





Submitted by

UltiMed, Inc. 350 Highway 7 Excelsior, MN 55331

Submitted to

California Department of Resources Recycling and Recovery (CalRecycle) 1001 I Street Sacramento, CA 95812-4025

Submitted on

August 18, 2023





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Perjury Statement

As required by CCR 18973(d)(e), I hereby declare, under penalty of perjury, that the information provided in this document is complete, true, and correct, to the best of my knowledge.

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Section 1. Contact Information

CCR Section 18973.5(a). Contact Information. Pursuant to section 18973.3(a) including any changes or updates to this information. Contact information of the corporate office, or designee, responsible for submitting and overseeing the stewardship plan on behalf of the program operator, including, but not limited to:

- (1) Contact name and tile
- (2) Name of program operator
- (3) Mailing and physical address(es)
- (4) Phone number
- (5) Email address
- (6) Internet website address

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Section 2. Executive Summary

CCR Section 18973.5(b). Executive Summary. Provide a concise summary of the information in the report that includes, but is not limited to, the highlights, outcomes and challenges, education and outreach efforts, and ways in which challenges are being addressed.

As required by SB-212, UltiMed, Inc. is submitting this 2022 Annual Report. This Annual Report covers 2022 activities and complies with our responsibilities required by California Law.

During 2022, UltiMed accomplished various activities to fully implement and comply with all elements of the stewardship plan. Given that 2022 was the first full year of the plan, these activities mainly focused on building awareness and providing education. The mailback program is centered on the all-in-one product solution that provides a sharps waste container and mail-back materials included with the sharps dispensed to the ultimate user in a single kit. After using all the sharps, the ultimate user returns the used sharps utilizing the provided mail-back materials included in the kit. This product solution was made available through distribution to pharmacies and other retailers. In addition to the product solution, UltiMed put in place the processes for managing the program as described in the approved Stewardship Plan.

Additionally, as discussed with CalRecycle, UltiMed evaluated the options for stewardship plan coverage of UltiMed's full product portfolio. UltiMed made the decision to contract with The Foundation. Effective January 1, 2023, UltiMed's covered products are included in The Drug Takeback Solutions Foundation's Stewardship Plan for Home-Generated Sharps Waste. Therefore, the UltiMed stewardship plan was terminated and withdrawn for 2023 and beyond.



Section 3. Collection System

CCR Section 18973.5(c). Collection System. Description of the following:

- (1) How ultimate users had an opportunity to dispose of their home-generated sharps waste as described in the approved stewardship plan
- (2) Amount of sharps waste containers and mail-back materials distributed as required in the stewardship plan pursuant to section 18973.3(f)(6), per county, through each of the following methods:
 - (A) Provided at point of sale
 - (B) Initiated at point of sale
 - (C) Website requests
 - (D) Toll-free telephone number requests
- (3) Amount of home-generated sharps waste returned through the mail-back program, as required in the stewardship plan pursuant to section 18973.3(f)(6)
- (4) Supplemental collection method(s) of home-generated sharps waste that were provided in addition to, but not in lieu of, the mail-back program, pursuant to section 18973.3(f)(5). Include a list of dates and location of take-back events that occurred pursuant to section 189733(f)(5)(B), if applicable
- (5) If applicable, amount of home-generated sharps waste collected through supplemental collection method(s), as required in the stewardship plan pursuant to section 18973.3(f)(7)

Ultimate users had the opportunity to acquire the UltiMed all-in-one sharps kit and dispose of the home-generated sharps waste utilizing the mail-back kit provided. The mail-back kit includes all materials needed to return the used sharps including a pre-paid postage label.

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- 2047 units of covered product were distributed into the State of California.
- 517 units were provided at the point of sale.
 - o By county breakdown:

	San Diego	113
•	Orange	65
	Santa Barbara, San Luis Obispo	59
•	Sonoma	45
	Los Angeles	41
•	Riverside	34
•	Monterey	25
•	San Joaquin	24
•	Mendocino	17
•	Sacramento	13
•	Fresno, Madera	13
•	Yolo	9
•	San Bernardino	9
•	Fresno	8
•	Humboldt	7
•	Santa Cruz	4
•	San Benito, Santa Clara	4



:	Kern, San Bernardino Stanislaus, Merced	3
	Napa	3
	Humboldt, Mendocino	2
		2
	Ventura, Los Angeles	
•	San Francisco	2
•	Riverside, San Bernardino	2
•	Alameda	1
	San Bernardino, Riverside	1
•	Tuolumne, Mariposa	1
•	Marin	1
	Solano	1
	San Mateo	1
	Contra Costa	1
	Mariposa	1
	Ventura	1
	Santa Clara	1
•	Riverside, Orange	1

- There were zero website or toll-free number requests.
- There were no mail-back materials initiated at the point of sale.
- One unit was returned through the mail-back program.
- No sharps waste was collected through supplemental collection method(s).



