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## **Report FCLCA Violations**

Eye care practitioners should report all violations of the **Fairness to Contact Lens Consumers Act (FCLCA)** – including instances in which contact lens sellers fail to comply with the prescription verification provisions of the law.

Examples of non-compliance by sellers may include:

- No date and time on faxes;
- Multiple requests for same patient after receiving doctor response;
- Refusal to accept "Rx has expired" as compliant response;
- Selling contacts without a prescription;
- Ignoring the eight business hour response period;
- Substituting lenses;
- Unintelligible recorded messages or other messages not allowing the practitioner a reasonable opportunity to respond.

### **REPORTING CONTACT INFO**

**Please report potential violations of the federal law (patient care related) to:**

1. The **FTC** at: [https://www.ftccomplaintassistant.gov/FTC\\_Wizard.aspx?Lang=en](https://www.ftccomplaintassistant.gov/FTC_Wizard.aspx?Lang=en)
2. The **FDA** at: <http://www.fda.gov/Safety/ReportaProblem/ucm059315.htm>
3. **MD Attorney General** at: <http://www.oag.state.md.us/Consumer/complaint.htm>
4. And lastly, so the **AOA & MOA** can maintain accurate records of all complaints filed with the FTC and FDA, please e-mail a copy of your complaint [info@marylandoptometry.org](mailto:info@marylandoptometry.org)