

KINGDOM PETS RESPONSE

We understand the concern about news circulating regarding the safety of chicken jerky dog treats made in China. However, there is much misinformation in blogs, the media and many internet sites about these treats causing illness in dogs. The best source of accurate information on this subject is the FDA. The latest advisory from the **FDA** is found here: <http://www.fda.gov/AnimalVeterinary/SafetyHealth/ProductSafetyInformation/ucm319463.htm>

We would encourage you to read the entire update, but here are some important excerpts to note:

To date, none of the testing results have revealed an association between a causative agent and the reported illnesses.

...the FDA has been actively investigating the reports of illnesses, no definitive cause has been determined.

...starting in 2007, the FDA reached out through the veterinary community to solicit tissue samples (blood, urine, feces, necropsy, etc.) that have been associated with active jerky pet treat cases, but to date; none of the testing results have revealed the cause of the illnesses.

The FDA's testing of jerky treat product samples for toxic metals including tests for heavy metals have been negative.

Another source of information from Veterinarian perspective can be found on the **American Veterinary Medical Association's** website:

<https://www.avma.org/News/JAVMANews/Pages/121001r.aspx>

Again, we would encourage you to read the entire update, but here are the some important excerpts:

"FDA is really not able to issue any sort of recall or issue an import alert because we have no evidence of adulteration,"

...FDA has performed extensive testing on jerky pet treats from China to rule out a long list of contaminants.

"Two thousand complaints since 2007 is an incredibly small subset of the 15 million animals estimated to consume these treats," ...

The takeaway here is that these treats have been heavily scrutinized and tested for more than 5 years and there has not been anything found that could be causing illness.

The reality is that many quality products are getting associated with this broad alert about jerky treats made in China. However, we welcome this opportunity to talk about our manufacturing

expertise and quality of the treats we produce. Just like in the U.S., China has hundreds of different manufacturers in the pet industry. In fact, our factory has production, quality and safety expertise that is among the highest anywhere in the world. The factory follows USDA guidelines for human food in the manufacturing process. They have over 13 years experience producing these healthy treats for markets worldwide, including the United States, Japan, Australia, Canada, Asia and Europe.

Kingdom Pets products have been carried by retailers for over 7 years with a perfect safety record. Over 700 million Kingdom Pets treats have been sold in the U.S., and not one sample has tested positive for known contaminants. To assure the safety of every shipment of chicken jerky, we test every batch with an independent laboratory in Tennessee. The test results can be viewed under the News/Media section of our website <http://www.thekingdompets.com/>. It is important to note that the FDA does random testing of our products entering the U.S. also. In fact, some major retailers do their own independent testing of our products sold in their stores, also right here in the U.S. To insure ongoing product safety our factory receives independent food safety inspections from the world's largest compliance company.

What is in Kingdom Pets treats? - Kingdom Pets jerky is made from human grade duck/chicken grown without hormones or antibiotics. Our jerky is approximately 93% breast meat, which is high in protein, low in fat and low in calories. The only other ingredients, both natural, are vegetable glycerin and a bit of salt. Our treats contain no artificial ingredients, animal by-products or grains.

How is Kingdom Pets chicken jerky made? – this very simple process starts with blending breast meat, vegetable glycerin and a bit of salt. The uncooked strips are placed on trays where they are baked and dried for approximately 18 hours. The jerky is then packaged, inspected and loaded for shipment. The jerky is also irradiated before export as an extra step to assure safety.

Why Kingdom Pets chicken jerky is made in China - A primary benefit of producing the product in China is the low cost of human grade raw materials. In China, dark meat is preferred over white meat, making the remaining high quality breast meat available at low prices. The result is a wholesome and healthy treat at a fantastic value. It is important to note when considering the safety of any treat, is who manufactures the product, not necessarily where.

We understand your concerns and hope that we've addressed them completely in this e-mail. Should you have any questions or need any additional information, we encourage you to contact us again.

Customer Service



MILO'S KITCHEN RESPONSE

At Milo's Kitchen, we understand dogs are part of our families and we share pet parents' #1 priority to keep their dogs safe and healthy. Ongoing research, by the American Veterinary Medical Association and the FDA, has identified no link between illness and chicken jerky treats produced in China. In addition, we have conducted extensive internal testing and have found no link; therefore, we continue to sell our original product with confidence. We have always put Milo's Kitchen Chicken Jerky treats through a detailed 17-step safety process, where it is required to pass quality testing during every single phase. We continue to be confident in the quality and safety of our products, regardless of where they are produced. As always, pet parents who have questions regarding their pet's diet should consult their veterinarian.

