

MEDIA RELEASE

eftpos reversal of transactions issue

On 2 January 2024, Australian Payments Plus (AP+) identified an issue with eftpos payments where payment reversals were rejected, resulting in consumers not receiving refunds for charges that had been reversed. This included some pre-authorised charges which affected Costco Fuel customers.

Every day eftpos safely processes over 8 million transactions across Australia. The issue impacted around 40,000 transactions. A solution was identified and put in place on 3 January. Payment reversals and pre-authorisations are now operating as normal. The impacted transactions will be manually reversed.

A spokesperson for AP+ said, 'We apologise without reservation to Costco Fuel customers and everyone who was impacted by this temporary glitch. The issue has been fixed and we are working closely with financial institutions to reverse the impacted payments as quickly as possible.'

If impacted consumers have any queries, they should contact their bank directly.

[End]

About Australian Payments Plus

AP+ was created when Australia's domestic payments companies – BPAY Group, eftpos and NPP Australia – came together to shape the future of payments for Australia. Our purpose is to unite people and technology to power better experiences. We have a clear vision. To deliver more innovation to Australia's payments ecosystem – so that Australian businesses, government and consumers experience more benefits, in more ways. The consolidation of Australia's domestic payments organisations was authorised by the ACCC on 9 September 2021, subject to undertakings, with the transaction completed in early 2022. AP+ shareholders include Adyen Australia Pty Limited, ANZ, ASL, Bank of Queensland Limited, Bendigo and Adelaide Bank Limited, CBA, Citigroup Pty Limited, Coles Group Limited, Cuscal Limited, EFTEX Pty Limited, First Data Network Australia Limited trading as Fiserv, HSBC Bank Australia Limited, ING Bank (Australia) Limited, Indue Limited, Macquarie Bank Limited, NAB, PayPal, Suncorp Metway Limited, Tyro Payments Limited, WBC, Windcave Pty Limited, Wise Australia Pty Limited, Woolworths Group Limited and WorldPay.

See <http://www.auspayplus.com.au> for more information.

PRODUCT RECALL NOTIFICATION – ALL WAREHOUSES (AU ONLY)

Costco Wholesale Australia wishes to advise that the following items pictured below is being recalled from all AU warehouses due to a product safety issue. This recall affects **all date codes**.

- Outerspace Vodka 700 mL
- Christmas Globe Gin Liqueur Spiced Orange & Cranberry 700 mL
- SnowGlobe Gin Liqueur Orange & Gingerbread 700 mL
- Light-up Gin Liqueur Baubles (6 x 50 mL) Twin Pack

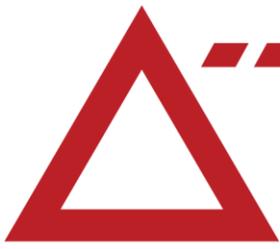


Problem: The product does not include the required warning information that the battery contained in the products are hazardous and should be kept away from children. There is a risk of choking or serious injury if young children gain access to the button/coin batteries and swallow or place them inside their body. Consumers may be unaware that the product contains button/coin batteries.

What to do: Please note that there have been no reports of injury or illness with these items sold at Costco Wholesale Australia.

If you are in possession of the affected item/s, please return the product/s with this letter to the warehouse for a refund. If you have purchased this item on behalf of someone else or alternatively as a gift, please ensure you forward this important correspondence to them.

Thank you for shopping with us and we sincerely apologise for any inconvenience.



Product Safety Recall



Do you own this product?

Cuckoo Air Circulator pedestal fan

Pedestal fan with remote control containing a button battery.

Item code: 189084

Dates sold: 28 February 2024 – 12 March 2024

Why the product is recalled: The product does not comply with [the mandatory information standard for products containing button/coin batteries](#).



The product does not include the required warning information.

Hazard: There is a risk of choking, severe internal burn injuries or death to young children if they gain access to the button/coin batteries and swallow or place them inside their body.

Severe or fatal injuries can happen in 2 hours or less.

Consumers may not be aware the product contains button batteries.



1. Consumers should store the remote out of reach of children.
2. Return the fan to the place of purchase for a full refund.



For more information contact Costco on membercare@costco.com.au or by phone on 03 5316 7223.



