



March 25, 2020

Dear Valued Customer:

As your trusted partner in medical technologies and services, we are writing to provide an update on Olympus' response to the novel coronavirus outbreak.

Olympus is continually monitoring the global developments around the COVID-19 pandemic and has set up a global task force to ensure business continuity. The health and safety of our employees, our customers and the patients they treat, and our global communities are extremely important to us. We are doing everything we can to maintain supplies while also being vigilant about the risk. Although delays may occur, we do not foresee any significant impact to business continuity. We are continually assessing the situation and will promptly inform stakeholders about changes whenever appropriate.

We are paying special attention to our healthcare partners, who are at the center of working to address this global crisis. We understand that your focus must be on addressing this pandemic, and therefore we honor and respect all protocols and restrictions on access to customer facilities. We will take additional precautions to minimize in-person contact while ensuring that we are able to continue to provide excellent customer service for our life-saving products.

Olympus supports the [Centers for Medicare and Medicaid Services \(CMS\) Adult Elective Surgery Procedure and Recommendations](#) developed in response to the pandemic. In the event you are using an Olympus endoscope, please adhere to the instructions for use (IFUs) and utilize reprocessing best practices. After every patient use, the healthcare service provider needs to ensure that the endoscope and all reusable endoscopic accessories are subject to comprehensive reprocessing in accordance with the IFUs. All devices and accessories need to be properly stored until the next patient exam. Our Technical Assistance Center (TAC), 1-800-848-9024, option 1, Field Sales and Field Service teams are 100% available via phone, text, email, WebEx, Zoom, MedPresence, FaceTime or in person in the event you need support with your Olympus equipment and/or devices.

Olympus will continue its monitoring of the situation, in accordance with the company mission of making people's lives healthier, safer and more fulfilling around the world. More information is available here: <https://olympusamerica.com/covid-19>.

Please contact us with any questions.

Best regards,

A handwritten signature in black ink that reads "Randy Clark".

Randy Clark
President
Medical Systems Group
Olympus Corporation of the Americas