

Consumer Council

Consumer Council is concerned about the supply of infant milk powder in local market

16th January 2013

Consumers have reflected that the supply of infant milk powder has become quite tense recently and infant milk powder is unavailable in many local retail outlets. Consumers are suggested to visit Consumer Council's website to acquire the service hotlines of milk powder suppliers and get information on where to purchase certain brands of infant milk powder.

Consumer Council indicates that the supply of infant milk powder in local market became quite tense and such situation has been informed by both citizens and members of the Legislative Assembly. Related government departments including Health Bureau (SS), Economic Services Bureau (DSE), Provisional Municipal Council (IACM), and Consumer Council met with suppliers of infant milk powder (including Mead Johnson, Abbot, Friso, Snow Brand, Nan Ha, Nestle Excel and Wyeth Gold) in Hong Kong last year and hotlines available to Macao consumers were then set up, enabling suppliers to deal with consumers' problems after calling their hotlines.

The Council has recently contacted milk powder suppliers through the available hotlines and was informed that supply of Wyeth Gold and Friso milk powder is quite tense, however, suppliers are continuing to import more products to prepare for the demand during Chinese New Year. All hotlines have been called and confirmed by the Council to ensure normal operation.

Service hotlines of infant milk powder suppliers are as follows:

<i>Mead Johnson</i>	(Macao) 28768154	(Hong Kong) 25106321
<i>Abbott</i>	(Macao) 28922177	
<i>Friso</i>	(Macao) 28762447	(Hong Kong) 28593705
<i>Snow Brand</i>	(Macao) 28451370	(Hong Kong) 0800925
<i>Nestle Nan Ha, Nestle Excel</i>	(Macao) 28453490	(Hong Kong) 21798333
<i>Wyeth Gold</i>	(Macao) 0800078	(Hong Kong) 25998870

For more details, consumers can visit the Council's website:
http://www.consumer.gov.mo/e/milk_powder_suppliers_e.asp.