

Dear Valued Client,

Thank you for contacting us and for sharing your concerns.

We are aware of the recent SAHPRA media release regarding children's products containing Zinc Picolinate and Selenium. We understand that this may be worrying for parents and caregivers.

At present, there is no published scientific evidence showing that Zinc Picolinate, when used within appropriate and regulated dosage levels, is unsafe for children. In fact, we have requested that SAHPRA bring any such medical or scientific evidence to our attention, and they have been unable to produce any such written report whatsoever.

Our products have been on the market for well over 20 years and we have never encountered any serious health related risks. Moreover, Zinc Picolinate has been accepted in numerous other countries as a source of zinc for zinc supplementation in children.

We will engage directly with SAHPRA regarding this media release. In particular, we wish to emphasise that the side effects mentioned in their communication are consistent with zinc supplementation in general and are not specific to Zinc Picolinate.

It is important to remember that any vitamins, minerals or any Health Product may have side effects, as also listed in our Patient Information Leaflets. This information has always been made clear to our consumers with reference to the Patient Information Leaflets. In addition, regarding the statement made about the bioavailability of Zinc Picolinate and how this allegedly may potentiate the possible side effects, we have provided scientific evidence to SAHPRA on numerous prior occasions that demonstrates that this is not a factor of concern.

With regard to Selenium: Selenium is an essential mineral that is crucial for optimal health. As pointed out by SAHPRA, the concern is about Selenium overdose (selenosis). Even in the

population of children that take health supplements, individual diets will vary. This is why we state in the Patient Information Leaflets that any queries or advice needed by a consumer should be directed to a healthcare practitioner.

Each individual's Selenium status varies based on their lifestyle, diet (the type of food eaten and where it is sourced), the other health products/medicines they consume and their underlying health.

Thus, if you are unsure of what Selenium dosage your child requires, this query should be directed to their relevant healthcare practitioner who will be able to take into account what each child's unique circumstances are.

The amount of Selenium in our products is well below the tolerable upper limits that are published in the scientific literature for Selenium dosages for the respective age groups. When our products are used as directed, they alone cannot induce a toxic effect or an overdose. The risk of toxicity will result from the combined sources of Selenium (from both the diet and other health products).

It is prudent to recognise that diet, lifestyle, exercise, underlying health, and the use of other products or medicines collectively influence your wellbeing. You should always seek advice from your healthcare practitioner, who can address your individual needs and evaluate the combined impact of these factors, and assess which products are best suited to your specific requirements.

Our products are formulated by healthcare professionals, including pharmacists, and manufactured according to strict quality, safety, and regulatory standards. We have not received any safety reports or evidence suggesting that our products pose a risk to children when used as directed.

It is unclear to us as to why this media statement was issued as such media statements only follow when severe adverse reactions, or even deaths, have been reported. None of this has happened. Thus, we were ourselves, shocked and taken aback by SAHPRA's actions and hence we are approaching them for purposes of settling this matter. The fact that a timeframe of six months has been provided for – and not an immediate recall – demonstrates that there is no urgency attached to any of this, as would have been the case if a real threat was being posed to children's health.

We will remain in close contact with the relevant authorities and continue to monitor the situation carefully. The safety and wellbeing of our customers remain our highest priority.



We will share further updates as soon as more information becomes available.

Kind regards,

The Zinplex Team

09 January 2026

