

**Media Contact:**  
**Susanne Norwitz**  
**LittleBrownieBakers@gmail.com**

**Statement re: Lemon Chalet Crème Cookies**

Little Brownie Bakers recently received a few contacts from consumers informing us of an off taste and smell from certain packages of Lemon Chalet Crème cookies. We immediately took the precautionary step of testing product samples. We determined that while the cookies are safe for consumers to eat, they are not up to our quality standards.

Certain lots of Lemon Chalet Crème cookies contain oils that may be breaking down which can result in an off taste and smell. We are asking that the councils that received these batches return any product inventory in their control to us. The affected Lemon Chalet Crème cookie batches have the following lot codes:

7455881 7455882 7455883  
7456741 7456742 7456743  
7457661 7457662 7457663  
7458521 7458522 7458523  
7459401 7459402 7459403

**These lot numbers were not shipped to Girl Scouts of Nassau County.**  
**No other Girl Scout cookies are involved.**

In the event that consumers experience an off taste and smell in this product, they should call 1-800-962-1718 or contact us at [www.littlebrowniebakers.com](http://www.littlebrowniebakers.com).

The quality of our products is a top priority for Little Brownie Bakers. We sincerely apologize to any consumers affected and are committed to working with the impacted Girl Scout councils through this issue.

## Q&A

### **Q1. What is causing the off taste and smell?**

- Certain lots of Lemon Chalet Crème cookies contain oils that may be breaking down, which can result in an off taste and smell.
- We are working with our supplier and bakery team to better understand the processing influences that caused the oils in these cookies to break down.

### **Q2. Is consuming the affected Lemon Chalet Crème cookies harmful to consumers?**

- No. This is not a food safety issue. The cookies are still edible, but are not recommended for consumption as they are not up to our quality standards.

### **Q3. Is this a recall or a product withdrawal? What's the difference?**

- This issue does not present a food safety or health concern and therefore is not a recall. We are handling this matter as a quality withdrawal.

### **Q4. What is the problem and how did it occur? Have you resolved this problem?**

- These lots of Lemon Chalet Crème cookies contain oils that may be breaking down, which can result in an off taste and smell.
- We are working with our supplier and bakery team to better understand what caused the oils in these cookies to break down.
- We have undertaken a thorough investigation to better understand why this happened and to put programs in place to prevent any recurrence of this type.

### **Q5. Have any consumers taken ill?**

- No. Our tests have shown this to be a quality issue, not food safety. To date we have received a few consumer complaints, but we have not been advised of any illnesses.

### **Q6. Are all Lemon Chalet Crème cookies affected? Were any other Girl Scout cookie varieties affected?**

- Fifteen lot codes of Lemon Chalet Crèmes are affected:

### **Q7. How can you be certain that this is only an isolated incidence if you aren't 100% sure about the root cause of the problem?**

- Little Brownie Bakers is committed to delivering quality products. The information we have at this time indicates that this quality issue is isolated to fifteen specific Lemon Chalet Crème cookie lot codes:

7455881 7455882 7455883

7456741 7456742 7456743

7457661 7457662 7457663

7458521 7458522 7458523

7459401 7459402 7459403

- We have evaluated samples from other lots of Lemon Chalet Crème cookies and our analysis shows they are not experiencing this off flavor.

### **Q8. What are you doing to inform consumers?**

- Our sales force will work closely with the impacted Girl Scout councils to communicate to consumers who may have purchased the impacted product. Additionally, we are posting a notice on our web site at [www.littlebrowniebakers.com](http://www.littlebrowniebakers.com).

**Q9. What should consumers do?**

- The product is safe for consumers to eat, however the cookies are not up to our quality standards.
- Consumers with questions about product with the affected lot codes (see above list) should call 1-800-962-1718 or contact us at [www.littlebrowniebakers.com](http://www.littlebrowniebakers.com)

**Q10. What states and regions received the affected lots of Lemon Chalet Creme cookies?**

Approximately 24 states received the affected lots of Lemon Chalet Creme cookies in the cities and surrounding areas listed below.

Council	City/Area	Council	City/Area
Southern Alabama	Mobile, AL	California Central Coast	Castroville, CA
Greater Los Angeles	Los Angeles, CA	Colorado	Denver, CO
Washington, DC	Washington, DC	Chesapeake Bay	Newark, DE
Florida Panhandle	Tallahassee, FL	Gulfcoast	Sarasota, FL
Greater Atlanta	Atlanta, GA	Augusta, Georgia	Augusta, GA
Central Indiana	Indianapolis, IN	Kentuckiana	Louisville, KY
Louisiana Pines to Gulf	Lafayette, LA	Central Maryland	Baltimore, MD
Southeast Michigan	Detroit, MI	Minnesota River Valleys	St Paul, MN
Hornets' Nest	Charlotte, NC	Northern New Jersey	Riverdale, NJ
New Mexico Trails	Albuquerque, NM	Central New York	Cicero, NY
Northeast New York	Albany, NY	Ohio Heartland	Columbus, OH
Eastern Oklahoma	Tulsa, OK	Oregon	Portland, OR
Heart of Pennsylvania	Harrisburg, PA	Western Pennsylvania	Pittsburgh, PA
East South Carolina	North Charleston, SC	Heart of the South	Memphis, TN
Greater South Texas	Corpus Christi, TX	Northeast Texas	Dallas, TX
Manitou	Sheboygan, WI		