Section 4. Transportation and Disposal

CCR Section 18973.5(d). Transportation and Disposal. Descriptions of the methods used to transport and dispose of consolidated home-generated sharps waste, including the following:

- (1) Mechanism(s) used to track the collection, transportation, and disposal of home-generated sharps waste
- (2) Name and mailing address of each service provider used to transport or process home-generated sharps waste
- (3) For each disposal facility, include the following:
 - (A) Name of facility
 - (B) Mailing and physical address
 - (C) Total weight of material disposed

The mechanism used to track the home-generated sharps waste is the tracking manifest that is included with the mail-back materials.

The name and mailing address of each service provider used to transport home-generated sharps, and each disposal facility are listed below (see Table 1 and Table 2).

Table 1. UltiMed Transportation and Sharp Disposal Service Providers

	Transportation/Delivery Provider	Sharps Disposal Service Provider
Provider Name:	United States Postal Service (USPS)	PureWay Compliance, Inc.
Service Provider Mailing and Physical Address:	475 L'Enfant Plaza SW Washington, DC 20260-0004	16225 Park Ten Place, #830 Houston, TX 77084

Table 2. Contracted Disposal Locations Servicing UltiMed

Service Provider Name	Daniels Health	Medsharps	нwм	Curtis Bay
Service Provider Mailing and Physical Address	4144 East Therese Avenue Fresno, CA 93725	17340 Bell North Drive Schertz, TX 78154	6602 W. 9th Avenue Gary, IN 46406	3200 Hawkins Point Road Baltimore, MD 21226

One unit weighing 1 lb. 3 ounces was returned to the Medsharps facility and disposed of. No other disposal location received returned units.



Section 5. Policies and Procedures

CCR Section 18973.5(e). Policies and Procedures. Pursuant to subdivision (b)(6) of section 42033.2 of the Public Resources Code, provide the following:

- (1) Description of whether policies and procedures for collecting, transporting, and disposing of homegenerated sharps waste, as established in the stewardship plan, were followed during the reporting period
- (2) Description of each instance of noncompliance from the stewardship plan policies and procedures, if any occurred
- (3) Corrective actions taken, or what will be taken, if the program operator discovered critical instances of noncompliance with stewardship plan policies and procedures

During the 2022 reporting period:

- Policies and procedures for Collecting, transporting, and disposing of home-generated sharps waste were followed.
- No instances of noncompliance occurred.
- No corrective actions were required or taken.



Section 6. Description of Updates

CCR Section 18973.5(f). Description of updates, that have been made or will be made, to the processes and policies followed to safely and securely collect, track, and properly manage home-generated sharps waste from collection through final disposal.

During UltiMed's 2022 reporting period, there were no updates to the processes and policies relating to the collection, tracking, or management of home-generated sharps waste.



Section 7. Ordinance Repeal

CCR Section 18973.5(g). Ordinance Repeal. Pursuant to subdivision (e) of section 42032.2 of the Public Resources Code, description of processes, logistics, and timing of implementation that will be necessary for the stewardship program to expand into jurisdictions not previously included in the stewardship plan, in the event of the repeal of a local stewardship program ordinance.

During the 2022 reporting period, there were no events that required any processes, logistics, and timing changes to the stewardship plan resulting from jurisdictions not previously included in the plan.



Section 8. Safety and Security

CCR Section 18973.5(h). Safety and Security. Describe the general nature of any incidents with safety or security related to collection, transportation, or disposal of home-generated sharps waste. Explain the corrective actions taken or that will be taken to address the issue and improve safety and security. Additionally, the following specific information about any incident(s) shall be made available to the department, upon request, and shall include, but not be limited to:

- (1) Location and date
- (2) Description of specific incident
- (3) Cause(s) of specific incident
- (4) Parties involved
- (5) or law enforcement agencies involved and any litigation, arbitration, or other legal proceedings that result from each incident.

During this reporting period, there were no incidents reported regarding the safety or security related to the collection, transportation, or disposal of home-generated sharps waste. There were also no corrective actions.



