



March 10, 2026

To: Baltimore County Public Schools

Re.: Fat Free Chocolate Milk

To Our Valued Customer,

Thank you for informing us of the issues that your school system has experienced with our Fat free Chocolate milk sell by 3-14-26. Cloverland takes all customers' complaints seriously and we stand behind our quality.

We investigated this complaint by reviewing all production, lab, and processing records. After finishing the investigation and testing our retain samples we were able to duplicate what you see in one of our retain samples. We did a complete walk through of the processing line and we found 2 questionable seal/gaskets. We immediately replaced them and did a complete cleaning and sanitation of the processing line. We are highly confident that this will resolve the sporadic issues that was being found in the product.

We will continue to monitor the product.

Our apologies for any inconvenience this has caused Baltimore County Public Schools.

Please let us know of any further questions or needs regarding this incident.

Sincerely,

*Phil Forshlager*

Phil Forshlager  
Director of Quality Assurance  
Cloverland Farms Dairy

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