

**1. Why is my location receiving phone calls from Instant Recall?**

US Foods has implemented a recall communication tool named Instant Recall to provide a standardized, system-wide approach for timely recall contact to our customers. Affected food service locations will be contacted via Instant Recall if our records indicate that the location was shipped affected product, or based on other operational data.

**2. Can we be notified by email?**

If your email address is on file with US Foods, you may receive a notification email, which will include a link to [myinstantrecall.com](http://myinstantrecall.com) portal, where you can review the notification details, confirm receipt and report affected product quantities.

Please contact US Foods representative to update your contact information, which includes email, cell number/phone number for text messages and voicemails.

**3. What can we expect to hear on a typical recall notification phone call?**

Calls will state that it is US Foods calling about a product recall or withdrawal. You will be prompted to confirm that you are the person responsible for handling product recalls, or to get such person to come to the phone. The system will then play the details of the product recall and provide important instructions. To ensure that you hear the complete message, please do not hang up until you hear “Goodbye”.

**4. What if we miss the call or receive a voice message from the automated system?**

The system will attempt to leave a message with a toll-free number to call to retrieve the full details of the missed call. When you call the toll-free recall hotline at 1-800-919-5439, the system will try to recognize you based on the number from which you are calling, but may prompt you to enter your location’s main phone number if you are calling from the number other than the main location phone number. Calling the toll-free number and listening to the complete message, will mark your location as “notified”, which prevents any further automated phone calls regarding this issue to your location.

**You may also visit [myinstantrecall.com](http://myinstantrecall.com)** and log in with your location’s phone number to review the notification details, confirm receipt and report affected product quantities.

**5. How do we confirm that a recall notification phone call is coming from the US Foods?**

Calls from US Foods will come from the following toll-free number: 1-800-919-5439. To confirm that the phone call was legitimate, or to hear the details of the recalled product once again, you may call that same toll-free number at any time.

You may, of course, call your Distribution Center for additional details or clarifications at any time.

**6. How can I make the system stop calling my location?**

Instant Recall will persistently attempt to contact your location to deliver the notification to the right person and will only stop calling your location immediately when either:

- a. The intended party is reached, and listens to the recall details, or
- b. The intended party successfully calls the recall hotline and listens to the recall details.
- c. The intended party logs in at [myinstantrecall.com](http://myinstantrecall.com) and confirms receipt of notification.
- d. The recall attempts are exhausted and a certified letter is mailed to your location.

You may call in at 1-800-919-5439 to hear the details of the recall you were called about. When you call the automated hotline from a phone number that is not associated with your location in our database, you may be asked to enter a phone number to identify your business location. Providing the same phone number that you were called on will ensure that our records are instantly updated, and that the automated system stops calling that location for this recall. To ensure that you hear the complete message, please do not hang up until you hear “Goodbye”. **You may also visit [myinstantrecall.com](http://myinstantrecall.com)** and log in with your location’s phone number to review the notification details, confirm receipt (which will stop the automated phone calls immediately) and report affected product quantities.

**7. We try to respond to the automated phone calls, but the system doesn’t react to key presses, and continues to call us.**

On rare occasions, the automated system may encounter a bad or “noisy” phone connection, which may prevent successful transmission of touch-tones. Typically, these kinds of problems go away on the next call attempt from our automated system.

Even more rarely, your phone might be configured to restrict certain functions, for example, touch-tone dialing is disabled, or long distance calling is prohibited by disabling the “1” key. In such situations, simply call the toll-free recall hotline at 1-800-919-5439 from any phone to hear the details of the recall you were called about.

If you call the automated recall hotline from a phone number that is not associated with your location in our database, you will be asked to enter a phone number to identify your business location. Providing the same phone number that your location was called on will ensure that our records are instantly updated, and the automated system stops calling that location for this recall.

**You may also visit [myinstantrecall.com](http://myinstantrecall.com)** and log in with your location’s phone number to review the notification details, confirm receipt and report affected product quantities.

**8. How do we report the quantity of the affected product?**

To report the quantity of the affected product, please **visit [myinstantrecall.com](http://myinstantrecall.com)** and log in with your locations phone number (or use the link that was emailed to you) to review the notification details, confirm receipt and report affected product quantities.

## Instant Recall™: Customer FAQ

**You may also** call the toll-free recall hotline at 1-800-919-5439. When you call the automated hotline, you may be asked to provide a phone number to identify your business location. Providing the same phone number that you were called on will ensure that our records are instantly updated, and that the automated system stops calling you for this recall. Please follow the prompts to report the affected product quantities.