Section 9. Education and Outreach

CCR Section 18973.5(i). Education and Outreach. Description and evaluation of the comprehensive education and outreach activities pursuant to section 18973.3(i), including, but not limited to, the following:

- (1) Electronic examples of promotional marketing materials
- (2) Numerical results of the education and outreach metrics outlined in the stewardship plan, pursuant to section 18973.3(i)(5)
- (3) A discussion of what the metrics, described above in section 18973.5(i)(2), reveal about the performance of the comprehensive education and outreach program, including, but not limited to, ultimate user awareness, program usage, and accessibility
- (4) Description of how the requirement in section 42031.6(b) of the Public Resources Code was met

During the reporting period:

- Education and outreach were conducted through multiple programs including customer meetings, conversations at tradeshows, and advertising. 26 advertisements were run with over 650,000 impressions. There were 1,500 users and 8,000 page views on the disposemyneedles.com website. For electronic examples of these education and outreach activities, please see Appendix A: Promotional Marketing Materials Examples.
- There were no education and outreach activities to promote the disposal of a covered product in a manner inconsistent with the services offered to ultimate users as part of our stewardship plan.
- 104 pharmacy locations stocked the UltiMed mail-back kit.

Program Metrics:

- Program Usage Metric: Units returned through the USPS, divided by units distributed.
 Metric = .0005%.
- Accessibility Metric: Number of pharmacy locations that have access to the approved product, divided by the total number of pharmacy locations in the State of California.
 Metric=100%.
- Penetration Metric: Number of pharmacy locations that distribute the approved product, divided by the total pharmacy locations that have access to it. Metric = 1.1%.



Section 10. Covered Entities

CCR Section 18973.5(j). Covered Entities. Participating covered entities covered by the stewardship plan and their contact information, including, but not limited to, the following:

- (1) Name of covered entity
- (2) Mailing and physical address
- (3) Contact name and title
- (4) Email address

UltiMed uniquely designates itself as the sole and only covered entity. Mr. Erickson is designated and will act as the covered entity's point of contact (POC). He can be reached at:

Jim Erickson President & CEO UltiMed, Inc. 350 Highway 7, Suite 100 Excelsior, MN 55331 Phone: (651) 291-7909

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Section 11. Covered Products

CCR Section 18973.5(k). A copy of the list of covered products submitted to the Board of Pharmacy pursuant to subsection (2) of subdivision (a) of section 42031 of the Public Resources Code.

A list of covered products submitted to the Board of Pharmacy is listed in Table 3 and Table 4.

Table 3. UltiMed Mail-back U-100 UltiGuard Safe Pack Insulin Syringes

Product Description	Barrel Size	Needle Gauge	Needle Length	Count Selling Unit	Product Number	National Drug Code/Human Readable Interpretation Number	UPC Number
3/10 mL – 31G x 8mm (5/16")	3/10mL	31G	8mm (5/16")	100	912439	08222-1243-95	3-57515-12439-5
1/2 mL – 31G x 8mm (5/16")	1/2mL	31G	8mm (5/16")	100	912459	08222-1245-93	3-57515-12459-3
1 mL – 31G x 8mm (5/16")	1mL	31G	8mm (5/16")	100	912419	08222-1241-97	3-57515-12419-7
3/10 mL - 30G x 12.7mm (1/2")	3/10mL	30G	12.7mm (1/2")	100	912335	08222-1233-50	3-57515-12335-0
1/2 mL - 30G x 12.7mm (1/2")	1/2mL	30G	12.7mm (1/2")	100	912355	08222-1235-58	3-57515-12355-8
1 mL – 30G x 12.7mm (1/2")	1mL	30G	12.7mm (1/2")	100	912315	08222-1231-52	3-57515-12315-2

Table 4. UltiMed Mail-back UltiGuard Safe Pack Pen Needles

Product Description	Barrel Size	Needle Gauge	Needle Length	Count Selling Unit	Product Number	National Drug Code/Human Readable Interpretation Number	UPC Number
32G x 4mm (5/32") Micro	_	32G	4mm (5/32")	100	712543	08222-1254-39	3-57515-12543-9
31G x 5mm (3/16") Mini	-	31G	5mm (3/16")	100	712553	08222-1255-30	3-57515-12553-0
32G x 6mm (1/4") Mini	_	32G	6mm (1/4")	100	712562	08222-1256-20	3-57515-12562-0
31G x 8mm (5/16") Mini	_	31G	8mm (5/16")	100	712583	08222-1258-35	3-57515-12583-5
29G x 12.7mm (1/2") Original	_	29G	12.7mm (1/2")	100	712512	08222-1251-25	3-57515-12512-5



Section 12. Service Provider Selection Process

CCR Section 18973.5(I). Description and evaluation of the process for selecting service providers, if applicable.