WAGGIN' TRAIN RESPONSE

The FDA continues to advise dog owners that chicken jerky products should not be substituted for a balanced diet, and are intended to be fed occasionally in small quantities. The FDA has previously reported that any association between dog illnesses and chicken jerky may be the result of dogs (primarily small dogs) consuming treats in excess of normal or recommended levels.

Consumers are encouraged to read and follow the feeding guidelines found on Waggin' Train packages.

Waggin' Train has a comprehensive food safety program in place to ensure the safety of our products. We only use high-quality ingredients in our products, and the production facilities are designed and operated to meet U.S. Department of Agriculture standards. We have a dedicated team of quality control experts in China - particularly, in the plants - when Waggin' Train products are being produced. They monitor various steps of the manufacturing process for safety and quality of the product.

The safety and efficacy of our products is our top priority, and consumers can and should continue to feed Waggin' Train treats with total confidence. [Click here to learn more about chicken jerky treats and Waggin' Train.](#)

FAQ

At Waggin' Train, we are pet owners too. The quality and safety of our products are our top priorities, because everything we do is focused on keeping pets happy and healthy.

Following are answers to key questions you may have about our products. If you have any other questions or want to talk with someone from our company, please call one of our pet advisors at 866-283-2923, Monday through Friday, 7:00 a.m. to 7:00 p.m. CST.

General

Q: How long have Waggin' Train treats been around?

A: Waggin' Train treats were first introduced in 2002 as a wholesome, high protein, low fat treat for dogs.

Feeding

Q: What are Waggin' Train Chicken Jerky Tenders?

A: Waggin' Train Chicken Jerky Tenders are a wholesome, healthy treat for your dog. They are made with premium chicken breast filets and have only two main ingredients: natural chicken filets, and glycerin (a natural preservative to retain moisture and texture).

These high-protein, low-fat treats are slow-baked to seal in the natural flavors for a healthy and wholesome snack. Chicken jerky treats are popular because they are a high-quality, great-tasting treat that dogs love.

Q: How many of these treats should I feed my dog?

A: As stated on our packaging, owners should limit their dogs' consumption of high-protein treats (such as chicken jerky) to ensure your dog is getting the other essential nutrients and minerals needed from their food. Below is the recommended number of Waggin' Train Chicken Jerky Tenders for your dog per day.

- Small Dogs (5-10 lbs.): 1 treat
- Small-Medium Dogs (11-25 lbs.): 2 treats
- Medium Dogs (26-50 lbs.): 3 treats
- Large Dogs (Over 50 lbs.): 4 treats

Feeding dogs chicken jerky treats is safe when consumed at recommended levels. Waggin' Train includes detailed feeding suggestions on each package of chicken jerky treats (as well as all other treat products). Keep in mind that treats should not be fed as a replacement for a balanced diet that includes dog food, and dogs should get plenty of fresh, clean water every day.

Q: When should I treat my dog?

A: You can treat your dog with Waggin' Train Chicken Jerky Tenders anytime you want your dog to enjoy a wholesome and delicious snack. Most importantly, make sure you feed these tasty treats in keeping with the recommended levels for your dog (as listed on the packaging) and in addition to a complete, balanced diet.

Q: Can these treats be used in place of dog food from time to time?

A: No treat should be fed in place of a complete and balanced diet. Always follow the feeding guidelines on the package to ensure that your dog eats only the proper amount of treats each day.

Quality

Q: What is in these chicken jerky treats?

A: Waggin' Train prides itself on products made of high quality ingredients. Waggin' Train Chicken Jerky Tenders are made with premium chicken breast filets and have only two main ingredients: natural chicken filets, and glycerin (a natural preservative to retain moisture and texture).

Q: Do you use glycerin from the Jatropha plant, which was mentioned in an FDA notification in July?

A: No. The Jatropha plant is not used in manufacturing the glycerin used for Waggin' Train products. Waggin' Train is only made with food grade glycerin, a commonly used ingredient in food.

Q: Where are these treats made?

A: These treats are made in China at facilities that are modeled after U.S. Department of Agriculture standards for quality and safety. In China, dark meat chicken is more popular with consumers than white meat chicken, and so the supply of quality, white meat chicken used in our products is more readily available for dog treats. The factories are under stringent safety and sanitary guidelines and monitored by a dedicated team of quality control inspectors, who are in the plants where the products are being produced. The benefit to our consumers is a premium dog treat at an affordable price.

Q: What is Waggin' Train's food safety program?

A: Our quality control group monitors the good manufacturing practices of our suppliers. Our safety inspection program has specific protocols and practices to help ensure proper food handling sanitation practices, heating procedures and traceability of product lots back to the raw ingredients.

