya Pty Ltd" and a traceable QR code when making a purchase decision,

### Regarding color variations, we clarify:

Claims that color differences indicate counterfeit products are unfounded. Slight variations in the can color may exist in each batch due to different packaging suppliers, but this does not impact the product's quality or legitimacy. We urge consumers to judge product authenticity based on officially announced markings and traceability systems.

### Key indicators for authenticity:

1. **Can Label:** Genuine Neurio products have the imprint "Supplier: Sunnya Pty Ltd" on the can label.
2. **JAT Trademark:** Genuine Neurio products feature the unique "JAT" trademark on the top left of the can.
3. **QR Code:** The new packing Genuine Neurio products have QR codes, traceable to <https://trace.neurio.com.au>, that are unique to each can.
4. **Kangaroo Logo and "Made in Australia" icon:** Genuine Neurio products display this icon.

### Customer Service:

Sunnya and JAT remain committed to providing you and your family with high-quality products from Australia and excellent service. Consumers are encouraged to report any infringements or suspicious products directly to us.

Once again, we are grateful for your understanding and trust in our brand. For more information or verification, please visit <https://neurio.com.au/> or contact us via email at [info@neurio.com.au](mailto:info@neurio.com.au).

Sunnya Pty Ltd

Website: <https://neurio.com.au/> Email: [info@neurio.com.au](mailto:info@neurio.com.au)



**Attachment One:** The New Packaging Genuine Product Identification Illustrations

	Front View of the Product	Side View of the Product
Neurio Formulated Milk Powder with Lactoferrin 60g/Can (Blue)		
Neurio Formulated Milk Powder with Lactoferrin 60g/Can (Platinum)		
Neurio Modified Milk Powder With Lactoferrin 120g/Can		



**Attachment Two:** The New Packaging Neuroio Authorized Product Identification vs. Unauthorized Product

# Official Certification: Genuine Australian Product



Identify Genuine Products Marks



Sunnya Pty Ltd



# Examples of unauthorized products



Unauthorized Products Icon





Attachment Three: The New Packaging Neurio Genuine Product Batch Color Variations

