

Aflac Doctor Duck

Product Recall: Aflac Promotional Doctor Duck

Communicorp, Inc. has learned that buttons on the lab coat worn by its 6” plush Aflac promotional Doctor Duck may contain levels of lead that exceed the federal lead content standard. Lead is toxic if ingested by young children and can cause adverse health issues. Communicorp has received no reports of incidents or injuries.

Working closely with the CPSC, Communicorp has issued a voluntary recall of its 6” plush Aflac promotional Doctor Duck. No other model of the Aflac promotional duck is impacted by this recall. Aflac promotional ducks have been produced in a number of different themes but only the duck dressed as a doctor, *i.e.* the Doctor Duck (depicted below), is impacted by this recall.

The Doctor Ducks were made available for purchase to Aflac employees and licensed agents through a private eCommerce website from 2005-2020. Individuals gave the Doctor Ducks away to current and potential customers. The Doctor Ducks are 6” plush ducks wearing stethoscopes and white lab coats that say “Aflac” and have button closures.

Any person with a Doctor Duck in their possession should immediately dispose of the Doctor Duck. Communicorp is contacting Aflac employees and licensed agents who purchased the Doctor Duck directly.

Please contact Communicorp at 1-800-642-3522 Monday through Friday from 8 a.m. to 5 p.m. Eastern time with any questions. [Click here to view the Communicorp/CPSC Press Release.](#) This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission.



Dr. Duck – Promotional Item Recall

FAQs

General – for use in website

1. What happened?

- A. On May 12, U.S. Customs and Border Protection detected elevated lead levels in small buttons on the coat on the six-inch promotional Dr. Duck, produced by a third-party vendor. The finding enabled us to voluntarily report to and coordinate with the Consumer Product Safety Commission (CPSC), quickly discontinue production and initiate this recall process.

2. How are these ducks used?

- A. Communicorp sells the ducks as promotional items to Aflac independent sales agents and employees through a private website. There are several different versions of ducks but the only product showing any lead is confined to the small buttons on the six-inch promotional Dr. Duck.

3. How should the ducks be discarded?

- A. If you have a Dr. Duck in your possession, you should immediately dispose of it. Communicorp is issuing a press release, setting up a special website and a hotline to provide information to the public.

4. *Is My Special Aflac® duck included in the recall?*

- A. Absolutely not. My Special Aflac Duck® has passed all testing done by TÜVRheinland, an internationally renowned, 150 year old third-party testing laboratory. Additionally, all components used to produce My Special Aflac Duck® are tested on an ongoing basis. The My Special Aflac Duck®, which provides comfort for children with cancer, is produced by a different company and is tested as a toy, with a very stringent set of protocols. My Special Aflac Duck® has passed all inspections.

For additional information, please contact: Communicorp at 1-800-642-3522 Monday through Friday from 8 a.m. to 5 p.m. Eastern time, or online at <https://communicorp.com/recall/>. Media inquiries should be emailed to mediainquiries@communicorp.com.