Q: Have Waggin' Train products been tested for melamine?

A: Yes. Every lot of Waggin Train is tested by an accredited food safety lab for the presence of melamine.

Q: How do I know Waggin' Train treats are safe for my dog?

A: Millions of happy, healthy dogs enjoy Waggin' Train brand dog treats every year. Every day we work to ensure product quality and safety. It is our top priority and the foundation of the Waggin' Train brand. We use high quality ingredients. We have a comprehensive food safety program in place, and all of our facilities are modeled after U.S. Department of Agriculture standards for quality and safety. We have dedicated Quality Assurance teams on site, who monitor various steps of the manufacturing process for the safety and quality of our products.

Q: Has any Waggin' Train product ever been recalled?

A: No. Our products have not been recalled.

Q: What do the FDA statements say about chicken jerky treats?

A: On Nov. 18, 2011, and again on March 9, 2012, the FDA issued a chicken jerky treat update regarding a possible association with illness in dogs. Both updates clearly state that after extensive testing, scientists have been unable to determine a definitive cause for

the reported illnesses. The FDA has been quite clear about this. According to the FDA, “Samples collected from all over the United States have been tested for a wide variety of substances and to date, scientists have not been able to determine a definitive cause for the reported illnesses.” In addition, FDA continues to emphasize that some of the reported illnesses may be the result of causes other than eating chicken jerky.

Both FDA notices include a reminder that dog treats should be fed as treats, not as a pet’s sole source of nutrition. The American Veterinary Medical Association recommends feeding jerky treats in small quantities, and notes this is especially important for small-breed dogs. Any time a consumer believes a pet may be ill, they should consult their veterinarian.

Q: Did the FDA mention Waggin’ Train products in its statement?

A: The FDA’s updates from November 18, 2011 and March 9, 2012 referenced chicken jerky treats from China, but did not specify Waggin’ Train, or any other brand. Subsequent media stories have identified specific brand names that FDA has conducted testing on, including Waggin’ Train and Canyon Creek Ranch. The FDA posted the following Q&A statement about the results of those tests: “Samples collected from all over the United States have been tested for a wide variety of substances and to date, scientists have not been able to determine a definitive cause for the reported illnesses.”

Q: On July 18, 2012, the FDA released results of its jerky treat surveillance testing from 2007 through 2012. What does this report state about Waggin’ Train products?

A: According to the FDA, “Samples collected from all over the United States have been tested for a wide variety of substances and to date, scientists have not been able to determine a definitive cause for the reported illnesses.” The FDA data indicates that 283 products were sampled of which 68 Waggin’ Train brand and three Canyon Creek Ranch brand products were tested.

Only one Waggin’ Train sample, tested in 2007 (prior to Nestlé Purina ownership), showed presence of propylene glycol, which was not declared as an ingredient. Propylene glycol is an allowable ingredient for dog food and dog treats and its presence was found at a low, non-toxic level. Subsequent FDA testing of Waggin’ Train samples for propylene glycol were negative.

Another Waggin’ Train sample tested in 2007 (also prior to Nestlé Purina ownership), showed the presence of mold. Waggin’ Train products are dried to a moisture level that is not conducive to mold growth. Mold can result when the product becomes damp or is not stored in a cool, dry place. Subsequent FDA testing of Waggin’ Train samples did not indicate any presence of mold.

For Waggin Train products, the remaining FDA testing results did not identify any adverse findings from our products.

Q: Do you add propylene glycol to your treats?

A: No.

Q: What is propylene glycol?

A: Propylene glycol is used to help prevent microbial and fungal growth and to help soft-dry products retain their moisture. It is an organic compound that is generally tasteless, odorless and colorless, and it also is used in human foods such as cake mixes, salad dressings, soft drinks, popcorn, food coloring and fat-free ice cream and sour cream.

Q: What is the difference between propylene glycol and ethylene glycol (anti-freeze)?

A: Propylene glycol is quite different from ethylene glycol. The names may sound similar, but they have completely different molecular structures and use.

Propylene glycol is approved as a food additive in human food and food for animals except cats in the U.S., Canada and the European Union.

Ethylene glycol – NOT propylene glycol – is the active compound in most automobile radiator anti-freeze solutions, and is toxic to animals and humans when ingested. Propylene glycol has a different molecular structure, giving it different properties and allowing it to be used safely in human food and feed for animals except cats.

Q: In April 2012, the FDA conducted inspections of several facilities in China that manufacture chicken jerky treats. What were the results of those inspections?

