February 5, 2023

Sun Pharma

Complaints Department

Summary of complaint:

* On 1/26/24 I picked up my prescription of BromSite 5 ml. at Walmart Pharmacy, Anthem, Arizona.
  + I paid $172.86 after using the BromSite coupon.
* Physician instructed one drop 2 x day. I began my first dose in the evening of 1/26.
* On 2/4:
  + I was not able to administer my drop because the container was empty. I was always very careful to only administer 1 drop twice a day.
  + I contacted Walmart Pharmacy in Anthem, AZ where I picked up my prescription and voiced my concern. They said I would need to contact the manufacturing company.
  + I am now in Flagstaff, AZ and called the Walmart here and asked for a refill knowing that these drops are extremely important due to inflammation of the eye. It is important that I do not skip a dose.
    - The Walmart, Flagstaff, AZ did not have the Bromsite in stock and will have to order it. Once again, I will be out of pocket of $172.86 when my prescription is available.
* I should not have had to pick up another prescription of BromSite…it should have lasted approx.. 30 days.
* There is no way I received 5 ml. of solution!
* I fear that when I pick up my new prescription the same thing is going to happen, the bottle will not have 5 ml.
* My hope is that my eye does not get worse since I am unable to get another refill soon enough…I have already had to miss 2 doses.
* I demand to be reimbursed for at least what I have had to pay out of pocket for the original prescription and to get it refilled - $346.00.
* I would be more than happy to send you the bottle/packaging of the Bromsite I received if requested.

Thank you for ensuring this does not happen to someone else.

Regards,

Greg Howe

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