

**From** [REDACTED]  
**Sent:** 06 February 2012 15:35  
**To** [REDACTED]  
**Subject:** Re: Helios response re Kits

**Importance:** High  
[REDACTED]

I can confirm that we have removed all the unlicensed kits from the website today and are adjusting the page wording and menus as I write.

This will be complete by this evening so no unlicensed kits will be available to the public online.

Staff are notifying retail customers and those, who may have had kits in the past, that they are no longer available after their stocks have run out.

Professional one to one pharmacy sales may continue but there will be no advertising or display of the kits in our pharmacies.

I hope that concludes the actions needed.

I do have one question regarding supply to other retail pharmacies. Can kits be supplied as a 'special' if we receive a request from a pharmacy?

Thank you again for your responses and efforts for initiating collective compliance across the profession.

Kind regards  
[REDACTED]

[REDACTED]  
phone: +44 (0)1892 537254 Extn 250

email [REDACTED] website: [www.helios.co.uk](http://www.helios.co.uk)

Address: Helios Homoeopathy Ltd

89-97 Camden Road, Tunbridge Wells, Kent, TN1 2QR, United Kingdom

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**From** [REDACTED]  
**Date:** Mon, 6 Feb 2012 14:42:13 -0000  
**To** [REDACTED]  
**Subject:** FW: Helios response re Kits

Dear [REDACTED]

Please can you confirm that the changes have now been made to the website and confirm that sale and supply of the unregistered kits in the UK will cease immediately.

Thanks.

Regards

Liz

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**From:** [REDACTED]  
**Sent:** 30 January 2012 20:00  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Helios response re Kits

[REDACTED]

Thank you for this reply and clarification of all the points we raised.  
I am out of the country until Feb 6th so we will act on your requests then as I have to be there to supervise the changes.  
Thank you also for your commitment to the licensing of the remaining remedies. We will put every effort into getting the dossiers to you as quickly as we can.

Kind regards

[REDACTED]

phone: +44 (0)1892 537254 Extn 250  
email: [REDACTED] website: [www.helios.co.uk](http://www.helios.co.uk)  
Address: Helios Homoeopathy Ltd  
89-97 Camden Road, Tunbridge Wells, Kent, TN1 2QR, United Kingdom

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**From:** [REDACTED]  
**Date:** Thu, 26 Jan 2012 10:52:43 -0000  
**To:** [REDACTED]  
**Subject:** FW: Helios response re Kits

Dear [REDACTED]

Thank you for your email and attachments. We have considered the information you have provided and have the following comments.

All advertisements for selling the unregistered kits within the UK must be removed from the website with immediate effect. My colleagues in the Advertising Unit have advised that the Agency is unable to monitor advertisements to the non UK public and therefore if you wish to advertise the unregistered kits to non UK consumers, the wording must clearly indicate that the kits are not for sale to UK consumers.

Sale and supply of the unregistered kits in the UK must cease immediately. In your letter you have proposed the end of April as a convenient time to complete notifying current retail outlets of the non-availability of the kits. We can allow outlets that you have already supplied the kits to, to sell through the stock but they must not be supplied with further unregistered kits. This should be put into place with immediate effect.

Regarding your comment on the sale and supply of the unregistered kits via a face-to-face consultation at a registered pharmacy, we are unable to provide a comment as this is not a licensing issue. However, please note that unregistered kits supplied via this route cannot be advertised and must not be on general display in the pharmacy.

To help aid a smooth transition to the registered kits, we give you our commitment to prioritise your HR applications, thus ensuring that the registered kits are on the market as soon as possible.

On receipt of this email, please confirm in writing that you will cease sale, supply and advertisement of the unregistered kits to the UK public with immediate effect. Please be assured that other suppliers of unregistered kits are being given the same time frames.

Regards

[Redacted]

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**From:** [Redacted]  
**Sent:** 15 January 2012 06:13  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Helios response re Kits

Dear [Redacted]

Thank you for giving us a little more time to make our response, which is attached, to you your last letter concerning our unlicensed kits.

We have been communicating with Ainsworths about this matter to try and agree on a mutual timing of action but without success as you can see from our letter.

I have also attached our kit remedy list to show you our intended future HR licence program.

I'm sure I will hear back from you soon.

Thank you again.

Yours sincerely

[Redacted]

phone: +44 (0)1892 537254 Extn 250

email: [Redacted]

website: [www.helios.co.uk](http://www.helios.co.uk)

Address: Helios Homoeopathy Ltd



89-97 Camden Road, Tunbridge Wells, Kent, TN1 2QR, United Kingdom

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