



4/14/2020

Dear Valued Customer:

The COVID-19 pandemic continues to be an evolving situation and we are all dealing with unprecedented and uncertain healthcare and economic impacts. The magnitude of the impact differs from geography to geography, and we are simply unable to predict how long it will last. Given this background and the uncertain future, each day brings about unique business challenges and customer requirements. Olympus Corporation of the Americas (OCA) is striving to address your unique needs while maintaining a long-term view for our business.

We understand your primary focus is providing superior healthcare in the communities you serve, and this is never truer than now, as you work tirelessly to maintain the best possible care for your patients.

To this end, we have made several temporary amendments to our existing customer-related Sales Programs and Agreements. We have decided to extend existing timelines for the return of certain specific Olympus assets, in particular those approaching a pre-agreed return date.

We believe that adjusting some of these requirements is the right thing to do in the current environment and we are committed to working with you on all your equipment requirements.

For further details please contact your local Olympus Sales Representative with any specific questions or contact Olympus directly at (800) 848-9024, Option 2 for Sales Support & Inquiries, or Option 4 for questions relating to Loaner equipment.

As an organization and a committed partner, we thank you in advance for your understanding as together we work through this difficult time.

Best Regards,

A handwritten signature in blue ink, appearing to read 'Richard Reynolds', is written over a horizontal line.

Richard Reynolds
Group Vice President, Service Delivery & Commercial Operations
Medical Systems Group
Olympus America Inc.