Purchased from: Costco Stores

PRA2024/20127

See productsafety.gov.au for
Australian product recall information

PRODUCT RECALL NOTIFICATION – MOORABBIN ONLY

Costco Wholesale Australia wishes to advise that Costco Bakery Item labelled as **French Butter Croissant**, pictured below is being recalled from **Moorabbin** store due to incorrect labelling.

Recall Reason

The actual product is **Crescent Butter Croissants**, and this poses a potential risk to members with food allergies, specifically **soy** and **egg**.



Incorrect Label	Correct Product Information
<p>PRODUCT NAME: FRENCH BUTTER CROISSANT 12 PACK</p> <p>WHEAT FLOUR, BUTTER (MILK) (23%), WATER, SUGAR, YEAST, WHOLE MILK POWDER, WHEAT GLUTEN, SALT, EMULSIFIER (322 FROM RAPESEED), ACID (300), ENZYMES (MICROBIAL).</p> <p>CONTAINS: GLUTEN, WHEAT, MILK.</p>	<p>PRODUCT NAME: CRESCENT BUTTER CROISSANTS 10 PACK</p> <p>CRESCENT BUTTER CROISSANT {WHEAT FLOUR [VITAMINS (THIAMIN, FOLATE)], BUTTER (MIN 20%) [CREAM (MILK)], WATER, WHEAT GLUTEN, SUGAR, YEAST, SALT, SOY FLOUR, MINERAL SALTS (170, 516), EMULSIFIERS (472 AND 481 FROM PALM), MALT WHEAT FLOUR, ANTIOXIDANT (300), CANOLA OIL, EGG, MICROBIAL ENZYMES (WHEAT)].</p> <p>CONTAINS: GLUTEN, WHEAT, MILK, SOY, EGG.</p>

Affected Date Codes

The affected date codes are as follows:

- Packed on: 28.07.24 (Best Before: 30.07.24)

Please note there have been no reports of injury or illness with these items sold at Costco Wholesale Australia. This recall is specific to Costco Moorabbin and no other warehouses have been affected.

What to do

Consumers with food allergies (specifically **soy** and **egg**) should not consume this item and dispose immediately.

Please present this letter to the warehouse for a refund at your next visit. If you have purchased this item on behalf of someone else or alternatively as a gift, please ensure you forward this important correspondence to them.



Costco Wholesale Australia

ABN 57 104 012 893
17-21 Parramatta Road,
Lidcombe, NSW, 2141
Telephone: 02 9469 7999
www.costco.com.au

No other batches with other Best Before Date codes are affected.

Thank you for shopping with us and we sincerely apologise for any inconvenience.

PRODUCT RECALL NOTIFICATION – ALL WAREHOUSES (AU)

Costco Wholesale Australia wishes to advise that **#115799 Calbee Harvest Snaps Baked Pea Crisps Original Salted 50 Multipack – Best Before Date 25/01/2025**, sold at our stores as pictured below, are being recalled nationally by the supplier **Calbee Australia Pty Ltd** due to the presence of an undeclared **Soy allergen**.



Food Safety Hazard

Any consumers who have a Soy allergy or intolerance may have a reaction if the product is consumed.

What to do

Consumers who have a Soy allergy or intolerance should not consume this product. Any consumers concerned about their health should seek medical advice. Consumers should return the product to Costco for a full refund.

If you have purchased this item on behalf of someone else or alternatively as a gift, please ensure you forward this important correspondence to them.

More information on this recall can be accessed via FSANZ website

<http://www.foodstandards.gov.au/recalls>

For further information please contact:

Calbee Australia Pty. Ltd.

1800 225 233

www.calbee.com.au

We thank you for shopping with us and we sincerely apologize for any inconvenience caused.

09 September 2024

PRODUCT RECALL NOTIFICATION – KILBURN ONLY
FRESH MADE EASY BABY SPINACH & MESCLUN MIX 350 g (#11424 and #11426)

Dear Valued Member,

Our records indicate that you have recently purchased one or both of the following items from **Costco Kilburn**.

Product information:

1. Item Number 11424 Fresh Made Easy Baby Spinach 350 g
2. Item Number 11426 Fresh Made Easy Mesclun Mix 350 g



Date markings:

The affected products contain the following date code only:

Item Description	11424 Baby Spinach	11426 Mesclun Mix
Best Before:	12/09/2024 13/09/2024 15/09/2024	12/09/2024 13/09/2024 15/09/2024

Problem:

The Products are being recalled due to the potential presence of microbial (*Listeria monocytogenes*) contamination.

