

June 24, 2024

URGENT: FOOD RECALL

RE: Friendly's Ice Cream Products (Totally Cool, Inc. Ice Cream Product)

We recently became aware of an issue involving Totally Cool, Inc.'s cake line, whereby some of our ice cream cakes may have become contaminated with *Listeria monocytogenes*, an organism which can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, *Listeria* infection can cause miscarriages and stillbirths among pregnant women.

Out of an abundance of caution and to ensure the safety of consumers, Friendly's Ice Cream Products (Totally Cool, Inc. Ice Cream Product) is conducting a voluntary recall of all potentially impacted products. Products affected by this voluntary recall are:

Description	Consumable GTIN (UPC)	Affected Product
Strawberry Krunch Cake Vanilla Flavored and Strawberry Ice Cream Cake 40oz	00029839413065	ALL
Celebration Blue Round Vanilla and Chocolate Ice Cream Cake with Confetti 60oz because product may have become contaminated with <i>Listeria monocytogenes</i> .	00029839000920	ALL

Please immediately check your inventory to identify and remove any affected products. If any of the affected product is on hand, please immediately remove it from your inventory and place the product in a marked and quarantined area and contact us directly to coordinate final disposition of the product.

If you have further distributed any of the above products, please immediately contact your customers, advise them of the recall situation, and have them return any remaining inventory of

these products to you. Please provide this letter and the following response form to your customers who received this product. Quarantine these stocks as indicated above.

No other foods produced by or distributed by Totally Cool, Inc. are impacted by this recall.

We are currently conducting a thorough root cause investigation and will ensure effective corrective action is taken to address all identified root causes. Please additionally return the enclosed verification form as soon as possible. This recall is being made with the knowledge of the US Food and Drug Administration. If you have any questions, please contact Friendly's Customer Care at 1-800-966-9970.. We appreciate your assistance in this matter.