

Posorja, May 31th, 2021

CLP1470521

Messrs.

Losos

Germany-.

Dear customer,

In reference to the claim referred: "Our Quality Control Department checked tuna from last delivery and they found some discrepancy from specifications.

1. Too low net weight of Tuna chunks in brine 170g of lot LQ11SNC3. For 168 weighed cans 98 cans are below 170g and only 62 equal or above 170g.
2. Salt content too low in Tuna chunks in brine 170g of lot LQ11SNC3. According to the specification standard is 1,04 – 1,56g. In tested products it is 0,56g.
3. Salt content too high in Tuna chunks in oil 170g of lot LQ10SGC2. According to the specification standard is 0,61 – 1,36. In tested products it is 1,61g."

We have carried out a complete records review of this code finding no issues, confirming compliance with our net weight standard.

Despite of this assessment since now on we will increase frequency of net weight monitoring. Regarding salt content we have found some out of specs readings in counter samples, so twice on we will review of operational controls.

We regret the inconvenience caused and we take advantage of this letter to reiterate our desire for service, we remain at your disposal to resolve any questions that may arise in this regard.

Best regards,

Lucciola López
Chief quality

cc. file