

13 FEB 2017

Robert Harrison  
FYI.org  
By email: [fyi-request-5010-1efe312a@requests.fyi.org.nz](mailto:fyi-request-5010-1efe312a@requests.fyi.org.nz)

Ref: H201700017

Dear Mr Harrison

### **Response to your request for official information**

Thank you for your request of 28 December 2016 under the Official Information Act 1982 (the Act) for

*"I request all information/documentation/consulting briefs/reports/reviews/internal memos/issues raised by other customers regarding:*

- a) the reasons WHY the TruVision health weight loss products were stopped.*
- b) who authorized this stoppage and under what grounds*
- c) who gave the advise/and what advise was given TO TruVision about their products being able to be shipped to NZ again (and why TruVision told us that the MOH approved the products....when clearly they had not been).*
- d) what scientific tests were conducted in providing why TruVision products were prescription medications, and what were the results".*

The information relating to this request is itemised below, with copies of documents attached. I have interpreted your request to relate to documentation held in regard to issues "...raised by other customers" of TruVision products. I have also released additional documents that, while not specific to 'other customers' provide information in relation to points a), b), and d) above.

### **Interactions with other customers**

I have provided, as Appendix 1, copies of examples of standard communications Medsafe had with customers.

I have provided, as Appendix 2, copies of specific (non-standard) correspondence Medsafe had with customers.

### **Other documents**

I have provided, as Appendix 3, copies of the ESR test reports on the TruVision products. Although the reports were not requested by, or supplied to, 'other users' and so are not within the scope of this request as interpreted above, the information in these reports does provide the answer to your request d).

I have provided, as Appendix 4, excerpts from correspondence with TruVision. Although this information was not requested by, or supplied to, 'other users' and so is not within the scope of your request as interpreted above, the excerpts do provide the information requested in your requests a) and b). Confirmation is also provided in these excerpts that Medsafe advised TruVision that product should not continue to be supplied to New Zealand.

### **Additional information**

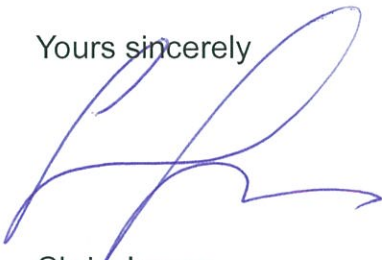
Please note that no application was received by Medsafe requesting consent for distribution of these products as medicines.

I have decided under section 9(2)(a) of the Act to withhold information to protect the privacy of natural persons. Unless otherwise indicated, all redactions have been made under this provision. One redaction has been made under section 9(2)(b)(ii) and this is identified in the document where the information has been withheld.

I refuse your request for information, pursuant to section 18(e) of the Act, regarding who advised TruVision that product could be shipped to New Zealand again as this information does not exist.

I trust this information fulfils your request. You have the right, under section 28 of the Act, to ask the Ombudsman to review my decision to withhold information under this request.

Yours sincerely



Chris James  
Group Manager  
Medsafe