

UK Website FAQs, Field Action 1002-2026. App Security Update

This frequently asked questions (FAQs) document was developed for the LibreCheck.com website.

1. What kind of field action is this?

Abbott has initiated an Urgent Field Safety Notice (FSN) in the UK to let people know about an important security update available for the FreeStyle Libre 3 app.

This software update is required to maintain security of the FreeStyle Libre 3 app

2. Which apps are affected?

This app update applies only to the FreeStyle Libre 3 app.

3. What actions need to be taken?

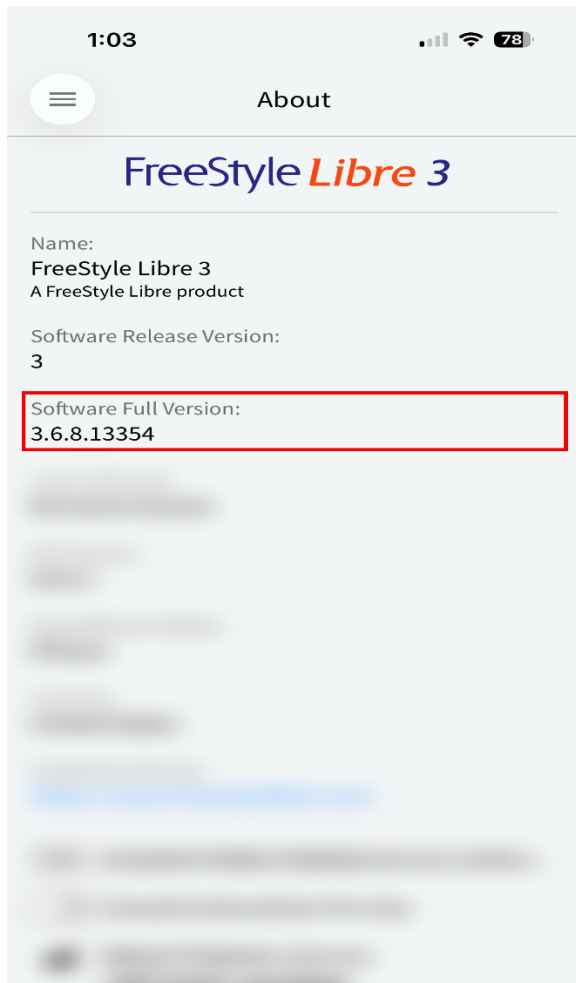
Immediately update your app to the latest version listed below, which addresses the issue.

- FreeStyle Libre 3 app version starting with 3.6.8.

If you have already updated your app to the latest version, there is nothing more you need to do.

4. How can I tell if my app version is impacted?

FreeStyle Libre 3 app: Open the **FreeStyle Libre 3 app** → tap **Menu** (≡ top left) → **About** → if the **Software Full Version** is **3.6.7. or lower, your app version** is impacted. Please update your app to **3.6.8.**



5. How can I update my app version?

Android

- On your mobile device open the Google Play Store app
- Tap the **Profile** icon at the top right of the screen
- Tap **Manage app & devices**
- Tap **Update** next to the FreeStyle Libre 3 app.
- Confirm your app has been updated by following the steps below:
FreeStyle Libre 3 app:
 - Tap Menu ☰ (top left)
 - Tap About
 - Confirm Software Full Version displays 3.6.8.

Apple / iOS

- On your mobile device open the App Store app
- Tap the **Profile** icon at the top right of the screen

- Tap **App Updates**
- Scroll down to find available updates
- Tap **Update** next to FreeStyle Libre 3 app
- Confirm your app has been updated by following the steps below:
FreeStyle Libre 3 app:
 - Tap Menu ☰ (top left)
 - Tap About
 - Confirm Software Full Version displays 3.6.8.

If you have already updated your app to the latest version, there is nothing more you need to do.

6. Will updating my app affect the sensor I am currently wearing? Will updating my app affect my data?

Updating your app will not affect your current sensor session or cause you to lose existing data.

7. Do I need to wait until my next sensor change to update my app?

No. You don't need to wait until the next sensor change to update the app.

8. Did my personal data get out?

Abbott is not aware of any evidence that patient data has been compromised.

9. What if I suspect my app may have been impacted by this vulnerability?

If you have additional questions or need to report problems experienced with the use of the FreeStyle Libre 3 app, please call Abbott Customer Services on 0800 170 11 77.

10. Does this security update require any changes to my sensor?

No, this app update applies only to the FreeStyle Libre 3 app.

11. Is my sensor still safe to use?

Yes, your sensor is safe to use.

12. After I update my app, is there anything else I need to do?

No, once you update your app, there is nothing else you need to do.

13. Is the updated app version compatible with my phone?

If you have been using the FreeStyle Libre 3 app on a compatible phone, your phone will remain compatible with the updated app version.

14. Does this affect the LibreLinkUp app?

This app update is only for the FreeStyle Libre 3 app.

15. Do I need to change my password due to this issue?

No, there is no need to change your password due to this issue. All that is required is that you update your app.

16. Is there any risk my data was or could be taken?

As of 09-OCT-2026, Abbott is not aware of any unauthorised access to anyone's device or app related to this vulnerability.

17. Is my data in my LibreView account accurate?

As of 09-OCT-2026, Abbott is not aware of any unauthorised access to anyone's app related to this vulnerability.

18. Is there any change to the sensor?

There is no change to the sensors, and any sensors can be used as normal.