Food safety hazard:

Listeria may cause illness in pregnant women and their unborn babies, the elderly and people with low immune systems.



Costco Wholesale Australia
ABN 57 104 012 893
17-21 Parramatta Road
Lidcombe, NSW, 2141
Telephone: 02 9469 7999
www.costco.com.au

What to do:

Members should not consume the products and are advised to dispose of the product and visit the Costco Kilburn member services counter for a full refund at their next visit.

If you have consumed this product and have any concerns about your health, seek medical advice.

If you have purchased this product on behalf of someone else or alternatively as a gift, please ensure you forward this important correspondence to them.

More information on this recall can be accessed via Costco Australia's website www.costco.com.au.

Thank you for shopping with us and we sincerely apologise for any inconvenience.

Yours sincerely

Kylie Reynolds
Assistant General Merchandise Manager - Fresh
Costco Wholesale Australia

FOOD RECALL

EPIC ODDISEE - SANTORINI MARINATED PITTED OLIVE MIX 920g

Use By: 05 DEC 2024



Ausfresh Pty Ltd is conducting a recall of the above product. The product has been available for sale at Costco stores in NSW, ACT, QLD, VIC, SA, WA.

Problem: The recall is due to the presence of an undeclared allergen (milk).

Food safety hazard: Any consumers who have a Milk allergy or intolerance may have a reaction if the product is consumed.

What to do: Consumers who have a Milk allergy or intolerance should not consume this product. Consumers should return the product(s) to the place of purchase for a full refund. Any consumers concerned about their health should seek medical advice. and should return the product to the place of purchase for a full refund.

For further information please contact:

Ausfresh Pty Ltd
(03) 9351 3333
www.ausfresh.com.au

**See www.foodstandards.gov.au/recalls
for Australian food recall information**

PRODUCT RECALL NOTIFICATION TO MEMBERS – NORTH LAKES ONLY

Costco Wholesale wishes to advise that the following item is being recalled from **Costco North Lakes**.

Product information:

Costco Item Number 162941 Kirkland Signature Ground Beef



Date markings:

The affected product contains the following date code only:

- Packed on: 09.10.2024 (Best Before: 10.10.2024)

Problem:

The product is being recalled due to the potential presence of foreign matter (plastic) and potential chemical contamination.

Food safety hazard:

Food products containing plastic and chemical may cause illness/injury if consumed.

What to do:

Members should not consume this product and are advised to dispose of the product and visit the Costco North Lakes member services counter for a full refund on their next visit.

If you have consumed this product and have any concerns about your health, seek medical advice.

If you have purchased this product on behalf of someone else or alternatively as a gift, please ensure you forward this important correspondence to them.

More information on this recall can be accessed via Costco Australia's website www.costco.com.au.

Thank you for shopping with us and we sincerely apologise for any inconvenience.

**PRODUCT RECALL NOTIFICATION TO MEMBERS – AUSTRALIA (EXCEPT WA)
#53062 Potato, Egg & Bacon Salad 1.3 kg – Use By Date 16/12/2024**

Costco Wholesale Australia wishes to advise that **#53062 Potato, Egg & Bacon Salad** as pictured below – **Use By Date 16/12/2024**, sold at our stores in **NSW, VIC, QLD, SA, ACT** are being recalled by the supplier **S&B Gourmet Foods Pty Ltd**.



Problem:

The recall is due to a potential undeclared allergen (crustacea).

Food Safety Hazard

Any consumers who have a Crustacea allergy or intolerance may have a reaction if the product is consumed.

What to do

Consumers who have a Crustacea allergy or intolerance should not consume this product. Any consumers concerned about their health should seek medical advice. Consumers should return the product to Costco for a full refund.

If you have purchased this item on behalf of someone else or alternatively as a gift, please ensure you forward this important correspondence to them.

We apologise for any inconvenience and treat these issues seriously.

Contact details: For further information contact:

S&B Gourmet Foods Pty Ltd.
Unit 1 / 1 Short Street
Chatswood, NSW 2067.
02 9417 7958
www.saladserver.com.au