



Medicines & Healthcare products
Regulatory Agency

MHRA Central Freedom of
Information Team
10 South Colonnade
Canary Wharf
London
E14 4PU

foi.request@mhra.gov.uk.

[MHRA Website](#)

Our Ref: **FOI2026/00542**

2 June 2026

Dear [REDACTED]

Thank you for your Freedom of Information (Fol) request received on 15 May. You wrote:

Under the UK Freedom of Information Act 2000, I am writing to request information held by the MHRA regarding records from Eli Lilly of faulty Mounjaro pens. Specifically, I would like to request:

- 1. Any records of the number of Mounjaro pens reported to be faulty to Eli Lilly from 1st April 2025 to 31st March 2026*
- 2. The number of monetary refunds for faulty pens*
- 3. The number of new pens issued as means of a refund.*

MHRA Response

The Agency has completed its search for the information you have requested, and we are able to confirm that we do hold some of the information you have requested in relation to any records of the number of Mounjaro pens reported to be faulty to Eli Lilly from 1st April 2025 to 31st March 2026.

The Defective Medicines Report Centre (DMRC) within the Medicines and Healthcare products regulatory has received 675 reports related Mounjaro KwikPen solution for injection in pre-filled pens (all strengths). The reports relate to various suspected issues, however as the request relates to the term 'faulty' the total number of case records has been provided. There have been zero (0) recalls or confirmed defects from these reports.

The information relating to questions 2 and 3 is not held by this Agency and we would advise you to contact the Marketing Authorisation Holder directly.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team
Medicines & Healthcare products Regulatory Agency

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.

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<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>