During UltiMed's 2022 reporting period, no service providers were selected.



Section 13. Grants, Loans, Sponsorships, Reimbursements, or Other Incentives

CCR Section 18973.5(m). Description of any grants, loans, sponsorships, reimbursements, or other incentives provided, as applicable.

During the 2022 reporting period, two sponsorships were provided for support of educational webinars.



Section 14. Changes in Staffing

CCR Section 18973.5(n). Description of changes in staffing of the stewardship program.

During this reporting period, no staffing changes associated with our stewardship plan occurred.



Section 15. Coordination Efforts

CCR Section 18973.5(o). Coordination Efforts. Description of how the program operator coordinated with other program operators to avoid confusion to the public and all program participants in the event that multiple stewardship programs for home-generated sharps waste are in operation concurrently or new stewardship programs begin operating.

During this reporting period, there were coordination efforts with other program operators to discuss a shared logo opportunity.



Section 16. Local Agency Requests

CCR Section 18973.5(p). Local Agency Requests. For each local agency that has requested removal or reimbursement, pursuant to the requirements in subsection (1)(F)(ii) of subdivision (d) of section 42032.2 of the Public Resources Code, provide details including, but not limited to:

- (1) Name of local agency, or agent acting on behalf of the local agency.
- (2) For each household hazardous waste facility:
 - (A) Facility location
 - (B) Reimbursement payment amount, as applicable
 - (C) Amount of home-generated sharps waste collected, as required in the stewardship plan pursuant to section 18973.3(f)(8)
- (3) Any requests that were rejected and the reason(s) each request was rejected.
- (4) Any requests where response, removal, or reimbursement was performed outside of the timelines specified in section 18973.3(g)(2).

During our 2022 reporting period, no requests from local agencies for the removal or reimbursement of home-generated sharps waste were made.



Section 17. Expenses Reported

CCR Section 18973.5(q). A list of all actual expenses incurred during the previous reporting period. Expenses shall be summarized in accordance with the budget categories specified in section 18973.6(b).

During the 2022 reporting period, actual UltiMed stewardship plan expenses are included in the 2022 budget section in Table 5 on page 25.



Section 18. State Agency Determinations

CCR Section 18973.5(r). State Agency Determinations. Pursuant to section 42032.2(d)(1)(B) of the Public Resources Code. Submit all agency determination(s) of compliance, noncompliance, and superseding determinations of compliance, if any, for the reporting period.

During the reporting period, there were no state agency determinations of compliance, noncompliance, or superseded determinations of compliance.



Section 19. Reporting Period Budget

PRC Section 42033.2(a). Reports, Budgets, and Records. On or before March 31, 2022, and each year thereafter, a program operator shall prepare and submit to the department both of the following:

- (1) A written report describing the stewardship program activities during the previous reporting period of one year.
- (2) A written program budget for the stewardship program implementation for the upcoming calendar year.

During 2022, UltiMed accomplished various activities to implement the stewardship plan. Given that 2022 was the first full year of the plan, these activities mainly focused on building awareness and providing education and outreach (see <u>Table 5</u>). The Program costs for 2022 were confirmed with the UltiMed corporate audited financial statements.

Table 5. Stewardship Program Costs (January 1, 2022 – December 31, 2022)

Description	January 1, 2022 – December 31, 2022
Stewardship program costs (CCR 18973.6)	\$0
Total capital costs	
Stewardship recurring costs (CCR 18973.6)	
Collection, transportation, disposal	10
Administrative costs	11,594
Education and outreach	148,407
Grants, loans, sponsorships	5,000
Independent financial audit expense (CCR 18973.6)	-
Departmental administrative fee (PCR 42034)	_
TOTAL	\$165,011



Section 20. Upcoming Calendar Year Budget

PRC Section 42033.2(a). Reports, Budgets, and Records. On or before March 31, 2022, and each year thereafter, a program operator shall prepare and submit to the department both of the following:

- (1) A written report describing the stewardship program activities during the previous reporting period of one year.
- (2) A written program budget for the stewardship program implementation for the upcoming calendar year.

