


Panera Bread Cream Cheese Recall Questions and Answers

Q & A

Question	Answer
What happened?	While there have been no reported illnesses, out of an abundance of caution, Panera Bread is conducting a nationwide preemptive, voluntary recall of all 2 oz. and 8 oz. cream cheese products sold in its U.S. bakery-cafes. This recall was initiated after samples of one variety of 2 oz. cream cheese from a single production day showed a positive result for the presence of <i>Listeria monocytogenes</i> . Tests on cream cheese samples manufactured both before and after the production run in question have all come back negative.
What happens if the potentially contaminated product is ingested?	<i>Listeria monocytogenes</i> is an organism that can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms, such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, Listeria infection can cause miscarriages and stillbirths among pregnant women. Again, no illnesses have been reported.
What immediate steps should someone take if they are feeling ill?	Panera's No. 1 priority is the safety of guests and associates. Panera strongly encourages individuals who are not feeling well to contact their physician to ensure all their health needs are met.
Which products were potentially affected?	All varieties of unexpired 2 oz. and 8 oz. cream cheese with an expiration date on or before 4/2/18, were recalled out of an abundance of caution following testing that confirmed a positive Listeria result. Affected 2 oz. Cream Cheese Varieties (example pictured below): Plain Cream Cheese, Reduced-Fat Plain Cream Cheese, Reduced-Fat Chive & Onion Cream Cheese, Reduced-Fat Honey Walnut Cream Cheese, Reduced-Fat Wild Blueberry Cream Cheese.  Affected 8 oz. Cream Cheese Varieties (example pictured below): Plain Cream Cheese, Reduced-Fat Plain Cream Cheese, Reduced Fat Chive & Onion Cream Cheese, Reduced-Fat Honey Walnut Cream Cheese, Reduced-Fat Wild Blueberry Cream Cheese.

Panera Bread Cream Cheese Recall Questions and Answers

	
Are other Panera Bread products potentially affected?	<p>No. Panera is only recalling all varieties of 2 oz. and 8 oz. cream cheese products described above. No other Panera Bread products are affected by this recall.</p>
When will cream cheese become available again?	<p>Panera will restock products as soon as possible.</p>
What should individuals do in the event they own the potentially contaminated product?	<p>Consumers in possession of either of these products should discard them immediately and contact Panera Bread Customer Service at 1-855-6-PANERA at any time or visit Panera.custhelp.com for a full refund. For any other questions, please visit www.panerabread.com/recall</p>