A: On August 15, the FDA updated its “Questions and Answers Regarding Jerky Pet Treats” web page with the results of its April 2012 inspections, and stated “the inspections provided valuable information on the firms’ jerky treat manufacturing operations. The FDA found no evidence indicating that these firms’ jerky pet treats are the cause of pet illnesses in the United States.”

Q: I notice that Waggin’ Train products are irradiated. What does that mean?

A: Waggin’ Train Brand products that reflect the Radura symbol go through an irradiation process approved for pet food by the FDA. This is similar to what is used in sterilizing spices, apples, tomatoes and meat for human food. This extra precaution is taken to assure pet owners the treats they buy are safe and healthy.

Q: The FDA has issued several alerts about chicken jerky products from China. How do I know your products are safe for my pet?

A: For years, millions of pets have been enjoying Waggin’ Train treats, and they continue to be a wholesome treat for dogs. Extensive testing by the FDA to examine potential reasons for reported illnesses among some dogs has not found a definitive cause that might be associated with any treat. Our Chicken Jerky Tenders are safe to feed as directed. Waggin’ Train includes detailed feeding suggestions on each package of chicken jerky treats (as well as all other treat products).

Q: What do you think may be causing the health problems some dogs are having?

A: We know that the FDA has been working for some time to find a potential cause of the reported illnesses. The FDA has not determined a cause for the illnesses and states that some of the reported illnesses may be the result of causes other than eating chicken jerky dog treats. While we cannot speculate on what might be the cause, we do want to take this opportunity to remind all pet owners to feed our treats as directed. Waggin' Train includes detailed feeding suggestions on each package of chicken jerky treats (as well as all other treat products).

Q: What should I do if my dog becomes sick?

A: Any time a dog shows signs of illness – for any reason – pet owners should consult their veterinarian.

Q: Does your packaging make it clear that these treats are made in China?

A: Yes. Each package that contains treats made in China is marked “Made in China.”

Q: What routine tests do you run on your treats to detect possible contamination?

A: Waggin' Train has a comprehensive food safety program for production of its treats. As part of that program, each lot of Waggin' Train brand dog treats is tested for salmonella, melamine and di-ethylene glycol. Other routine testing includes analysis for heavy metals and mycotoxins.

Q: Why don't you make your treats in the U.S.?

A: In China, dark meat chicken is more popular with consumers than white meat chicken, and so the supply of quality, white meat chicken used in our products is more readily available for dog treats. The China facilities that produce Waggin' Train dog treats are modeled after U.S. Department of Agriculture standards for quality and safety. The factories are under stringent safety and sanitary guidelines and monitored by a dedicated team of our quality control inspectors. The benefit to our consumers is a premium dog treat at an affordable price.

Q: Why haven't you issued a voluntary recall?

A: Waggin' Train products are safe to feed as directed, and millions of dogs continue to enjoy them as a wholesome treat. The FDA has clearly stated that, “Samples collected from all over the United States have been tested for a wide variety of substances and to date, scientists have not been able to determine a definitive cause for the reported illnesses.” In addition, FDA continues to emphasize that some of the reported illnesses may be the result of causes other than eating chicken jerky. We continue to monitor developments closely at FDA.

In addition, the American Veterinary Medical Association (AVMA) previously has reported that any association between dog illnesses and chicken jerky may be the result of

dogs (primarily small dogs) consuming treats in excess of normal or recommended levels.

Waggin' Train includes detailed feeding suggestions on each package of chicken jerky treats (as well as all other treat products). Keep in mind that treats should not be fed as a replacement for a balanced diet that includes dog food, and dogs should get plenty of fresh, clean water every day.

Q: Why does your package say South Carolina, if you're owned by Nestlé?

A: The South Carolina address is the former address of the Waggin' Train business. We have been and continue to update and transition packaging as we complete the integration of the Waggin Train business into Nestlé Purina.

Contacting Waggin' Train

Q: Where can I go for up-to-date information about Waggin' Train treats?

A: You can always talk to one of our pet advisors at 866-283-2923, Monday through Friday, 7:00 a.m. to 7:00 p.m. CST.

Q: What if I am not satisfied with the product after trying it?

A: We are committed to the quality and safety of our products, because everything we do is focused on keeping pets happy and healthy. We certainly encourage consumers to call one of our pet advisors at 866-283-2923, Monday through Friday, 7:00 a.m. to 7:00 p.m. CST. If a customer is unsatisfied with their purchase of any of our products, we will offer them a full refund with proof of their most recent purchase. Please mail the UPC from the product bag and a copy of the sales receipt to the below address. Please allow 4-6 weeks for your refund.

Waggin' Train Customer Service - Returns
901 Chouteau Ave
St Louis, MO 63102-1009