The program budget for the stewardship program implementation for the upcoming calendar year is detailed in <u>Table 6</u> on <u>page 27</u>. Effective January 1, 2023, UltiMed's covered products are included in The Drug Takeback Solutions Foundation's Stewardship Plan for Home-Generated Sharps Waste. Therefore, the UltiMed stewardship plan was terminated and withdrawn for 2023 and beyond.



Table 6. 2023 Stewardship Program Budget Plan

Description	2023
Recommended Funding Level (CCR 18973.6)	N/A
Stewardship Program Costs (CCR 18973.6)	
Stewardship Capital Costs (CCR 18973.6)	
Total Capital Costs	N/A
Program setup cost includes initial costs associated with process implementation, vendor setup, stewardship plan, and stewardship education. Product setup costs include items related to developing the mail-back product line (i.e., packaging, labeling, education, Website, and inventory.	
Stewardship Recurring Costs (CCR 18973.6)	
Collection, Transportation, Disposal	N/A
Expenses associated with managing the mail-back program; is determined by quantity of product distributed (based on expected volumes distributed). USPS and disposal fees are generated after sharps are returned (based on expected volumes distributed). Volume for mail-back processing, USPS, and disposal fee is based on compliance (based on expected volumes distributed).	
Administrative Costs	N/A
Overall management of the program to include compliance efforts, analytics, and corrective actions. Overall management of the Website and toll-free telephone number and associated activities.	
Education & Outreach	N/A
Includes marketing to wholesalers and retailers; is associated with California SB-212 education. Includes marketing materials used to educate the market on compliant products under the UltiMed stewardship plan. Continued development of marketing materials for the implementation of the outreach program (such as flyers, education, informationals, and diagrams).	
Grants, Loans, Sponsorships	N/A
Independent Financial Audit Expense (CCR 18973.6)	N/A
Estimate of additional work that may be required by UltiMed's third-party auditors to comply to SB-212 requirements.	
Departmental Administrative Fee (PRC 42034)	N/A
CalRecycle fees and/or other departmental administrative fees.	
Total	N/A
Total Annual Costs	N/A
Recommended Reserve Level Amount (CCR 18973)	N/A

Reserve amount equals 50% of the annual estimated funding level.



Section 21. Multiyear Budget

PRC Section 42033.2(c)(2). Reports, Budgets, and Records. An annual program budget submitted pursuant to paragraph (2) of subdivision (a) shall include, at a minimum, both of the following for the upcoming calendar year:

- (1) An independent financial audit of the stewardship program, as required by subdivision (b) of Section 42033.4, funded by the stewardship organization from the charge paid from its member covered entities pursuant to Section 42034 or by a covered entity if it operates its own stewardship program.
- (2) Anticipated costs and the recommended funding level necessary to implement the stewardship program, including, but not limited to, costs to cover the stewardship plan's budgeted costs and to operate the stewardship program over a multiyear period in a prudent and responsible manner.

As detailed in the Stewardship Plan, UltiMed is operating the Program on its own through the general operation of the overall business. Due to this construct, the Stewardship Program does not have stand-alone financial statements for independent audit.

The program budget for the stewardship program implementation for the upcoming calendar year is detailed in Table 7 on <u>page 29</u>. Effective January 1, 2023, UltiMed's covered products are included in The Drug Takeback Solutions Foundation's Stewardship Plan for Home-Generated Sharps Waste. Therefore, the UltiMed stewardship plan was terminated and withdrawn for 2023 and beyond.



Table 7. Multiyear Stewardship Program Budget Plan

Description	2023	2024	2025
Recommended Funding Level (CCR 18973.6)	N/A	N/A	N/A
Stewardship Program Costs (CCR 18973.6)	See Below	See Below	See Below
Stewardship Capital Costs (CCR 18973.6)	See Below	See Below	See Below
Total Capital Costs	N/A	N/A	N/A
Program setup cost includes initial costs associated with process implementation, vendor setup, stewardship plan, and stewardship education. Product setup costs include items related to developing the mail-back product line (i.e., packaging, labeling, education, Website, and inventory.			
Stewardship Recurring Costs (CCR 18973.6)	See Below	See Below	See Below
Collection, Transportation, Disposal	N/A	N/A	N/A
Expenses associated with managing the mail-back program; is determined by quantity of product distributed (based on expected volumes distributed). USPS and disposal fees are generated after sharps are returned (based on expected volumes distributed). Volume for mail-back processing, USPS, and disposal fee is based on compliance (based on expected volumes distributed).			
Administrative Costs	N/A	N/A	N/A
Overall management of the program to include compliance efforts, analytics, and corrective actions. Overall management of the Website and toll-free telephone number and associated activities.			
Education & Outreach	N/A	N/A	N/A
Includes marketing to wholesalers and retailers; is associated with California SB-212 education. Includes marketing materials used to educate the market on compliant products under the UltiMed stewardship plan. Continued development of marketing materials for the implementation of the outreach program (such as flyers, education, informationals, and diagrams).			
Grants, Loans, Sponsorships	N/A	N/A	N/A
Independent Financial Audit Expense (CCR 18973.6)	N/A	N/A	N/A
Estimate of additional work that may be required by UltiMed's third-party auditors to comply to SB-212 requirements.			
Departmental Administrative Fee (PRC 42034)	N/A	N/A	N/A
CalRecycle fees and/or other departmental administrative fees.			
Total	N/A	N/A	N/A
Total Annual Costs	N/A	N/A	N/A
Recommended Reserve Level Amount (CCR 18973)	N/A	N/A	N/A

