

REPORTING CONTACT LENS ISSUES

- **My patient bought contacts illegally (such as with an expired Rx, purchased without a prescription in store or online, alternative brand was filled, etc.) – WITH or WITHOUT a health complication:**

STEP 1:

File a complaint with the **KY Attorney General’s Consumer Protection Division** (see sample below)

- Either submit an [Online Complaint Form](#) or call 502-696-5389 for paper form.
- The following statutes are within the Kentucky Protection Act ([KRS Chapter 367](#)) that govern the sale of Contact Lenses in Kentucky. Reference the laws in your complaint as needed. (Click on the blue KRS links below to read the laws)
 - [KRS 367.683](#) – Verification of Contact Lens Prescription
 - [KRS 367.686](#) – Restriction on Sale/Delivery to Kentucky Residents by Nonresidents
 - [KRS 367.687](#) – Registration of Nonresident Mail Order Sellers with the KY AG
 - [KRS 367.682](#) – Expiration of Contact Lens Prescription

Sample information for AG Complaint:

Will need business information for complaints:

- *Official name*
- *Company address*
- *Company phone*
- *Company email*

Suggested language for complaint:

- *I am an eye doctor. I treated a patient on (date) for (condition). The patient had purchased contact lenses without a prescription from (vendor). This is a mail-order contact lens company which operates in violation of the following laws:*
 - *KRS 367.683: Requiring all mail order contact lens sellers to verify a contact lens prescription.*
 - *KRS 367.686: Sale of contact lenses to KY resident requires a valid contact lens prescription.*
 - *KRS 367.687: Requires sellers to register with the AG. Is the seller currently registered?*

STEP 2: [Report](#) unlawful sales of medical products on the internet to the **FDA**.

STEP 3: [Report](#) suspicious business practices with the **FTC** complaint assistant.

STEP 4: Report suspected FCLCA or Contact Lens Rule violations to **AOA** via aoa.org/StopIllegalCLs

STEP 5: Notify the **KOA** by emailing dinahbevington@kyeyes.org

- **If the patient did have a medical complication from the use of illegal contact lenses, please continue to the next step:**

STEP 6:

To report adverse reactions or medical problems with contact lenses, either call the FDA Consumer Report Hotline for KY at 800-437-2382 (toll free) or report the contact lens related injuries/infections to FDA’s [MedWatch](#).