



**Canadian  
Blood  
Services**

BLOOD  
PLASMA  
STEM CELLS  
ORGANS  
& TISSUES

1800 Alta Vista Drive  
Ottawa ON  
K1G 4J5  
Canada

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**INFORMATION ONLY**

Incomplete Information within the Linear Barcode on Select Jivi and Kovaltry Cartons  
Customer Letter # 2025-15

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2025-05-02

Dear Colleagues:

Bayer Inc. has informed us of incomplete information within the linear barcode on select lots of Jivi and Kovaltry product cartons.

See attached vendor letter.

Please share a copy of this customer letter with healthcare professionals at your hospital who might be interested in this information.

This customer letter can also be viewed at [www.blood.ca](http://www.blood.ca) in the "Hospital Services" section. If you have questions about this letter, or if you require it in an accessible format, please contact your local hospital liaison specialist.

Sincerely,

Andrea Moore  
Director, Planning