Reserve amount equals 50% of the annual estimated funding level.



Appendix A. Promotional Marketing Materials Examples



DID YOU KNOW?

Home-generated sharps disposal regulations have changed in California effective January 7th, 2022.

CALIFORNIA SENATE BILL 212

What is the requirement for home-generated sharps?

Requires providing or initiating distribution of a sharps waste container and mail-back materials at the point of sale.

(SB 212, Jackson. Solid waste: pharmaceutical and sharps waste stewardship)

UltiGuard SafePack

Sharps Container & Mail-Back Disposal Kit

LEARN MORE

Figure 1: Example of Digital Media Campaign: Distributor Website Display Advertisement (July 2022)



Figure Description:

Figure showing the California home-generated sharps disposal regulations: Figure 1

Description:

California SB-212 requires providing or initiating the distribution of a sharps waste container and mail-back at the point of sale.

Learn more



DID YOU KNOW?

Home-generated sharps disposal regulations have changed in California effective January 7th, 2022.

California Senate Bill 212 requires providing or initiating distribution of a sharps waste container and mail-back materials at the point of sale.

The UltiGuard Safe Pack Sharps Container & Mail-Back Disposal Kit is the only fully compliant all-in-one solution.



GIVE YOUR PATIENTS MORE

- FOR THE SAME COPAY AS PEN NEEDLES OR SYRINGES ALONE
- WITH NO CHANGE IN PHARMACY WORKFLOW
- 🗸 IN ONE COMPLETE, PREPAID MAIL-BACK KIT

UltiGuard Safe Pack

Sharps Container & Mail-Back Disposal Kit

Read more about the new law and how to stay compliant: www.disposemyneedles.com

Figure 2: Example of California Flyer: (June 2022)



Figure Description:

Figure showing the California mail-back disposal kit and contents: Figure 2

Description:

Complete 3-in-1 solution

100 pen needles or syringes

FDA-cleared sharps container

Prepaid return shipping box and materials



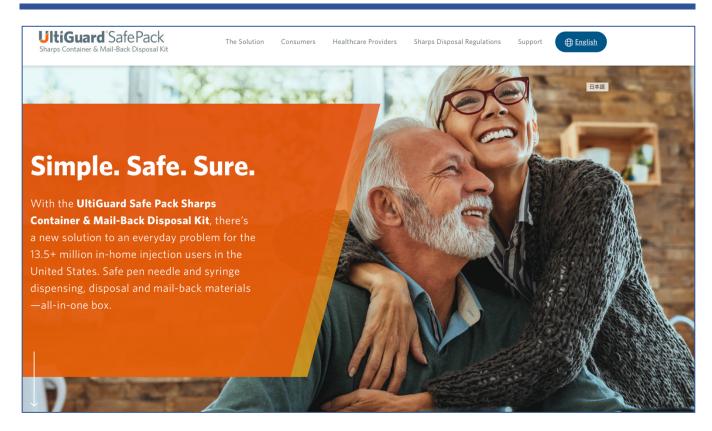


Figure 3: Website Home Page (December 2022)



Figure Description:

Figure showing the California disposemyneedles.com website home page: Figure 3

Description:

California State Sharps Disposal Program

Safeguarding households and the planet

Staying compliant as regulations change

How to dispose of sharps

The mail-back kit and how it works

Linked California State Website pages (many of these links are repeated on all website pages):

- o Home
- The Solution
- Consumers
- Healthcare Providers
- Sharps Disposal Regulations
- Support
- Contact