

October 21, 2021

Re: Update on Cybersecurity Incident

Dear Valued Customer:

As you may be aware, Olympus is investigating a cybersecurity incident detected October 10, 2021, that is affecting IT systems in the Americas (U.S., Canada and Latin America). As part of our containment measures, we have suspended data transfers in affected systems and engaged technical forensic experts and law enforcement authorities in the ongoing investigation.

While Olympus' environment was affected, we have no reason to believe that our customers' environments have been or will be affected. If investigations uncover that a customer or business partner's environment was affected or data was involved in a way that calls for us to provide notification, we will notify customers immediately by email or phone.

Operational Updates:

- We are taking, fulfilling, and shipping product orders, and are addressing the backlog of orders through overtime and weekend hours.
- We are now accepting new Service Repair requests through our Customer Service team (1-800-848-9024, option 3). Please note that we are temporarily unable to check on the status of existing Service Repair orders that were placed prior to October 10th. We are working very hard to provide updates on these Service Repair orders as soon as possible.
- We are shipping loaners. We are currently making outbound calls to all customers that have a repair in-house with us to understand their need for loaners. If you have an urgent situation prior to receiving a call from us, please contact your local sales representative and ask for escalation.
- Our Field Service Engineers and Endoscopy Support Specialists are again available to support your needs. If you have products that require on-site repair, please follow the normal process for initiating the request. We have also instituted a rigorous security protocol for Olympus representatives visiting customer sites.
- Our Technical Assistance Center and our Customer Service Center continue to increase operational capacities and are managing high volumes of customer inquiries at this time.

We will be providing regular updates as new information is available, understanding that you rely on the availability of our products and services to provide patient care. Please visit this link for more information and ongoing updates:

medical.olympusamerica.com/customerinfo

We apologize for any inconvenience this situation may have caused and appreciate your ongoing patience as we take all necessary measures to serve you in a secure way.

Sincerely,



Randy Clark
President, Medical Systems Group
Olympus Corporation of the Americas